



Greenwich Community Health Improvement Plan
Implementation Strategies

Priority Area: Access to Care

Indicator: Percentage of people in the Greenwich region that indicate they have put off or postponed getting medical care they thought they needed. [2015-Greenwich 13%, Port Chester 22% 2018-Greenwich 19% Port Chester 20%]

Indicator: Percentage of people in the Greenwich region who report having one person or place as their personal doctor or health care provider. [2015-Greenwich 87%, Port Chester 79% 2018-Greenwich 84%% Port Chester 79%]

Indicator: Percentage of people in the Greenwich region who report missing a doctor's appointment or a visit to a health care provider because they did not have access to reliable transportation [2015- Greenwich 4% Port Chester 14%-2018-Greenwich 9% Port Chester 11%]

Indicator: Percent of people in Greater Greenwich reporting discrimination in medical setting (2015-N/A, 2018-Fairfield County: 37% Doctor's office, 30% Hospital/ER, 14% Dentist] (Q DISCRIM 5_3)

Indicator: During the past 12 months, was there any time you needed prescription medicines but didn't get them because you couldn't afford it? [2015 Greenwich 4% Port Chester 13%-2018-Greenwich 7% Port Chester 8%]

**Source – CT Well-Being Survey 2015 and 2018*

Goal: By February 2022, increase adults who have a regular source of care in the Greenwich & Port Chester area by 2%.

Strategy	Action Steps	Outcomes
Implement initiatives to improve access to coordinated primary and specialty health care	<ul style="list-style-type: none"> • Determine barriers to accessing primary and specialty care health care providers and develop collaborative strategies to address (hours of operation the number and availability of providers located in Greenwich (Port Chester area) etc. • Promote awareness of primary care and specialty care options and how to access • Implement initiatives to facilitate coordination of primary care and specialty care • Promote awareness of specialty care options and how to access • Develop initiatives to address specialty care transportation issues 	# initiatives to determine barriers # efforts to increase the community's awareness of available resources # initiatives to facilitate coordination # providers who accept a broader range of insurance assignment # providers who provide sliding scale payment schedule for uninsured # providers with more expanded operations (e.g. hours, days)
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<p>Identify and mobilize individuals and/or trusted organizations that can assist in navigating and connecting uninsured and underinsured residents to healthcare resources</p>	<ul style="list-style-type: none"> • Collaborate with partners to identify trusted individuals and/or organizations with connections to uninsured and underinsured residents • Increase connection and promote awareness to available resources for uninsured and underinsured residents 	<p># additional outreach workers and organizations engaged</p> <p># of uninsured and underinsured residents-engaged in outreach efforts.</p>
Strategy	Action Steps	Outcomes
<p>Improve access to/awareness of about medication/prescription availability</p>	<ul style="list-style-type: none"> • Determine barriers to care for medication/prescription availability • Promote awareness of medication/pharmacy options 	<p># initiatives to increase awareness about resources</p> <p># Medicare Savings Program (MSP) applications filed</p> <p># Residents who registered with a new Rx plan</p>
<p>Collaborate with partners to improve access to and community awareness about reliable medical transportation</p>	<ul style="list-style-type: none"> • Determine accessibility issues related to medical transportation options, including public transportation and medical ride programs • Continue conversation(s) with transportation organizations in understanding resident concerns about medical transportation. • Partner with aging-in-place organizations to assist with medical transportation improvements • Promote community awareness of transportation options etc. 	<p># medical transportation resources available</p> <p># affordable transportation options</p> <p># Changes in policies and procedures by transportation providers that influence access (Ex: extended hours of operation)</p> <p># initiatives to increase community awareness about transportation resources</p>
<p>Promote diversity & Inclusion to reduce discrimination and improve access</p>	<ul style="list-style-type: none"> • Promote CLAS tools in medical community • Initiate discussions with healthcare providers to increase awareness of implicit bias • Share written information about CLAS and ways to incorporate in medical setting. 	<p># of CLAS initiatives</p> <p># attendees</p> <p>% increase in providers implementing CLAS</p> <p># of providers who self-report use of CLAS in practice</p>