

## Community Health Assessment: St. Vincent's Medical Center

CB2 Meeting  
September 22, 2011

### Qualitative and Quantitative Report

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## Timeline

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- ▶ **November: IRB approved\***
- ▶ **Qualitative Component:**
  - ▶ **January-February: Interviews completed**
    - 6 completed, transcribed and analyzed
    - 1 "hybrid" group of key informants completed
  - ▶ **February-April: Focus Groups completed**
    - 6 completed, transcribed and analyzed
- ▶ **Quantitative Component:**
  - ▶ **March: IRB approval of amendment for survey**
    - Web/paper; English, Spanish, Chinese, large-print
  - ▶ **April-May: Survey disseminated (6 weeks to collect responses)**
    - SC partners volunteered to disseminate via email, website link, and paper distribution modes

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▶ \*Protocol #10-10-295-4471

## Qualitative Design: Key Informant Interviews & Focus Groups

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### Interviews

- ▶ Recommended by SC members
  - ▶ Representatives in leadership positions at community-based organizations representing residents and/or providing health care-related services
- ▶ 16 interviewees

1. What was the nature of their clients' and their organization's relationship with St. Vincent's?
2. How are the communities *that their organizations serve* experiencing the closing of St. Vincent's?

### Focus Groups

- ▶ Participants recruited by CBO partners
  - ▶ Adults over 18 years living in NYC
  - ▶ Represented client population
  - ▶ Previously utilized services at St. Vincent's
- ▶ 44 participants

1. What was the nature of their relationship with St. Vincent's?
2. How are community *members/residents experiencing* the closing of St. Vincent's?



## KII and FG questions

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- ▶ Questions covered topics including:
  - ▶ Before and after closing of hospital:
    - ▶ (Perception of) health care utilization in the community
    - ▶ Access to health/mental health services
    - ▶ Quality of services
    - ▶ Health needs and service gaps
  - ▶ Most significant effect of the closing
  - ▶ Recommendations going forward



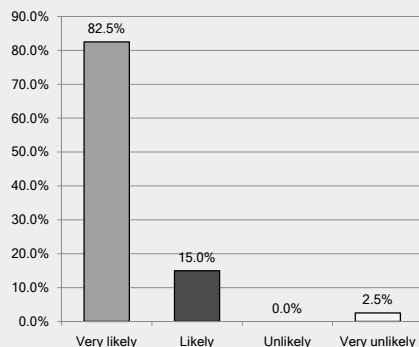
### Focus Groups: Participant Demographics (n=44)

Demographic Variable	%
<b>Age (mean)</b>	54.6 yrs (range: 32-82)
<b>Gender</b>	
Male	54.5
Female	45.5
<b>Home zip code</b>	
PSA	55.0
SSA	2.5
Outside PSA and SSAs	42.5
<b>Race/Ethnicity</b>	
African-American/Black	46.3
White	41.5
Hispanic	30.3
American Indian/Alaska Native	2.4
<b>Education</b>	
<HS	22.5
HS diploma/GED	22.5
Some college	30.0
College diploma	15.0
Some graduate school	2.5
Graduate diploma	7.5
<b>Primary language spoken at home</b>	
English	87.5
Spanish	17.5
<b>Employment status</b>	
FT	10.0
PT/per diem	10.0
Retired	20.0
Unemployed	40.0
Unable to work	22.5

\* Numbers may not sum to 100 due to rounding or because multiple responses were permitted.

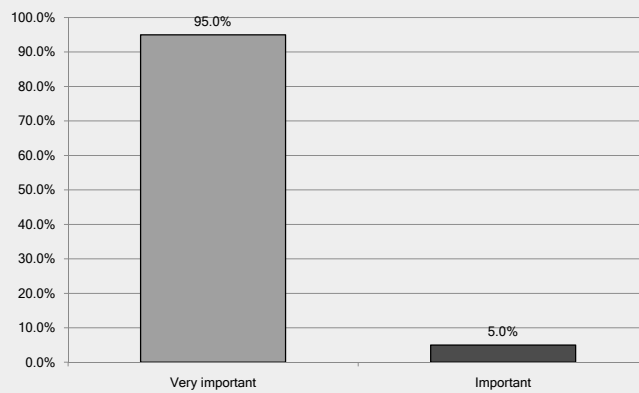
### FG Background Questionnaire: I

When St. Vincent's Medical Center was open, how likely was it that you would have sought health care there, compared to another provider?



