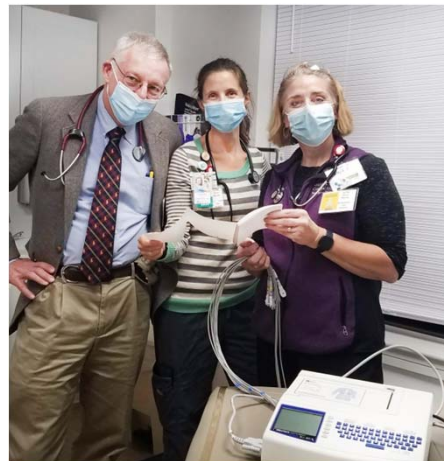




Barriers to Care Community Survey Executive Summary of Results



Background

- + Survey from June to September 2021
- + The survey was available online, in paper form in our waiting rooms, and as an interview with staff and master's level students who canvassed local venues such as pharmacies, food pantries, thrift stores, and farmer's markets.
- + 537 responses are included in this analysis.
- + The purpose of the survey was to understand the unmet health care needs and barriers to getting health services in Knox County and surrounding towns.

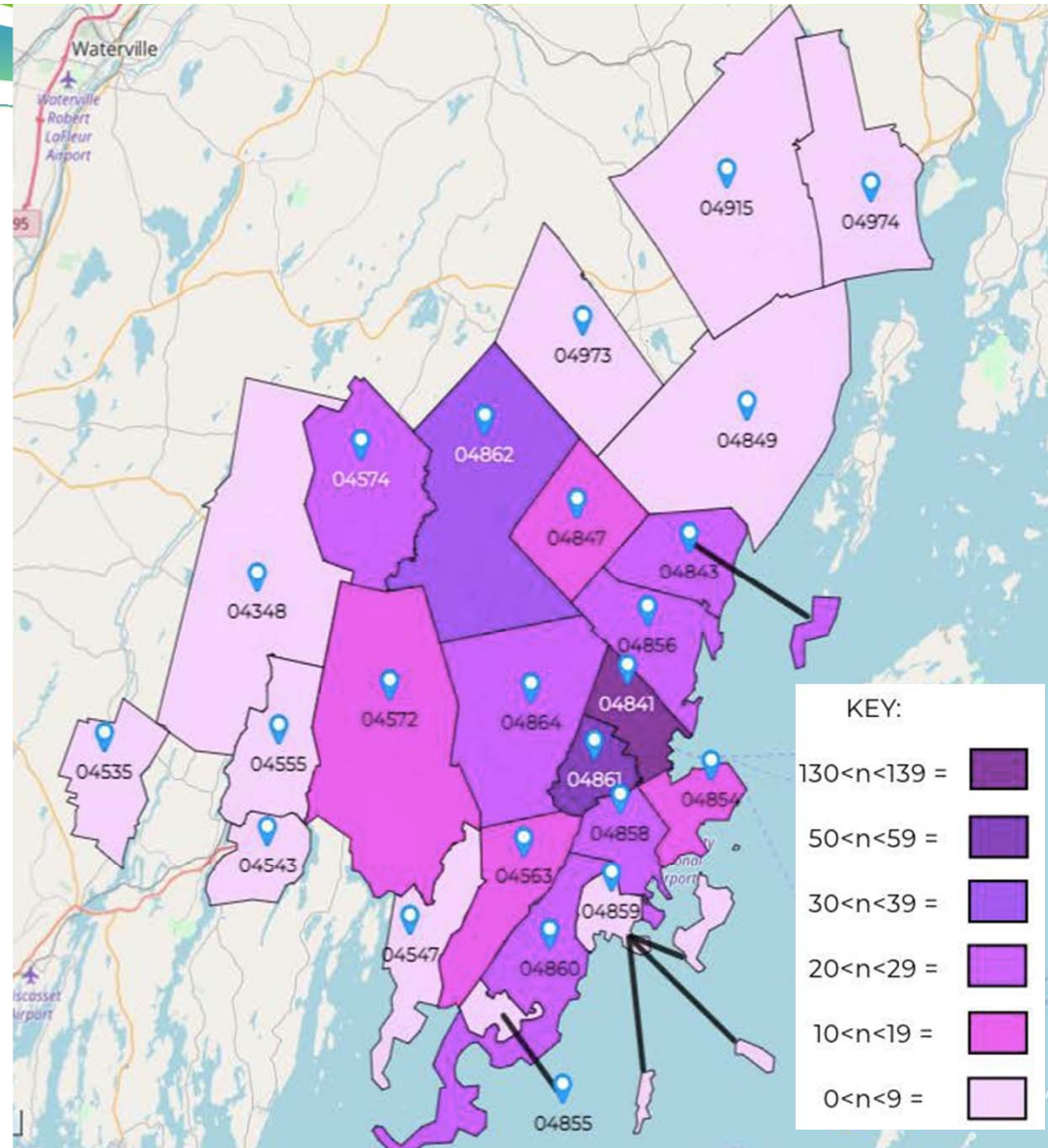


Who Took the Survey

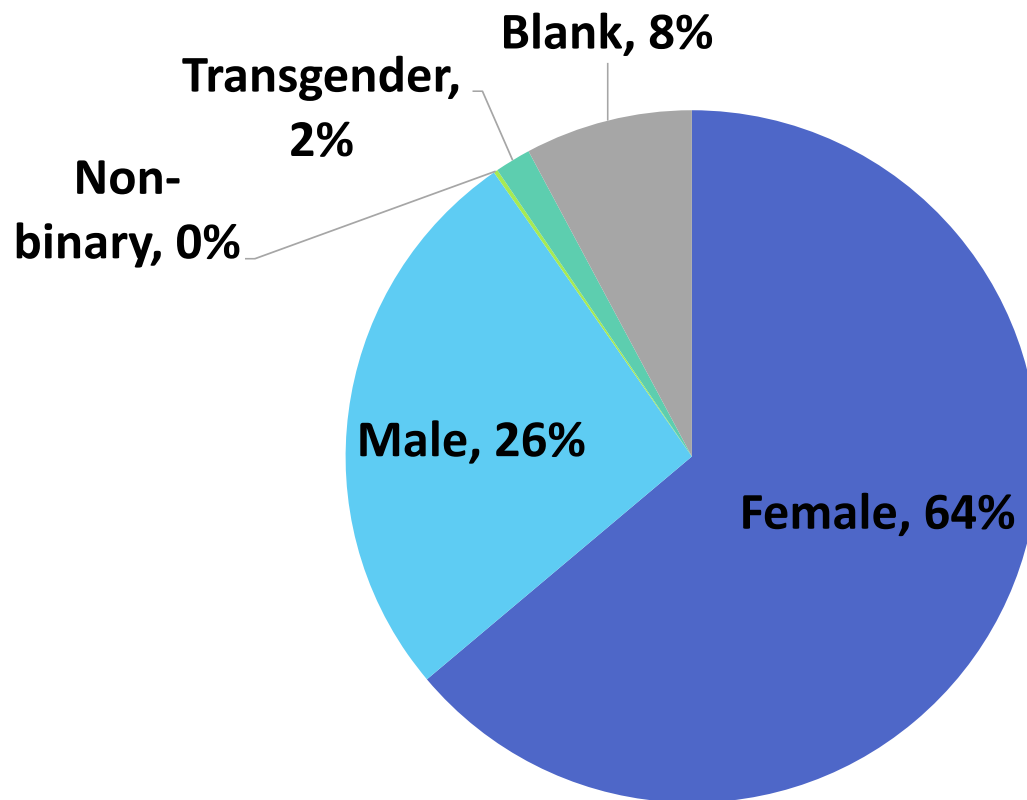
✚ Responses came from 40 zip codes, with the bulk of them residing in Rockland (25%) and Thomaston (10%); Union came in third with 7% of respondents.

✚ About half have household incomes of less than \$40,000/year, with the largest percentage (21%) making less than \$20,000 in annual income.

