

Community Health Assessment:
St. Vincent's Medical Center

Steering Committee Meeting
May 26, 2011

Report #1
Quantitative Survey and Qualitative Data Collection

Diana Romero, PhD, MA; Neal Cohen, MD; Sue Nestler, MPH;
Amy Kwan, MPH; Justin Swearingen, MHA
CUNY School of Public Health at Hunter College

Quantitative Component*:

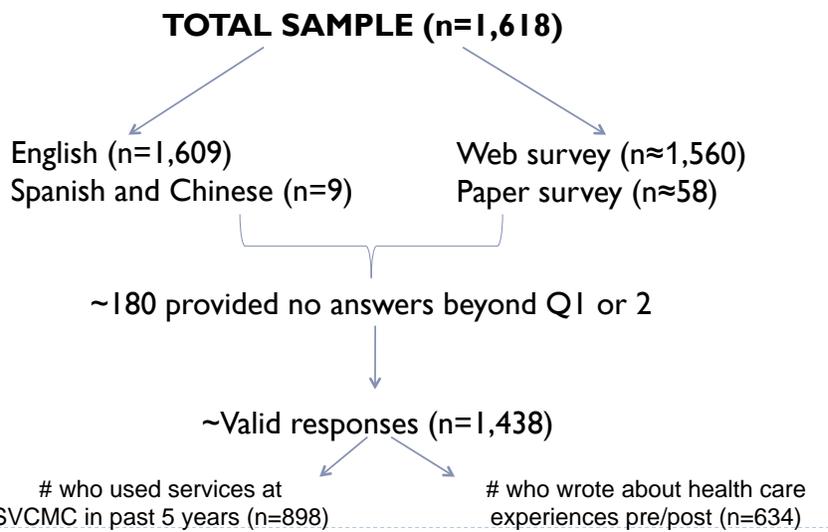
Community Survey

► *Note: Data last updated May 26, 2011. Additional analyses ongoing.*

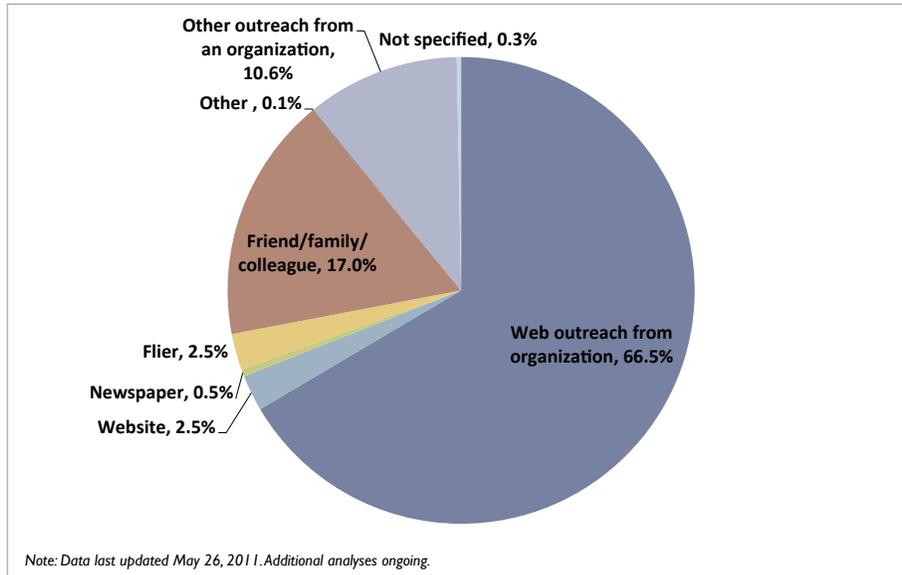
Quantitative Survey: Process

- ▶ IRB approval of amendment for survey: 3/21/2011
- ▶ Web and paper surveys created:
 - ▶ English, Spanish, Chinese, large-print
- ▶ Process:
 - ▶ SC partners volunteered to disseminate via email, website link, and paper distribution modes
 - ▶ 6 weeks to collect responses
 - ▶ Official launch: 4/5/11
 - ▶ Survey closed: 5/16/11