## FG Background Questionnaire: II

How important was St. Vincent's Medical Center to you when it was open?



### Findings/Themes:

#### Utilization & Perceptions of St. Vincent's Pre-Closure

- ▶ “Accessible health care for all”
  - ▶ Accessibility – multi-dimensional
  - ▶ Ability to pay
- ▶ Comprehensive services
  - ▶ “All under one roof”
- ▶ Quality of care
  - ▶ High
- ▶ Close relationship with community
  - ▶ Individual residents
  - ▶ CBOs

### Findings/Themes: Health Care Utilization & Related Experiences Post-Closure

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- ▶ Decreased access to and continuity of care
  - ▶ Lack of information
  - ▶ Alternative facilities further away
  - ▶ Over-capacity at other health-care facilities
- ▶ Loss of local specialty care
  - ▶ Mental health
  - ▶ HIV/AIDS
  - ▶ Gerontology
- ▶ Missing medical records
- ▶ Lack of community planning and outreach
- ▶ Widespread and persistent anxiety



### Findings/Themes: Most Significant Impact of Closing of St. Vincent's

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- ▶ Loss of emergency services
  - ▶ What will happen in case of an emergency?
- ▶ Loss of local comprehensive care ("Under one roof")
  - ▶ Much more time to get care
  - ▶ Delayed, postponed care; neglected health
- ▶ Anxiety, fear, hopelessness (community level)
  - ▶ Fear of rejection from/delays at overburdened facilities
  - ▶ Sense of loss of familiar providers (doctors, nurses, therapists); medical *home*



Findings/Themes: Recommendations for Improving  
Health Care of the Community

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- ▶ Re-open the hospital, or at least emergency services
  
- ▶ Conduct “community health care inventory” of services/facilities/resources
  - ▶ Know what’s available and disseminate information to community
  
- ▶ Integrated medical system
  - ▶ Strengthen networks between providers; simplify insurance schemes
  - ▶ Objective: ↓ complexity, ↑ access to care