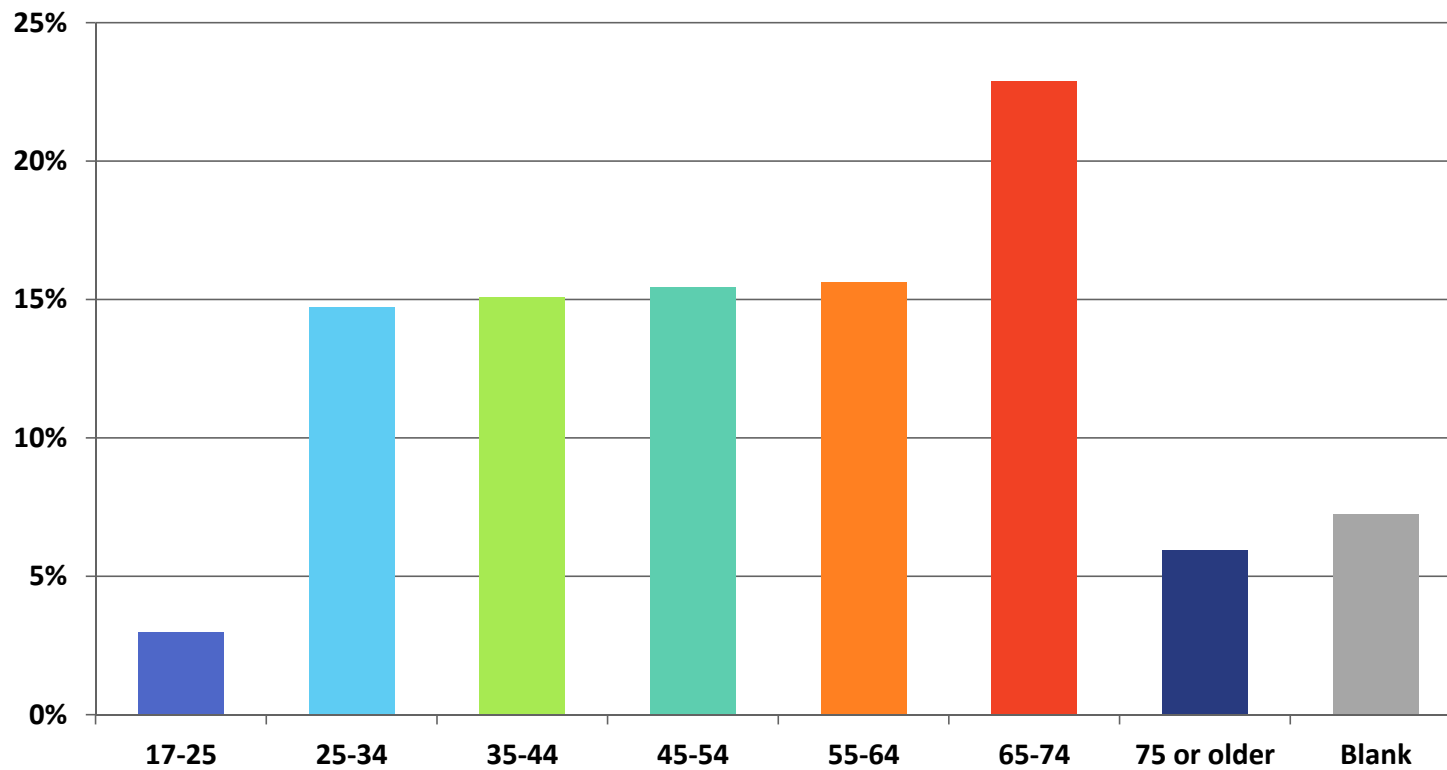
✚ The vast majority of respondents depend on some public option for medical insurance, while 14% have no insurance at all. Almost 60% of respondents have no dental insurance.