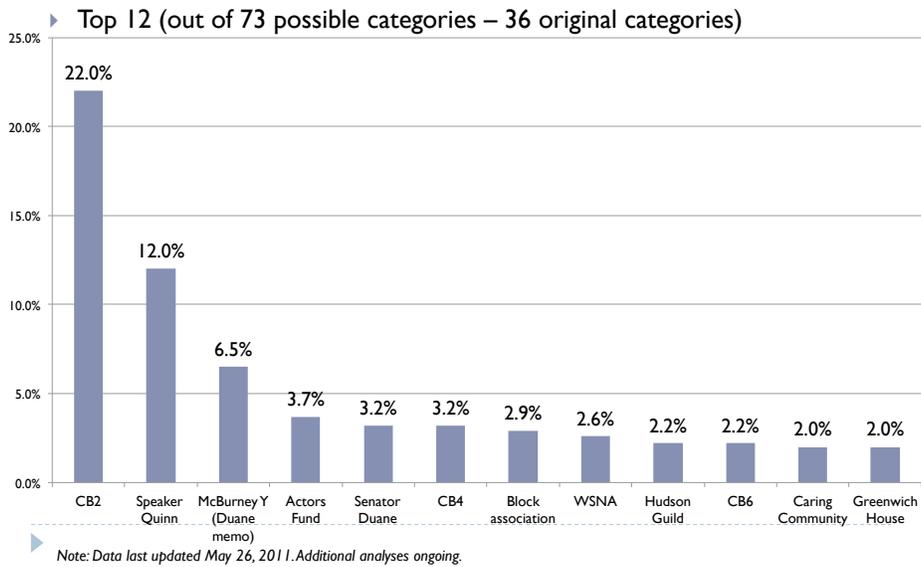
Response Tree



Modes of Dissemination (N=1,409)



From whom did respondents hear about survey? (n=1,437)



| Survey Demographics (N=1,438) | % (n) |
|--|--|
| Age | Range (18 – 98) Mean 58.3 (SD=13.9) |
| Race/Ethnicity | |
| White | 84.7 (1195) |
| Latino/Hispanic | 6.2 (88) |
| Asian/Pacific Islander | 3.1 (44) |
| More than one race | 2.3 (32) |
| African-American/African | 2.1 (29) |
| Other, including Caribbean/West Indian/Amer Indian/Alaska Native | 1.6 (23) |
| Primary language | |
| English | 95.8 (1355) |
| Spanish | 2.3 (32) |
| Chinese (Cantonese/Mandarin) | 0.6 (8) |
| Other | 1.4 (20) |
| Gender | |
| Female | 62.7 (850) |
| Male | 36.7 (498) |
| Transgender (identify as female, identify as male) | 0.4 (6) |
| Other | 0.1 (2) |
| Sexual orientation | |
| Heterosexual | 75.8 (990) |
| Gay | 13.9 (182) |
| Lesbian | 4.6 (60) |
| Bisexual | 2.3 (30) |
| Other | 2.2 (29) |
| Queer | 0.6 (8) |
| More than one | 0.5 (7) |

| Survey Demographics (N=1,438) (con't) | % (n) |
|---|-------------------------------|
| Zip code | |
| 10014 (PSA) | 31.9 (456) |
| 10011 (PSA) | 30.3 (433) |
| 10012 (PSA) | 6.9 (98) |
| 10001 (PSA) | 5.7 (81) |
| 10003 (SSA-1) | 4.8 (69) |
| 10036 | 4.0 (57) |
| 10013 (SSA-1) | 1.9 (27) |
| Other | 14.5 (217) |
| Length of residence in this zip code | Mean: 23.7 years SD (15.0) |

▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Health Insurance (n=1,432)

| Variables | % (n) |
|-------------------------------------|--------------------|
| Health insurance (yes) | 94.3 (1350) |
| Private through employment | 47.8 (637) |
| Private, self-pay | 12.8 (171) |
| Medicare (mixed) | 29.6 (395) |
| Medicaid | 3.1 (41) |
| Family Health Plus | 0.7 (10) |
| Combined public sources | 2.2 (30) |
| Combined private and public sources | 1.3 (17) |
| Other (unspecified) | 2.5 (33) |

► Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Health Status (n=1,422)

| Variables | % (n) |
|---|------------|
| Deaf, or have serious difficulty hearing? | 4.2 (60) |
| Blind, or have serious difficulty seeing even when wearing glasses? | 1.9 (27) |
| Physical health condition? (~430 specified) | 36.8 (523) |
| Mental health condition? (~120 specified) | 10.8 (154) |
| Had doctor affiliated with SVCMC? | 60.1 (843) |
| Currently see same doctor as you did prior to closing? | 68.0 (921) |

► Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Utilization of SVCMC (n=1,215)

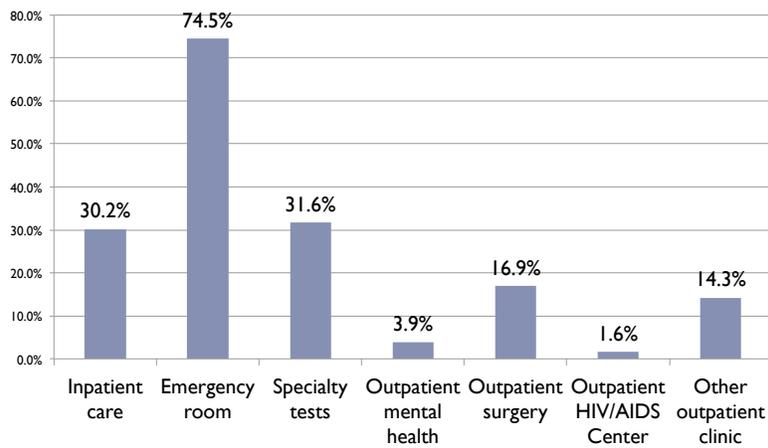
| Variable | % (n) |
|--|------------|
| Sought any services at SVMC in past 5 years? | |
| Yes | 73.9 (898) |
| No, went elsewhere | 26.1 (317) |
| Of those that went elsewhere, where did they go? (top 3) | |
| - NYU Medical | |
| - Beth Israel | |
| - St. Luke's-Roosevelt | |
| - Other* | |

*Recoding of various health care facilities mentioned is still underway

▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Utilization of SVCMC (N=898)

Of those that sought services at SVCMC in past 5 years, what services did they use?

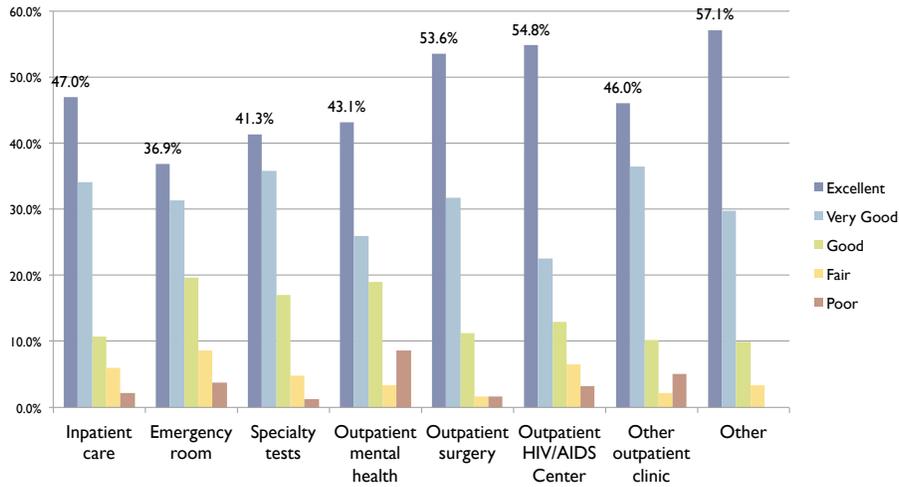


*Percents may not sum to 100 because respondents could check all that apply

▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Ratings of Experience at SVCMC (N=898)