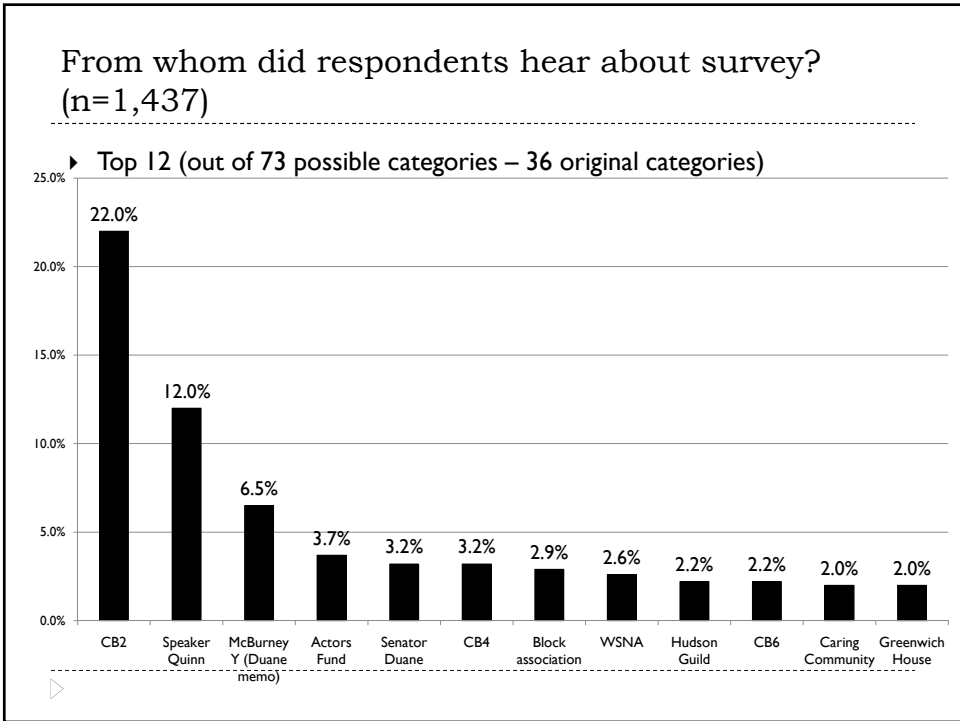
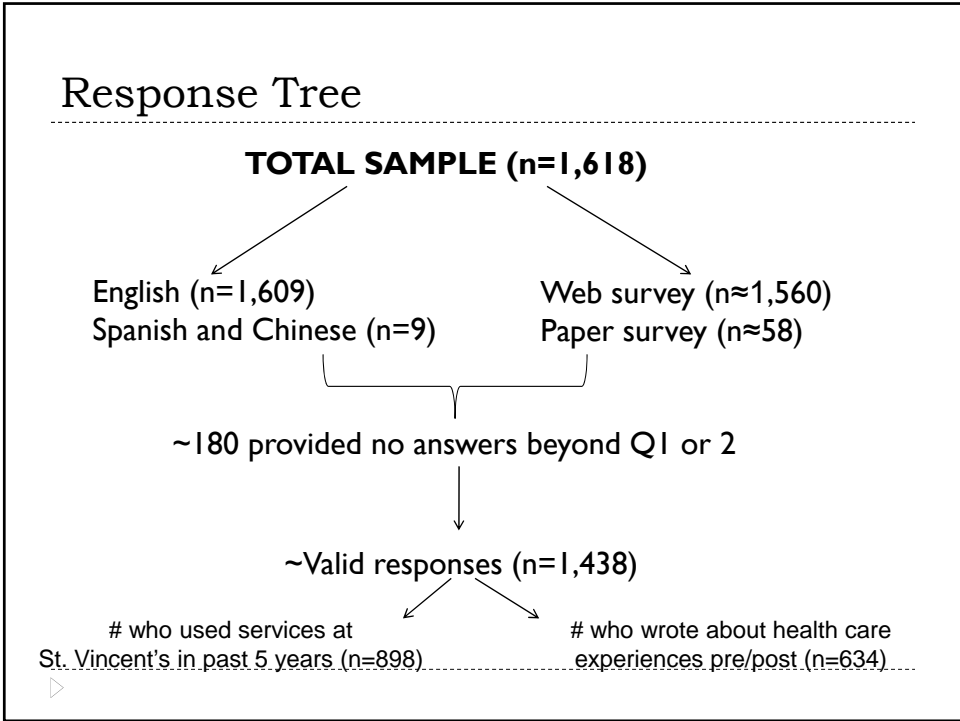


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**Quantitative Component:**

Community Survey





## I: Summary of Results: Demographics

- ▶ Majority of respondents are white (85%), female (63%), have health insurance (94%), and live in the PSA (75%)
  - ▶ Almost 50% report having a physical and/or mental health condition that requires regular treatment or care
- ▶ 64% had a doctor affiliated with St.Vincent's and 68% currently see the same doctor as before the closing
- ▶ 74% sought services at St.Vincent's in the past 5 years
  - ▶ ER was the most commonly used service (75%), followed by specialty tests (32%), inpatient care (30%), and outpatient clinics (20%)
  - ▶ Majority of ratings of services at St.Vincent's were across the board excellent or very good (range: 69% to 86%)
- ▶ 26% have gone to an emergency room since St.Vincent's closed, and 51% rated their experience as excellent or very good



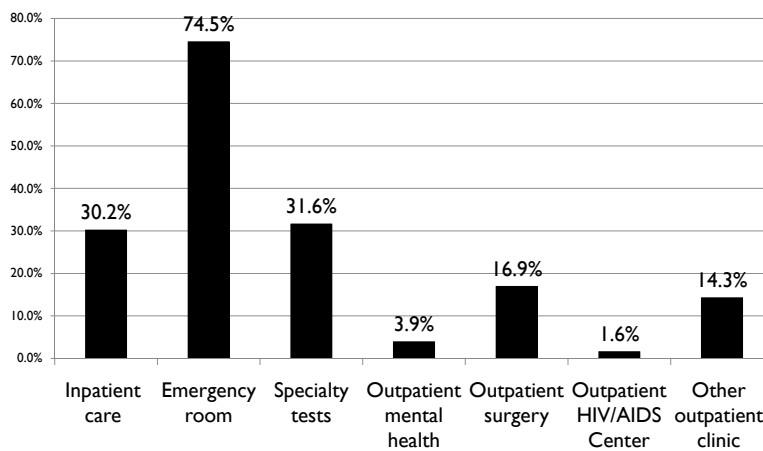
## Physical and Mental Health Conditions

