"Participatory Health Care: Patient Perceptions of Community Resources"

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Participatory Healthcare: Patient Perceptions of Community Resources

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Goals

40 percent of health outcomes may be attributed to unmet social needs.1

85% of practicing physicians say that their patients' social needs are as important to address as their medical conditions.2

Methods

Focus groups (n=4) were held

1) LVHN Healthcare Experience
   • Caring and supportive
   • Easy accessibility

2) Community Resources

- TRANSPORTATION
  - 610-402-CARE for Physically Disabled
  - Public Transport - Lanta Bus most reliable

- NUTRITION
  - Friends and Family
  - Church Organizations

Open forum discussing:

- Overall healthcare experience at LVHN
- Helpful community resources (i.e. transportation, housing, nutrition, etc.)
- Ideal resources

Results

1) LVHN Healthcare Experience

• Caring and supportive
• Easy accessibility

2) Community Resources

- TRANSPORTATION
  - 610-402-CARE for Physically Disabled
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Phase 2:

• Transcription of Focus Groups
• Qualitative analysis → themes
• Revised resource list

Discussion

• Optimal structure
• Patient-activation
• PCMHs and ACOs
• Decrease “Super-Utilizers”
• Culture shift, biopsychosocial
• India’s social services vs. USA
• Better healthcare outcomes?

Conclusions

• Unfortunately, people have difficult life circumstances.
  - No food, shelter, clothes, family support, language ability, etc.

• Impacts their ability to take care of their health.

• Identifying and addressing patients' most pressing needs (transportation, nutrition, finances, etc.) and connecting them with valuable resources, may improve health for our most vulnerable patients.

REFERENCES