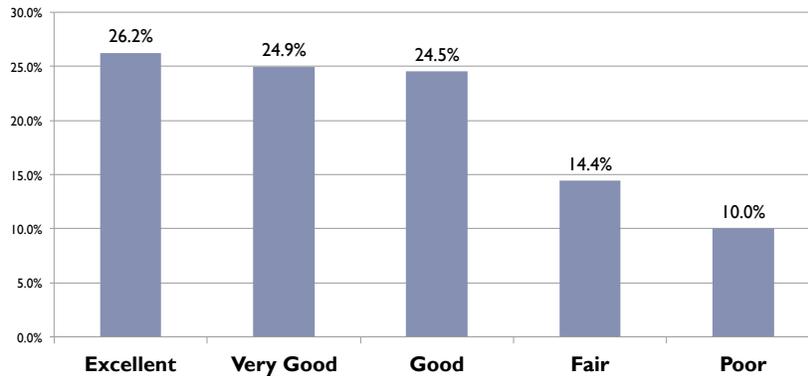
Of those that sought services at SVCMC in past 5 years, how did they rate their experience?



Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Experience with Other ERs Post-Closure (N=898)

- ▶ Since St.Vincent's closed, 26.1% (n=233) have gone to an emergency room for care
- ▶ Of these, how did they rate their overall experience at this other ER?*

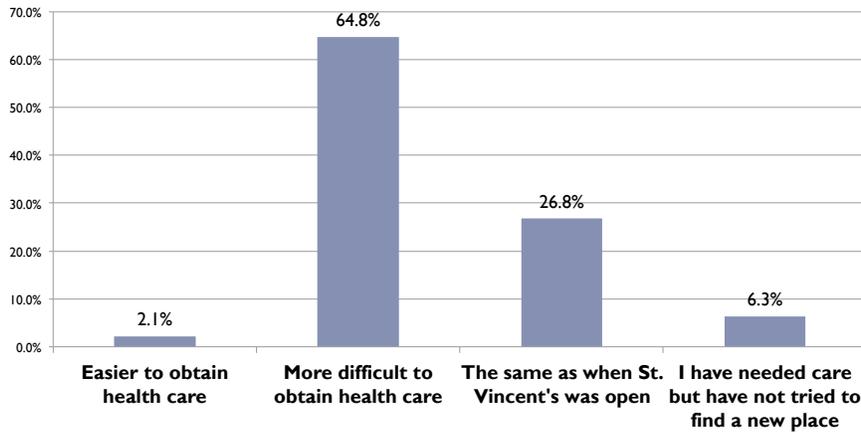


*~90 open-ended responses about experience with other ER still in process of being coded/analyzed

Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Accessing Care Post-Closure (N=898)

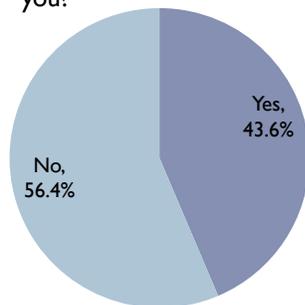
▶ How has it been finding a new place to get care since St. Vincent's Medical Center closed in April 2010? Has it been...



▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Services NO LONGER Available

▶ Since the closing of St. Vincent's Medical Center, are there health care services that are NO LONGER AVAILABLE to you? ▶ Please tell us about your experience (n=227). Majority talked about needing an ER.



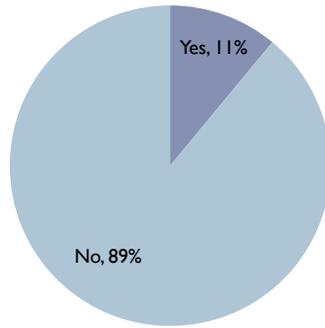
27 most important words and phrases:

Access Beth Israel Broke Care Clinic Continue
 Doctors Emergency Room Employment Fairly
 Hospital Late at Night Needed Occasions
 Overwhelmed PCP Peace of Mind Pediatrician Place Private Process
 Question Referrals Replacement Services Shots Specialty
 True

▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Can Now Access Services PREVIOUSLY NOT AVAILABLE

- ▶ Since the closing of St.Vincent's Medical Center, have you been able to access health care services that were PREVIOUSLY NOT AVAILABLE?