Physical Health Condition (n=527)		Mental Health Condition (n=155)	
Cardiac	22.8 (120)	Depression/dysphoria	41.3 (64)
Diabetes	8.3 (44)	Anxiety	9.7 (15)
Musculoskeletal	7.6 (40)	Bipolar	5.8 (9)
Respiratory	7.4 (39)	Other mental health condition	5.8 (9)
Infectious disease	6.6 (35)	PTSD	4.5 (7)
Cancer	6.3 (33)	Psychiatric meds or sees therapist	3.9 (6)
Neurological	3.2 (17)	Schizophrenia	1.3 (2)
Metabolic/endocrine	3.0 (16)	Condition not specified	27.7 (43)
Eye	2.7 (14)		
Gastrointestinal	2.7 (14)		
Autoimmune	2.7 (14)		
Other	2.5 (13)		
Genitourinary/renal/hepatic	2.3 (12)		
Blood	1.7 (9)		
Psychiatric/Psychological	0.6 (3)		
Condition not specified	19.7 (104)		



### Utilization of St. Vincent's (N=898)

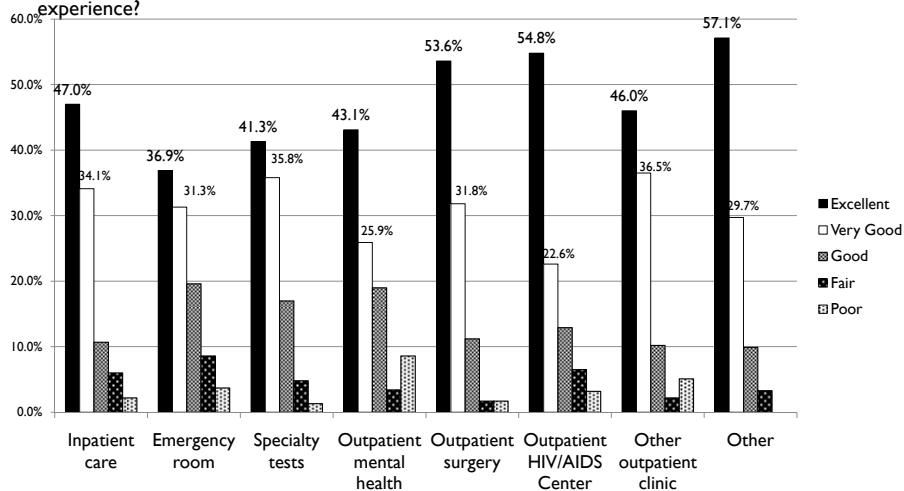
Of those who sought services at St. Vincent's in past 5 years, what services did they use?



\*Percentages may not sum to 100 because respondents could check all that apply

### Ratings of Experience at St. Vincent's (N=898)

Of those who sought services at SVCMC in past 5 years, how did they rate their experience?



