



Parkland

# Access to Care & Coverage

A Community Health Needs Assessment (CHNA) Initiative

February 2022

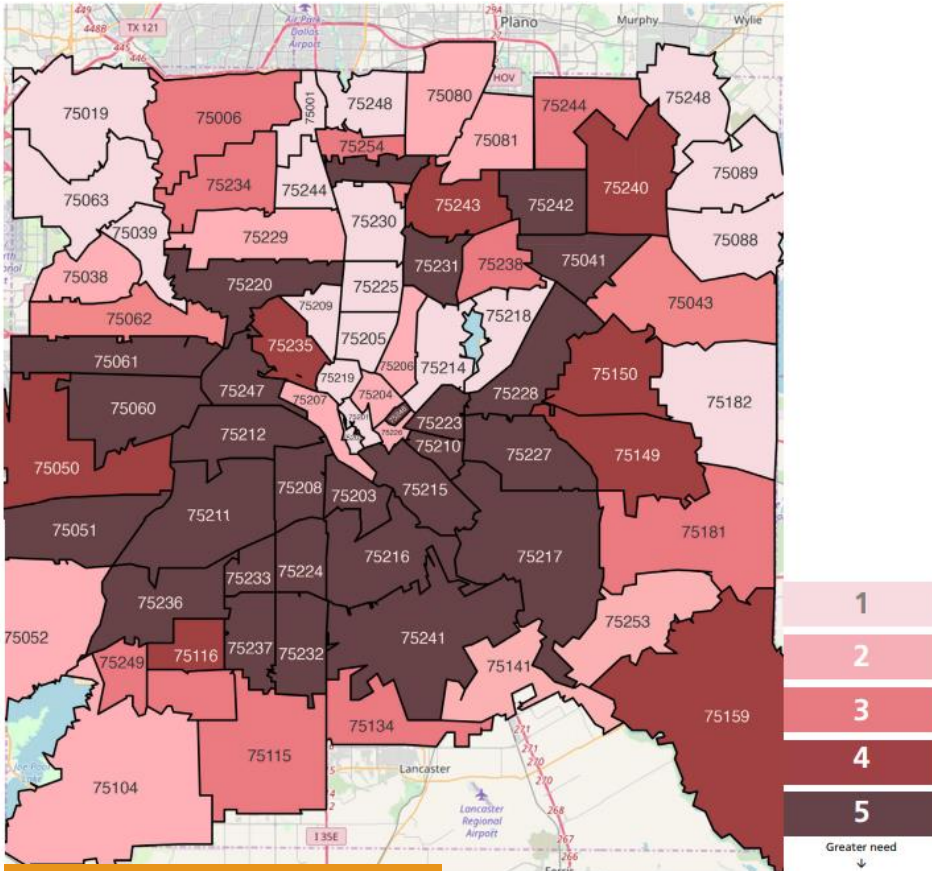


# Community Health Needs Assessment

## Dallas County Community Health Needs Assessment (CHNA)

- Identify geographic areas and populations that experience the most significant health disparities including, racial & ethnical minorities, low socio-economic populations, underserved population, those with chronic conditions, and those with infection diseases
- Methodology includes: Public Health Practice, Community Based Participatory Research, Strategic Planning, Qualitative & Quantitative Data Analysis

Full Report: [2019 CHNA Report](#)



SocioNeeds Index Map, Dallas County, 2019

Adopted from DFWHC Foundation, Healthy North Texas SocioNeeds Index.

### What were some findings for Dallas County?

- South and Southeast Dallas have a concentration of ZIP Codes with high SocioNeeds Index (SNI) scores and high mortality & morbidity
- Hispanics living in the CHNA target ZIP Codes have the lowest insurance coverage rates in the county, limiting their access to health services
- In ZIP Codes 75216 and 75217, more than 40% of the population lack connection to internet