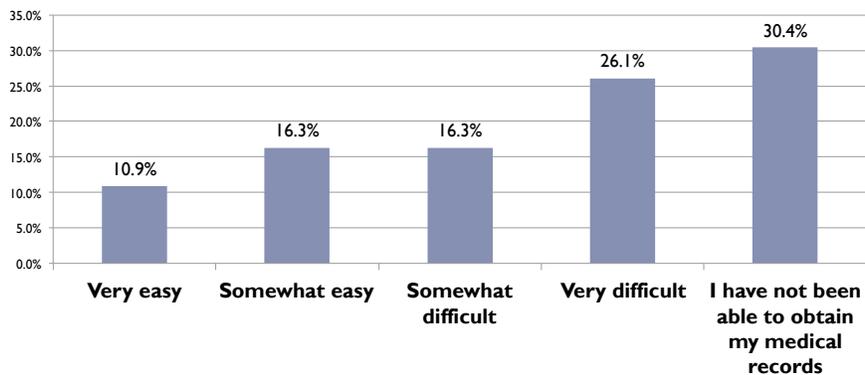


- ▶ Please tell us about your experience (n=50): Most provided anecdotes of recent health care experiences; 10 found Q confusing

▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Obtaining Medical Records Post-Closure (N=898)

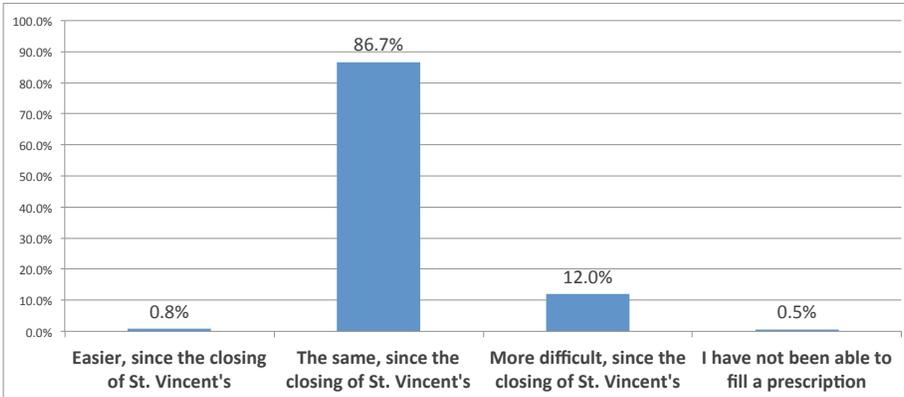
- ▶ Since St.Vincent's closed, 10.8% (n=95) of respondents have tried to get access to their medical records.
- ▶ Of these, their attempt to obtain their records has been...



▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

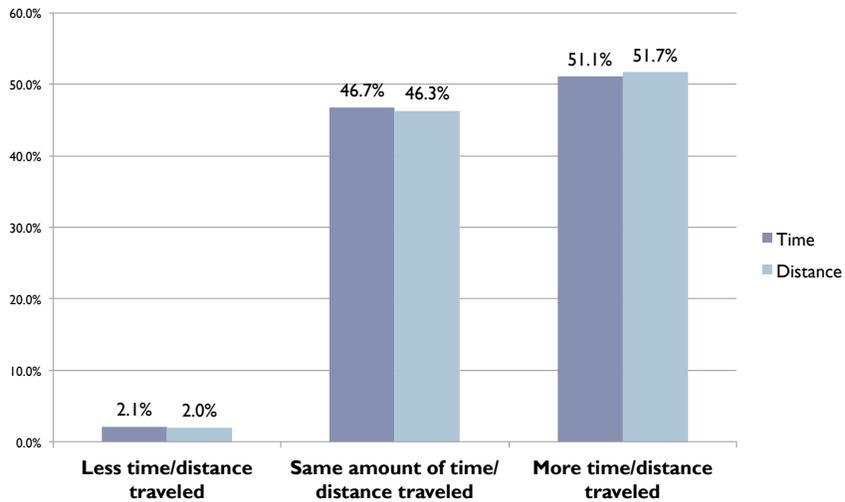
Survey Findings: Filling Prescriptions Post-Closure (N=898)

- ▶ Since St. Vincent's closed, 94.7% (n=834) of respondents have received a prescription for medication.
- ▶ Of these, filling a prescription has been...