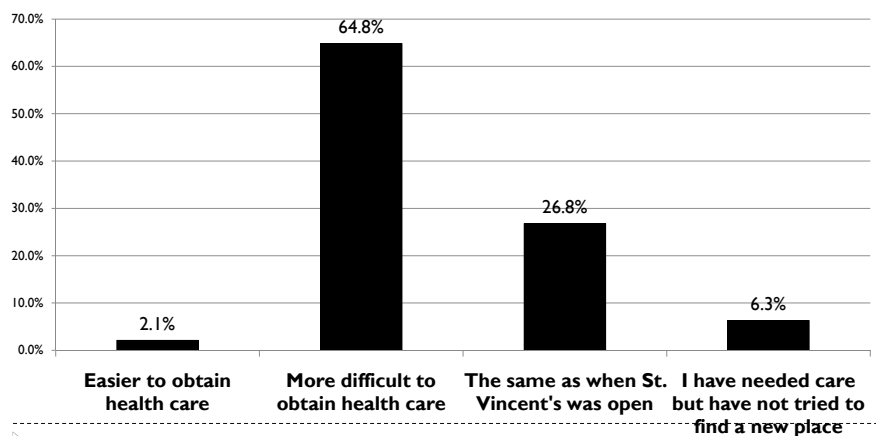
## II: Summary of Results

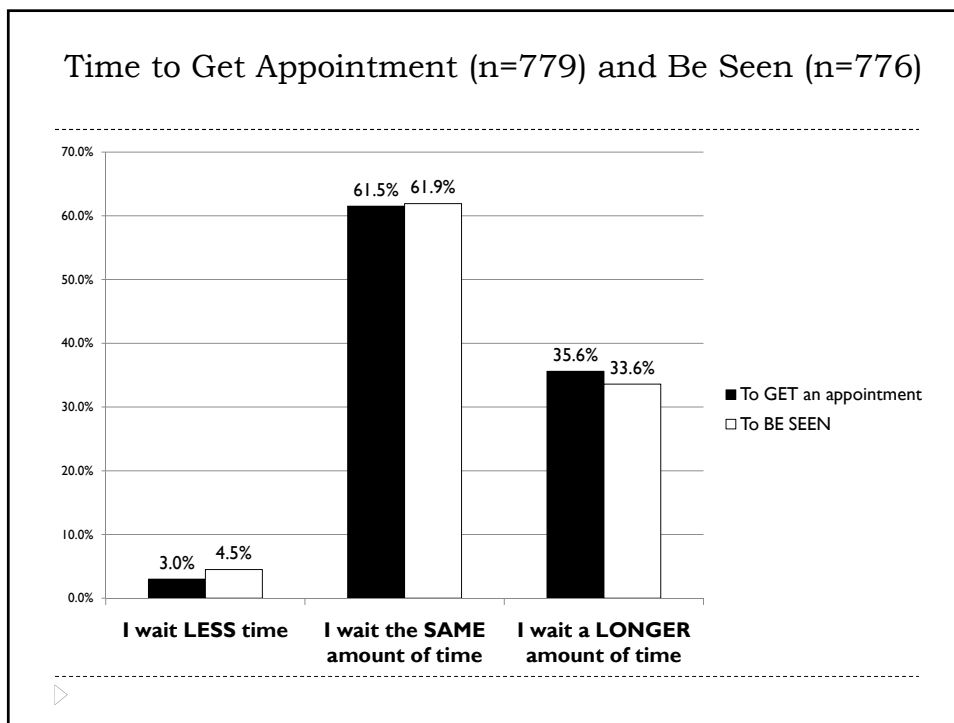
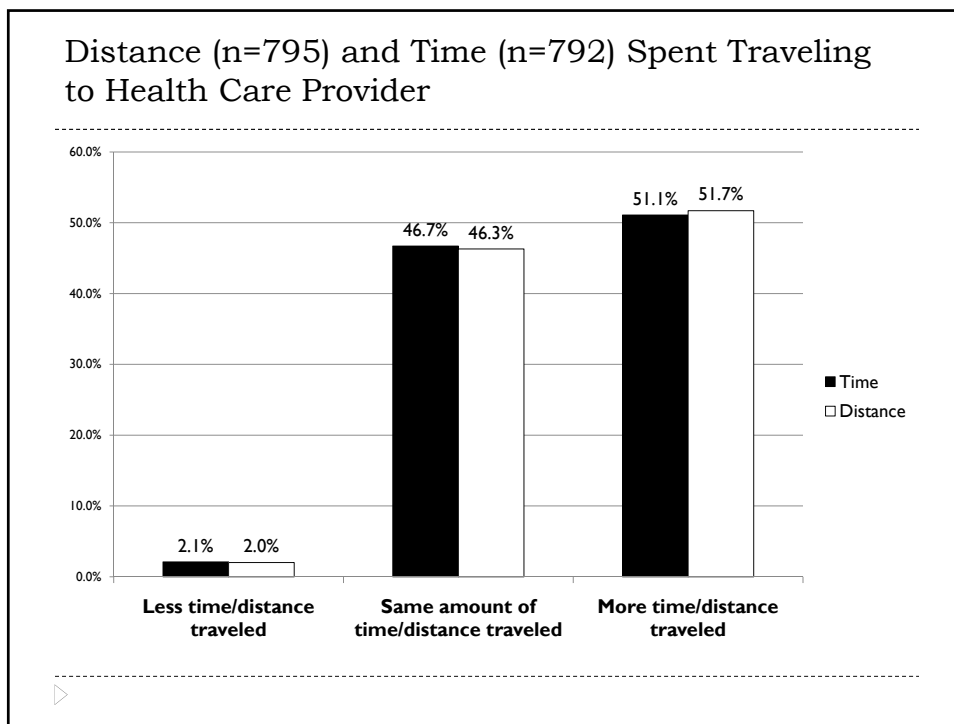
- ▶ 65% report that it is more difficult to obtain healthcare since St. Vincent's closed
- ▶ 44% report a loss of services since the hospital closed
- ▶ 11% state they are able to access services that were previously *not* available to them
- ▶ Of the 11% who have tried to access their medical records, 30% have not been able to obtain their records and 42% report their attempt as being somewhat or very difficult
- ▶ A minority (12%) of those who needed to fill a prescription said it was more difficult since the hospital closed
- ▶ Time, distance, appointments
  - ▶ Over 50% report spending more time traveling, or traveling further, to get to their healthcare provider
  - ▶ Over one-third report waiting longer to get an appointment, or to be seen when at an appointment