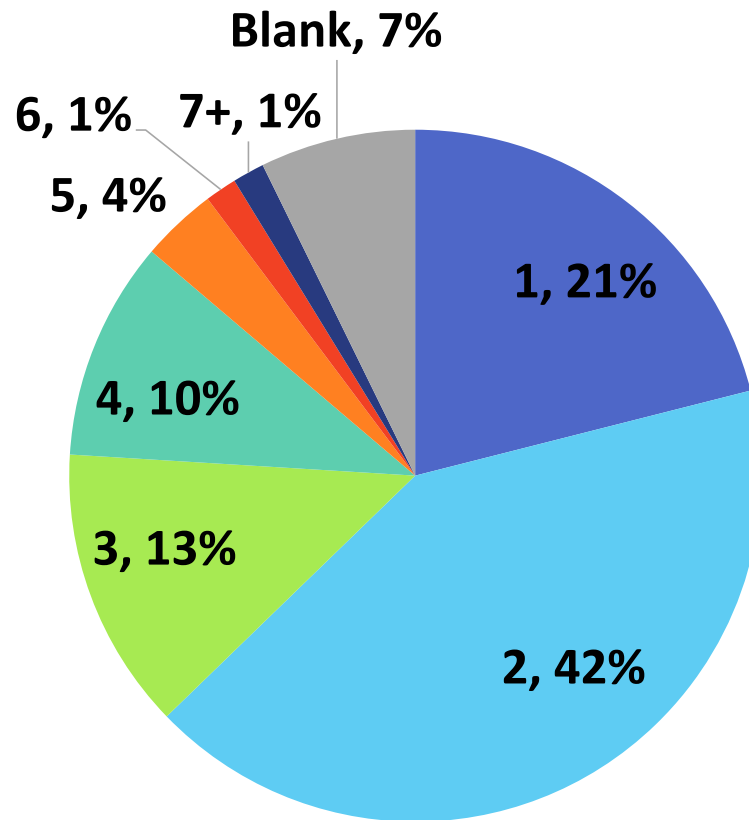
Self Reported Gender of Respondents



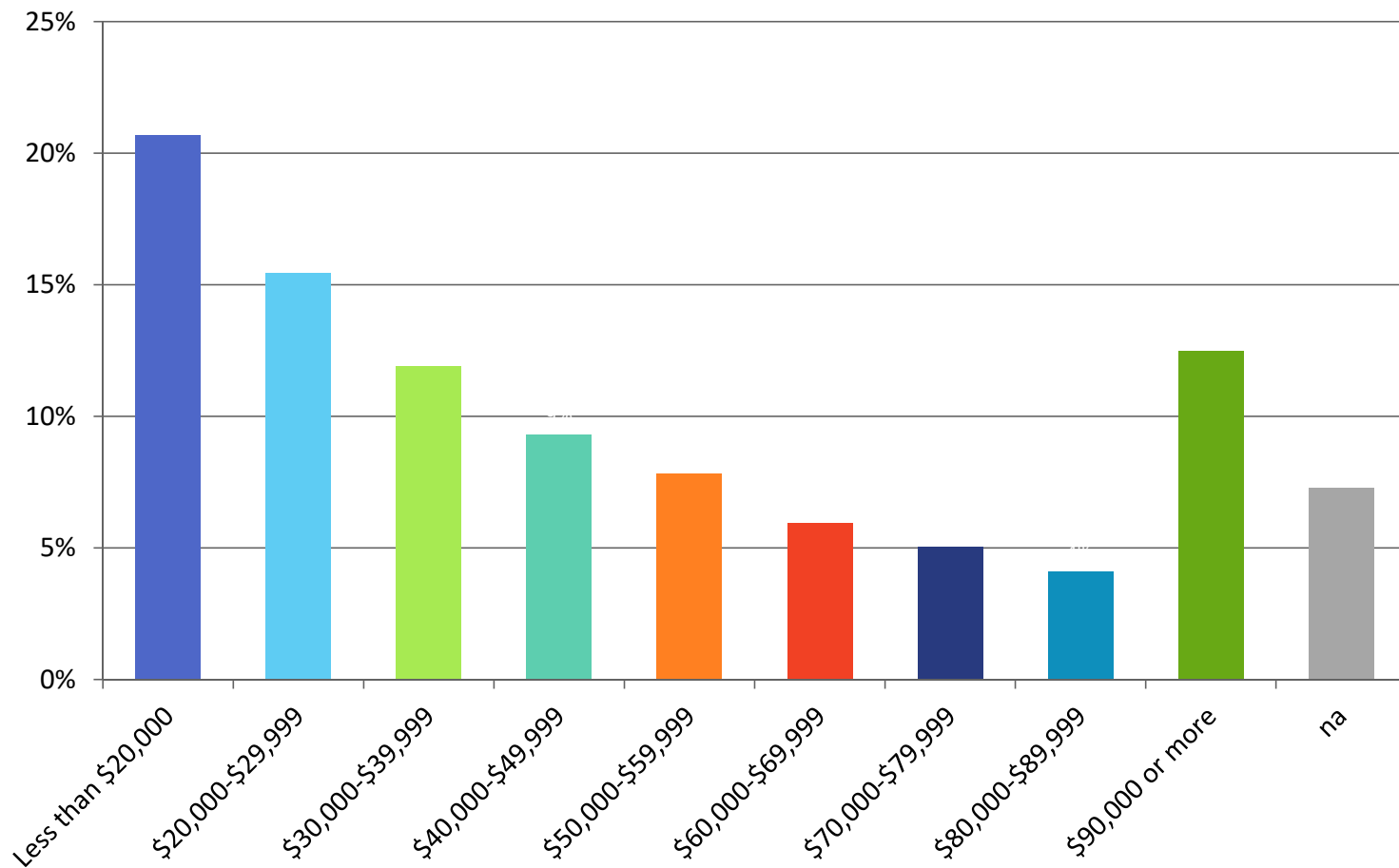
Age of Respondents



Number of People in Household



Estimated household income last year



Employment

Accounting
Accounting assistant
Addiction counselor
Admin
Administrative
Administrative Assistant
Administrative Specialist
Agriculture
any
anything I can
Appliance repair
Architect
Artist
attorney
Bee Keeper
boat builder/commercial fisherman
Bookkeeping
Bookstore owner
Bottle Redemption
build
build traps
Bus Driver
business manager
Business owner
Business owner, plumbing and heating
company
Business woman
carpenter
Case Management for sweetser
Case Manager
Caseworker
cashier
Cashier/caregiver
Catering
catering, farm work, boat work, sell artwork
childcare
Christmas wreaths

Clean houses
Cleaner
cleaning
Cleaning
Cleaning jobs
Clerical
cna
CNA, crafter
Commercial fishing
Community development
Community Development Officer
conservation
Consultant
Consultant / Public Health
consulting
contractor
Cook
Cook, cashier
creative
custodian
Customer service
Customer service
Data analyst
Dental hygienist
Director
dishwasher
dna
driver
DSP
Early intervention
editing
editor
education
Education
Educator
EMT/STG, ST, Thomaston
Event market

farm
farm work
farmer