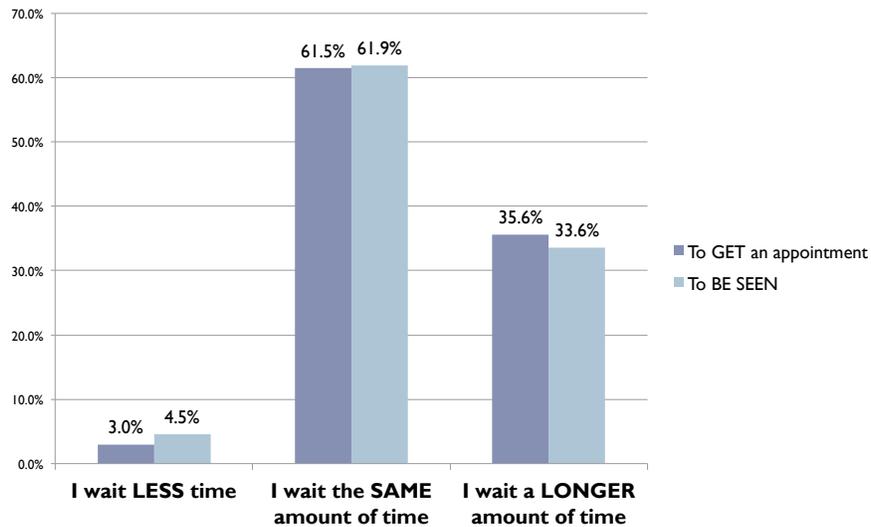
▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Travel Time and Distance for Care (Pre vs. Post) (N=898)



▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Getting an Appointment and Waiting to be Seen (N=898)



Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Comments regarding current health-care experiences compared to prior to hospital closure

- ▶ Is there anything else that you want to tell us comparing your CURRENT experience with health care services to your experiences prior to the closing of St.Vincent's Medical Center?
- ▶ Over 630 open-ended responses
 - ▶ 37 codes/themes created
 - ▶ Unsure of where to go for general healthcare
 - ▶ No nearby ER/trauma center now, unsure where to go for emergency
 - ▶ No (other specialty) now
 - ▶ Experienced doctor changes or affected decisions about doctors
 - ▶ Neighborhood business losses
 - ▶ Healthcare too expensive in general – concerns re healthcare expense
 - ▶ Need for “full” hospital
 - ▶ Negative comment re elected officials
 - ▶ Fear, anxiety

Note: Data last updated May 26, 2011. Additional analyses ongoing.

Survey Findings: Comments regarding current health-care experiences compared to prior to hospital closure (continued)*

- ▶ Respondent never used SVCMC
- ▶ (Healthcare) professional re effect on clients/referrals
- ▶ Others too far and/or other ERs or mentioned traffic
- ▶ Others too crowded, or understaffed, or too expensive
- ▶ SVCMC was better/best
- ▶ Positive/negative anecdote at SVCMC
- ▶ Positive/negative anecdote at other, or post-closing
- ▶ Respondent gave birth at SVCMC
- ▶ SVCMC gave poor quality of care
- ▶ Used word “insecurity” or loss of “security” after closing
- ▶ No changes in personal health care since closing
- ▶ Used word “sad” or “unhappy” to describe feelings post closing

*Ongoing analysis of 37 categories created from >630 open-ended responses; to be cross-referenced with findings from qualitative component.

▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

I: Summary of Results (thus far...)

- ▶ Majority of respondents are white (85%), female (63%), have health insurance (94%), and live in the PSA (74%)
 - ▶ Almost 50% report having a physical or mental health condition that requires regular treatment or care
- ▶ 60% had a doctor affiliated with SVCMC and 68% currently see the same doctor as before the closing
- ▶ 74% sought services at SVCMC in the past 5 years
 - ▶ ER was the most commonly used service (75%), followed by specialty tests (32%), inpatient care (30%), and outpatient clinics (20%)
 - ▶ Majority of ratings of services at SVCMC were across the board excellent or very good (range: 69% to 86%)
- ▶ 26% have gone to an emergency room since SVCMC closed, and 51% rated their experience as excellent or very good.

▶ Note: Data last updated May 26, 2011. Additional analyses ongoing.

II: Summary of Results (thus far...)

