

**Howard County  
Local Health Improvement Coalition  
Access to Care 2015-2017 Action Plan**

**Goal: Increase access to health care among Howard County residents.**

<b>Percentage of adults reporting that there was a time in the last 12 months that they could not afford to see a doctor.</b>	<b>All</b>	<b>African-American</b>	<b>Asian</b>	<b>Hispanic</b>	<b>Other</b>	<b>White</b>
2014 SHIP (2011-2013 BRFSS)	7.6%	8.3%	*	*	N/A	6.6%
2014 HCHAS	5.7%	8.0%	7.9%	1.6%**	4.7%	5.0%
2017 Goal	5.4% (5% decrease)	7.2% (10% decrease)	7.1% (10% decrease)	*	4.5% (5% decrease)	4.8% (5% decrease)
<b>Percentage of adults, age 18-64, who report having health insurance.</b>	<b>All</b>	<b>African-American</b>	<b>Asian</b>	<b>Hispanic</b>	<b>Other</b>	<b>White</b>
2014 SHIP (source: 2012 Small Area Health Insurance Estimate)	92.9%	*	*	*	N/A	*
2014 HCHAS***	93.9%	89.8%	96.7%	90.0%**	90.1%	96.1%
2017 Goal	95.8% (2% increase)	94.3% (5% increase)	98.6% (2% increase)	*	94.6% (5% increase)	98.0% (2% increase)

SHIP – State Health Improvement Process

BRFSS – Behavioral Risk Factor Surveillance System

HCHAS - Howard County Health Assessment Survey

\* Insufficient data

\*\* Small sample size - data may be unreliable

\*\*\* These numbers include age 65+; determining numbers for 18-64 requires further analysis

N/A Data not available

Strategies	Actions	Partners	Timeline	Outputs	Intermediate Measures
<p><i>Language Barrier</i></p> <p><b>Support efforts to decrease the language barrier in accessing care among Limited English Proficiency (LEP) residents.</b></p>	<p>Analyze existing data to identify most needed languages.</p>	<ul style="list-style-type: none"> <li>- Horizon Foundation</li> <li>- FIRN</li> <li>- Chase Brexton</li> <li>- HCPSS</li> <li>- Build Haiti Foundation</li> <li>- Ethnic Roundtable</li> <li>- Healthy Howard/Door to Healthcare</li> <li>- Walgreens</li> <li>- HC DSS</li> <li>- HCGH</li> <li>- MD DHMH</li> <li>- Community Action Council</li> </ul>	<p>December 2015</p>	<p>Data from independent studies conducted by Horizon and FIRN</p>	<p>We are assessing ways to measure outcomes in this area and ensure that we not only have the right metrics but also measure impact on our target populations.</p>
	<p>Promote awareness about language as a barrier among providers and resources for practices serving the LEP community.</p>		<p>December 2016</p>	<p>List of resources.</p>	
	<p>Develop a resource guide for LEP residents that includes: how to access care; obtaining translation and interpretation services; where to go for assistance with medications; and, a glossary of healthcare terms.</p>		<p>Beginning by October 2015 and ongoing.</p>	<p>Number of languages included.  Number of resource guides distributed.  Number of workshops held.  Number of residents attending trainings.</p>	
	<p>Work with partners to ensure that LEP residents have access to health advocates who speak the languages most needed in the county.</p>		<p>Beginning in 2015 and ongoing</p>	<p>Number of advocates.  Number of languages.</p>	

<b>Access to Care</b>  <b>Improve Howard County residents' access to comprehensive, quality health care services, including medical homes, primary and specialty care, behavioral health care, oral health care, and pharmacy services.</b>	Create a comprehensive, searchable database of Howard County and Regional Healthcare Resources. Utilize partners to write requirements for the database. Include insurances accepted.	<ul style="list-style-type: none"> <li>- The Build Haiti Foundation</li> <li>- British American Auto Care</li> </ul>	December 2017	Web based database created. Number of partner links to database.	Number of searches. Time spent on website.
	Inform and educate residents about free and sliding scale fee clinics.	<ul style="list-style-type: none"> <li>- Chase Brexton</li> <li>- Healthy Howard</li> <li>- Community Action Council</li> </ul>	December 2015	List of participating providers	Number of patients accessing services.
	Identify and enhance support services that assist residents in accessing healthcare. (Transportation, Caregivers, etc.)	<ul style="list-style-type: none"> <li>- HC Health Department</li> <li>- Regional Transportation Agency</li> <li>- Neighbor Ride</li> </ul>	December 2015	List of available resources.	
	Conduct gap analysis of current state of health care and desired future state. Create three year plan to close the gaps.	<ul style="list-style-type: none"> <li>- The Build Haiti Foundation</li> <li>- British American Auto Care</li> </ul>	December 2017	Completed report.	
	Support and promote programs that connect residents to medical homes, specialty care, behavioral healthcare, oral healthcare, etc.	<ul style="list-style-type: none"> <li>- Healthy Howard</li> <li>- HC Health Department</li> <li>- HC General Hospital</li> <li>- Horizon Foundation</li> <li>- FIRN</li> <li>- Korean Resource Center</li> <li>- Chinese School</li> <li>- African American CR</li> <li>- PATH</li> <li>- HC Dental Association</li> <li>- HC Dental Hygienists' Association</li> <li>- Community Action Council</li> </ul>	Ongoing	Number of CCT clients served. Number of clients served through other CHW programs.	

<b>Health Insurance Outreach and Facilitation</b>  <b>Increase percentage of Howard County residents covered by health insurance and increase awareness among residents about how to utilize insurance.</b>	Work with partners to create and disseminate materials and programs that help residents understand how to access and use health insurance.	<ul style="list-style-type: none"> <li>- Chase Brexton</li> <li>- Healthy Howard</li> <li>- Korean Resource Center</li> <li>- MD Health Care For All</li> <li>- Univ. of MD Extension</li> <li>- MD Women’s Coalition for Health Reform</li> </ul>	Beginning in Summer 2015 and ongoing.	Number of workshops held. Number of residents attending trainings.	Pre- and post-training assessments.
	Analyze data on insurance coverage to target enrollment activities to areas of greatest need.	<ul style="list-style-type: none"> <li>- African American CR</li> <li>- MD Health Connection</li> <li>- HC DSS</li> <li>- The Build Haiti Foundation</li> </ul>	December 2015	Data sources identified. Plan created to target areas of greatest need.	Progress toward plan.
<b>Promote and enhance 211 as a resource for Howard County residents.</b>	Increase awareness of 211 as a resource for residents.	<ul style="list-style-type: none"> <li>- United Way of Central MD</li> <li>- Horizon Foundation</li> <li>- Healthy Howard</li> <li>- LHIC partner organizations</li> </ul>	Ongoing	Number of Howard County organizations in 211.	Number of referrals from 211 to Howard County entities.
	Work with UWCM to ensure that 211 has all community resources and is kept up to date.				Reported satisfaction with 211 services.