

# Notes Template

## Upper Valley Community Health Needs Assessment Summit: Disabilities Focus

Date	February 8, 2019
Note Taker Name	Alice Ely
Topic	Availability of Primary Care Services

*How many people participated in this round? 5*

For people in our communities living with disabilities, what does this community concern look like?

- Hard to get an appointment in a timely manner, especially if you are a new patient. People with cognitive disability may have difficulty setting up appointments and working this out with person on phone may be challenging. Also, the urgency of the need to see a physician may be higher.
- Long wait times for appointments
- Transportation services availability can make accessing appointments harder
- Insurance limitations make getting new equipment harder – a wheelchair can be falling apart before they are able to get it replaced
- Consistency of care is important for relationship building and understanding complexity of needs so changing of provides is hard
- Making sure that a professional goes with some people to appointments to make sure that instructions, information, other are acted upon – making sure someone is available to go with
- Eg someone whose stent goes bad (delivering oxygen) and she behaves differently (like on drugs), so when her mother takes her to the hospital to get it fixed she is appraised as not being intelligent, which she is. Not her normal behavior but seen as normal.
- Idea of recording a person when they are being their true selves so that can be shared with the provider
- Anxiety affecting the way some people present in medical care settings. Being left in waiting rooms can make it worse. True for people with different sensitivities.

- Affordability of health insurance coverage, especially for people who don't work.
- Even for people with full coverage through Medicaid/Medicare can be very convoluted and it's getting worse. The system is hard to navigate.
- Dental care is really hard, too. Cost of care as well as the difficulty of visiting the dentist. Physical difficulties and dental chairs. And known connections to other health conditions makes dental care important.
- People living in crisis mode don't make medical/dental care a priority.
- Difficult for individuals on Medicaid to get medications, often come only a month at a time. Hard to support people because of the work involved in calling in refills, making sure folks understand how to use them.
- Someone with dexterity issues stops giving himself insulin shots and no one paying attention.
- Some pharmacies will pre-fill pill boxes for people – good thing (and reduces risk of someone stealing drugs). Helps caregivers know what has been administered.
- Make hearing aids more affordable
- Seems to be a thing that we need to give people with disabilities lots of sweets, food rewards, etc. Leads to an obesity problem. Treating people with disabilities as if they are children needing snacks every day.

If you had a magic wand, how would things look different three years from now?

- Anyone can go get medical help regardless of what type of care it is and not have to worry about paying for it
- Universal health care
- Easy access to glasses and other devices
- Ability to sign up for a system that provides all their medical care (MH, dental, health) within one team that has all their data
- More locations, providers, with better transportation to get to appointments
- Transportation that does not require you to take a whole day off
- More home care services for regularly assess, connect with care givers – make this a routine service for all people
- Easy access to affordable health assessments (like scans for cholesterol)
- Make caregiving positions (LNA, etc) a living wage job to increase recruitment and retention

- More telemedicine options where internet is available
- Residents at Vision have dedicated support and oversight, but this is not available for people living in the community. Would be great to have for everyone.
- Increasing options for people to choose from.
- More accessible nutrition and exercise programs
- More preventive care (barriers are education, societal norms around unhealthy food)

Other:

- Childcare, housing and transportation are always a challenge