

# New Hanover County Health Summit

Roundtable 3 • Health Care Provider Solutions • Janie Canty-Mitchell, Ph.D., Facilitator

1. *What strategies could be implemented by the local health care provider community to enhance health care access for uninsured adults in New Hanover County?*

- Have a consortium of small businesses that do not have health insurance coverage for employees to fund health care from a consortium of health providers (including ARNPs, Physician Assistants, etc). Coordinate with Chamber of Commerce who may be able to bundle many small businesses to get better rates for their uninsured workers.
- Expand the Tileston Center and other community-based clinics to have evening hours for the uninsured to address the emergency room problem. The hospital, county public health department, and businesses can provide monetary or personnel resources (health providers, etc) for these sites. Private physicians, nurses, others can volunteer 4-8 hours per month.
- Private, hospital, and AHEC health providers to form a coalition to provide urgent care visits from 6 pm to 6 am.
- Model the Memphis City plan that coordinates health services for the uninsured with churches, health care agencies/providers, businesses, and educational institutions
- Creation of personal health records (on jump drive) so uninsured can carry records with them—ensuring continuity of care-when they go between health care sites/providers.
- CARENET can provide coordinator for electronic records for case management services that will be accessible to all network providers/health agencies caring for uninsured.
- More case managers for the under and uninsured populations.
- Develop end-of-life registry for North Carolina
- Nurse Practitioner Clinics 24 hours a day next to ER or other sites that are open 24 hours (e.g. Walmart, etc.)

2. *What do you see as possible barriers to the local providers working to enhance health care access?*

- Undocumented workers who are uninsured, eg. Latinos, Seasonal and Farmers
- Armed policemen with guns prohibit some undocumented workers from accessing primary or other care
- Lack of bilingual health care providers in sufficient numbers-thus limiting access to care
- Homeless populations who relocate consistently
- Cultural barriers for ethnic/minority populations
- Lack of cultural competence among health care providers
- HIPPA Laws related to privacy of health care information (multiple agencies with different HIPPA forms)

3. *How could these barriers be addressed?*

- Physical access to health care providers/clinics for populations in need (often not located close population)
- Transportation routes (e.g. bus service) more frequently from low-income areas to health agencies/providers
- Interpreter services or Spanish courses for health care providers
- Healthcare commission reforms
- Public health education media to broadcast services available for the uninsured and underinsured in the community
- Cultural competency courses or workshops for health care providers, staff, volunteers
- Educate more providers (MDS, Physician Assistants, Nurses, Nurse Practitioners) from ethnic/minority backgrounds
- More clinics, MD offices, community clinics open in evening hours for urgent care visits

4. *In what ways are you willing to commit to work on this issue?*

- Volunteer services at one community health clinic
- Involvement in coalitions to educate the public about available resources, clinic sites, etc.
- Assist in developing brochures or DVDs (low literacy populations) on health services available in the community

