

Health Equity: Access to Care

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How did we begin approaching such a broad topic?

- Shared powerful stories of issues of access and availability
- Collectively agreed that we need to broach this topic with openness and a spirit of collaboration, rather than casting blame, while also acknowledging the barriers cause frustration and angst
- Narrowed the “access” definition: geography/transportation, technology, lack of qualified/appropriate care for specific diseases, lack of accessibility services (like closed captioning services and ASL interpreters), age, cost and culture are among the largest challenges people face in accessing care

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What are the major systemic issues we focused on?

“Doctor as Deity”

Too much trust = Lack of self-advocacy

Fear/Lack of trust in system

If there is no trust, how do you develop care?

Systemic Issues

Overburdened providers

Lack of time, experience, specialized expertise can lead to diagnosis and treatment problems

Navigating the system is difficult

Even for people who are well-versed, getting appropriate support can be a challenge

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Where can we make a difference?

Navigating the system is our clearest path to begin with. Identify key stakeholders that can help:

Professional
organizations

Patient Advocacy
Groups

Payers
(U.S.-based)

Healthcare and
medical
institutions

Continuing
education
providers &
accreditors

People who work
in underserved
communities

ASL Interpreters
and other
communication
specialists

Policymakers/
HHS

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Where do we start?

- Identified one area to start focusing on: **Payers (U.S.-based)**
- This is one of the biggest opportunity areas for systemic progress—what kinds of changes can we make here?
 - Share lessons learned from groups that know how to navigate
 - Ask for resources—normalize that it's ok for patients to ask!
 - Teach providers, office staff, and even patients how to interact with payers

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Where do we go next?

Next steps:

- Identify more primary/secondary audiences for collaboration
- Determine opportunities unique to this group where we can lead change
- Consider where the gaps are and where things tend to fall apart
- Keep the spirit of working together—approach the conversation without pointing fingers and with an open mind to learn and collaborate