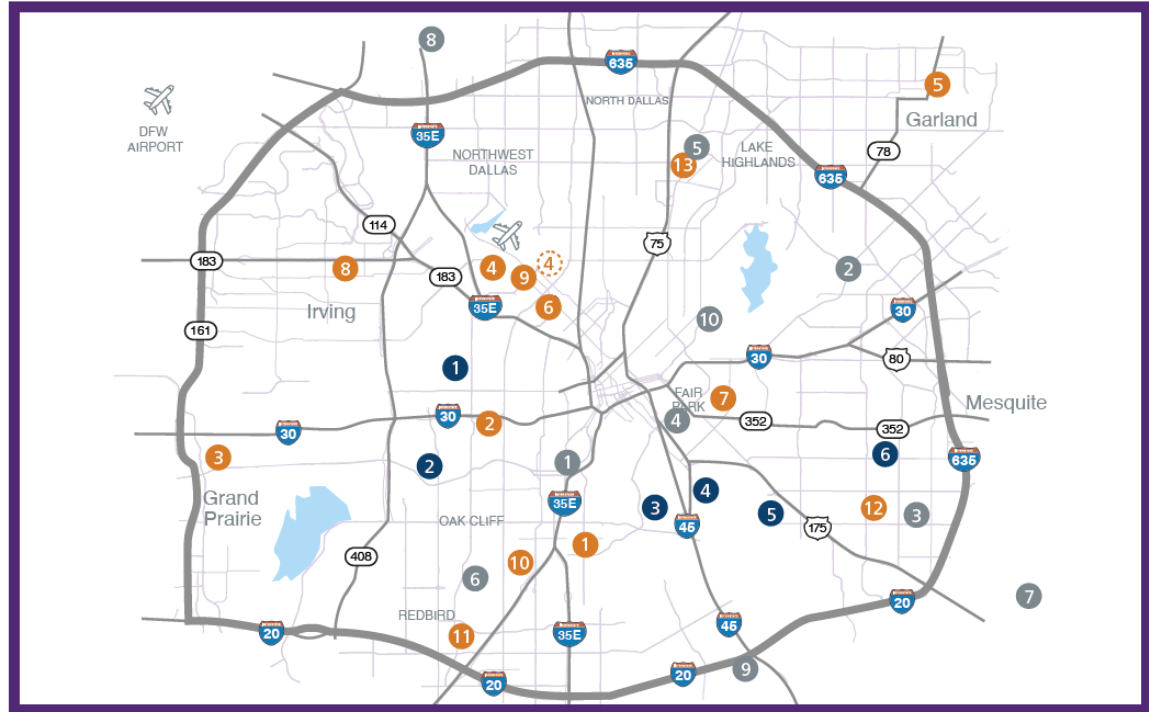
**Access to Care & Coverage Target ZIP Codes:  
75210, 75211, 75215, 75216, 75217**



Changing where care is delivered by bringing services to where people live, work, and play on an *ongoing* and *consistent* basis

# Connect to Care at a Community Hub

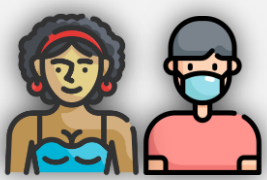
- **Services include:**
  - Health screenings, such as blood pressure and blood sugar checks
  - Mammography screening appointments
  - ST/HIV screening
  - Pediatric asthma education
  - Nutrition advice
  - Preventive healthcare education
  - Parkland Financial Assistance
  - Community resources
  - Virtual care at some locations
- **No cost and no appointment**
- **Onsite staff:**
  - Community Health Workers
  - Financial Counselor
  - Patient Services Representative



[Access to Care Program Website](#)

[Community Calendar](#)

- Parkland COPC (primary care clinic)
- Youth & Family clinic
- Community Hub



Patient comes into Hub – no appointment needed



Patient Services Rep registers patient in electronic medical records system

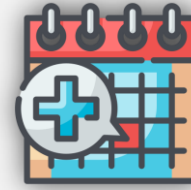


Patient meets with CHW for screening & education



Patient is provided a takeaway of their screening results and educated on next steps