- ▶ 64% report that it is more difficult to **obtain healthcare** since SVCMC closed
- ▶ 44% report a **loss of services** since the hospital closed
- ▶ 11% state they are able to access services that were previously *not* available to them
- ▶ Of the 10% who have tried to access their **medical records**, 30% have not been able to obtain their records and 42% report their attempt as being somewhat or very difficult
- ▶ A minority (12%) of those who needed to fill a prescription said it was more difficult since the hospital closed
- ▶ **Time, distance, appointments**
 - ▶ Over 50% report spending more time traveling, or traveling further, to get to their healthcare provider
 - ▶ Over one-third report waiting longer to get an appointment, or to be seen when at an appointment

▶ *Note: Data last updated May 26, 2011. Additional analyses ongoing.*

Next Steps/Additional Analyses...

▶ Bivariates

Demographics

- Age
- Zip code (PSA/SSA-I vs. SSA-II/other)
- Gender
- Length of residence
- Hispanic/non-Hispanic and race
- Insurance status

Health-defined sub-groups

- Vision/hearing impairment
- Physical health condition
- Mental health condition

Continuity of care

- Seeing same MD as before
- Experience accessing new place for care
- Gone to ER since closed

Possible outcomes

- Services no longer available
- New services available
- Medical records
- Distance traveled
- Time traveled
- Wait to get an appointment
- Wait to be seen

Additional recommendations?

Next Steps/Additional Analyses...

- ▶ **Open-ended Questions**
 - ▶ Physical, mental health conditions
 - ▶ “Other” services utilized at SVCMC
 - ▶ Experiences accessing health care post-closure
 - ▶ Experience at other ERs
 - ▶ Overall health care experience compared to before hospital closed



Qualitative Component:

Key Informant Interviews and
Focus Groups



Timeline

- ▶ November: IRB approved (Protocol #10-10-295-4471)
- ▶ Data collection/analysis period: Jan-Apr, 2011
- ▶ January-February:
 - ▶ Interviews: *completed*
 - ▶ 6 completed, transcribed and analyzed
 - ▶ 1 “hybrid” group of key informants completed
- ▶ February-April:
 - ▶ Focus Groups: *completed*
 - ▶ 6 completed, transcribed and analyzed



Qualitative Design: Key Informant Interviews

- ▶ Recommended by members of the Steering Committee
- ▶ All were representatives in leadership positions at community-based organizations representing residents and/or providing health care-related services
- ▶ Procedure: Informed consent, semi-structured interview guided by interview guide
- ▶ Approximately 1 hr
- ▶ 6 out of 7 gave permission to audio record

- ▶ Sample:
 - ▶ n=6 + 1 “hybrid” (providers) → total of 16 interviewees

1. What was the nature of their clients' and their organization's relationship with St. Vincent's?
2. How are the communities *that their organizations serve* experiencing the closing of St. Vincent's?



Qualitative Design: Focus Groups

- ▶ Participants recruited by CBO partners
 - ▶ Adults over 18 years living in NYC
 - ▶ Represented client population
 - ▶ Previously utilized services at St.Vincent's
- ▶ Procedure: informed consent, brief questionnaire, moderated group discussion guided by topic guide
- ▶ Approximately 1-1.5 hours and audio recorded

- ▶ Sample:
 - ▶ n=6 FGs with average of 7 participants → total of 44 participants

1. What was the nature of their relationship with St.Vincent's?
 2. How are community *members/residents* experiencing the closing of St.Vincent's?
-



KII and FG questions

- ▶ Questions covered topics including:
 - ▶ Before and after closing of hospital:
 - ▶ (Perception of) health care utilization in the community
 - ▶ Access to health/mental health services
 - ▶ Quality of services
 - ▶ Health needs and service gaps
 - ▶ Most significant effect of the closing
 - ▶ Recommendations going forward
-