### Accessing Care Post-Closure (N=898)

- ▶ How has it been finding a new place to get care since St. Vincent's closed in April 2010? Has it been... (n=667)





### III: Summary of Results: Sub-Groups

- ▶ Individuals reporting visual and/or hearing impairments were significantly older, more likely to be male, Hispanic, and have a combination of sources of health insurance (eg, Medicaid and Medicare)
- ▶ Those with a physical and/or mental health condition more likely to have visited an ER, travel further and spend more time traveling to their health care provider since St.Vincent's closed, compared to those without a health condition
- ▶ Respondents who had a doctor affiliated with St.Vincent's are experiencing greater challenges accessing care since the closing, compared to those who did not have a doctor affiliated with St.Vincent's
  - ▶ eg, longer travel to get to health care provider now, waiting longer to get an appointment and be seen at an appointment
- ▶ Those who are not seeing the same doctor as prior to the closing are also experiencing similar challenges in accessing care



Respondents' comments regarding current health-care experiences compared to prior to hospital closure.....

- ▶ Is there anything else that you want to tell us comparing your CURRENT experience with health care services to your experiences prior to the closing of St.Vincent's Medical Center?
- ▶ Question asked of all survey respondents, irrespective of prior use of St.Vincent's hospital
- ▶ 630+ open-ended responses
  - ▶ → 37 initial codes/themes
  - ▶ → 13 *final* categories



Summary of respondents' comments regarding current health-care experiences

<b>Final 13 Categories</b>	<b>% (n)</b>
Negative anecdote at other place or post closing (eg, too far, traffic, crowded, understaffed, expensive)	19.4 (123)
Insecurity, fear, anxiety, sadness, unhappiness expressed	16.6 (105)
No nearby ER/trauma center now; unsure where to go for ER, health care, or specialty care	16.1 (102)
General/neutral response (eg, former employee, health care costs in general are expensive, no changes experienced)	13.6 (86)
Positive anecdote about St.Vincent's (eg, "family," charitable, one-stop shop, gave birth there, better/best)	13.4 (85)
Experienced doctor changes or affected decisions about doctor	4.4 (28)
Negative anecdote about St.Vincent's (eg, poor quality of care, mismanaged)	3.0 (19)
Health care professional or other professional on effect on clients/referrals	1.6 (10)
Positive feelings about other places	1.6 (10)
Specifically stated need for 'full' hospital	0.8 (13)
Negative comment about politicians	0.8 (5)
Neighborhood business loss	0.6 (4)
Inapplicable response	6.8 (43)

### Acknowledgements

- ▶ We would like to acknowledge the members of the St.Vincent's Hospital Community Health Assessment Steering Committee, including Community Boards 2 and 4, for their collaboration and feedback in the development of this project. In addition, we are grateful to those who provided additional assistance with dissemination of the survey and data entry of the paper version.

### Contact Info/Request for Feedback

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