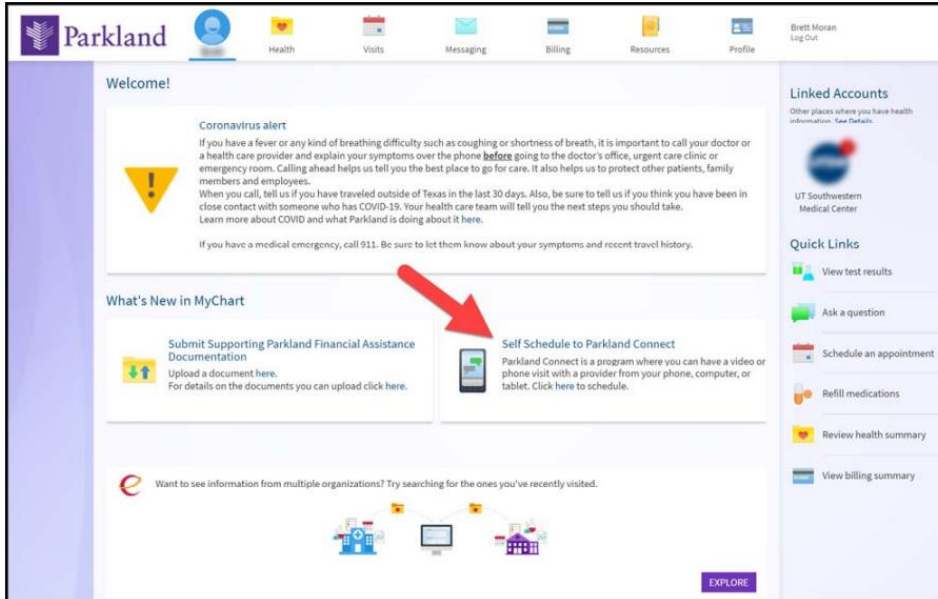
Based on their screening results & risk factors, patients may be advised to continue their current routines or be scheduled an a follow up appointment in a COPC for additional assessment



Patient meets with Financial Counselor to complete Parkland Financial Assistance application if needed

## Parkland Virtual Care Vision:

*Promoting high-quality wellness to empower and engage the patient where they live and work*



The screenshot displays the Parkland Connect user interface. At the top, there is a navigation bar with icons for Health, Visits, Messaging, Billing, Resources, and Profile. Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'Welcome!' message followed by a 'Coronavirus alert' section with a yellow warning icon. Below that is a 'What's New in MyChart' section. In this section, there are two main items: 'Submit Supporting Parkland Financial Assistance Documentation' and 'Self Schedule to Parkland Connect'. A red arrow points to the 'Self Schedule to Parkland Connect' button. To the right of the main content area, there is a 'Linked Accounts' section showing 'UT Southwestern Medical Center' and a 'Quick Links' section with buttons for 'View test results', 'Ask a question', 'Schedule an appointment', 'Refill medications', 'Review health summary', and 'View billing summary'. At the bottom of the page, there is a footer with the text 'Want to see information from multiple organizations? Try searching for the ones you've recently visited.' and an 'EXPLORE' button.

**Barriers:** travel/transportation, taking time off from work, family responsibilities, financial limitations, physical mobility, etc.

**Virtual care access points allow patients to securely connect with their providers for face-to-face appointments from a convenient location at home or in their neighborhood**

[Virtual Care Information](#)





## Empowering Community Based Organizations

- **Engaging trusted community partners helps break down barriers people may have reaching out for financial assistance**
- **Monthly training sessions that cover:**
  - Current guidelines around Medicare, Medicaid, available insurance options through the marketplace, and the difference financial assistance options Parkland offers
  - Complete process for applying for financial assistance from start to finish
  - Requirements for eligibility
  - What documents are needed
  - Frequently asked questions/case scenarios
  - How to renew assistance
- **Parkland Financial Assistance (PFA) is treated as a last-resort option – our goal is to help patients find coverage they can take with them anywhere**





Parkland

**To learn more about activities:**

**[www.parklandhealth.com/connect](http://www.parklandhealth.com/connect)**

**[www.parklandhealth.com/conectar](http://www.parklandhealth.com/conectar)**

**Contact the Access to Care Program team:**

**[accesstocare@phhs.org](mailto:accesstocare@phhs.org)**

# Thank you!

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Parkland

*Care. Compassion. Community.*