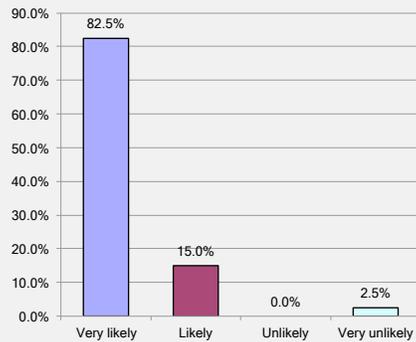
Focus Groups: Participant Demographics (n=44)

| Demographic Variable | % |
|--|-------------------------|
| Age (mean) | 54.6 yrs (range: 32-82) |
| Gender | |
| Male | 54.5 |
| Female | 45.5 |
| Home zip code | |
| PSA | 55.0 |
| SSA | 2.5 |
| Outside PSA and SSAs | 42.5 |
| Race/Ethnicity | |
| African-American/Black | 46.3 |
| White | 41.5 |
| Hispanic | 30.3 |
| American Indian/Alaska Native | 2.4 |
| Education | |
| <HS | 22.5 |
| HS diploma/GED | 22.5 |
| Some college | 30.0 |
| College diploma | 15.0 |
| Some graduate school | 2.5 |
| Graduate diploma | 7.5 |
| Primary language spoken at home | |
| English | 87.5 |
| Spanish | 17.5 |
| Employment status | |
| FT | 10.0 |
| PT/per diem | 10.0 |
| Retired | 20.0 |
| Unemployed | 40.0 |
| Unable to work | 22.5 |

* Numbers may not sum to 100 due to rounding or because multiple responses were permitted.

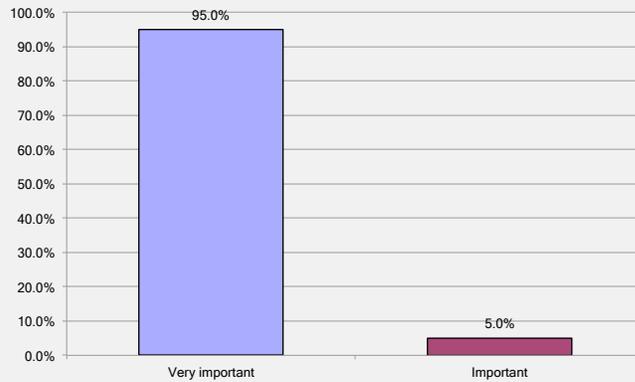
FG Background Questionnaire: I

When St. Vincent's Medical Center was open, how likely was it that you would have sought health care there, compared to another provider?



FG Background Questionnaire: II

How important was St. Vincent's Medical Center to you when it was open?



Findings/Themes:

Utilization & Perceptions of St. Vincent's Pre-Closure

- ▶ **“Accessible health care for all”**
 - ▶ Accessibility – multi-dimensional
 - ▶ Ability to pay
- ▶ **Comprehensive services**
 - ▶ “All under one roof”
- ▶ **Quality of care**
 - ▶ High
- ▶ **Close relationship with community**
 - ▶ Individual residents
 - ▶ CBOs

Findings/Themes: Health Care Utilization & Related Experiences Post-Closure

- ▶ **Decreased access to and continuity of care**
 - ▶ Lack of information
 - ▶ Alternative facilities further away
 - ▶ Over-capacity at other health-care facilities
 - ▶ **Loss of local specialty care**
 - ▶ Mental health
 - ▶ HIV/AIDS
 - ▶ Gerontology
 - ▶ **Missing medical records**
 - ▶ **Lack of community planning and outreach**
 - ▶ **Widespread and persistent anxiety**
-

Findings/Themes: Most Significant Impact of Closing of St. Vincent's

- ▶ **Loss of emergency services**
 - ▶ What will happen in case of an emergency?
 - ▶ **Loss of local comprehensive care ("Under one roof")**
 - ▶ Much more time to get care
 - ▶ Delayed, postponed care; neglected health
 - ▶ **Anxiety, fear, hopelessness (community level)**
 - ▶ Fear of rejection from/delays at overburdened facilities
 - ▶ Sense of loss of familiar providers (doctors, nurses, therapists); medical *home*
-

Findings/Themes: **Recommendations for Improving Health Care of the Community**

- ▶ Re-open the hospital, or at least emergency services

- ▶ Conduct “community health care inventory” of services/facilities/resources
 - ▶ Know what’s available and disseminate information to community

- ▶ Integrated medical system
 - ▶ Strengthen networks between providers; simplify insurance schemes
 - ▶ Objective: ↓ complexity, ↑ access to care

Thanks to the Steering Committee for everyone’s responsiveness and continued contributions

Contact Info/Request for Feedback:
CHA.HunterCollege@gmail.com