Farmer/massage therapist
farming
Fencing
Financial
Fisherman
fishing
Fishing
food service
fry cook
Fundraising
Gardener and retail or service
industry
government
Hannafor
Health care
Healthcare
healthcare billing
Heating
homemaker
hospital security
Hospitality
Housekeeping
Housekeeping
housing
HR
HR Manager
HVAC technician
I co own a business
Ice cream scooper, blueberry raker
IT professional
Janitorial
labor
laborer
Laborer - painting

Laundry Attendant
Librarian
Licensed Clinical Professional Counselor
(LCPC)
load trucks
lobstering
lobstering/fishing
Lobsterman
mail carrier
make christmas wreathes
marketing
Marketing
Marketing Manager for non-profit
Marketing/Communication/Design
Massage therapist
mental health
Municipal
N/A
Na
None
nonprofit
Non-profit
Non-profit human resources
non-profit professional
nurse
Occupational therapist
office
Officer
Online teaching
own a laundromat
Painter
painting and house cleaning
Patient Registration Coordinator
Payroll analyst
PCP
Personal support specialist
Pet Care

pharmacy technician
Philanthropy
Practice Manager
Pre K Teacher
Prescription assistance
Production
programming
Psychotherapy
publishing
realtor
receptionist
Registered nurse
Registrar
Restaurant cook
restaurant owner
retail
retail
retail sales
Retail/Social Services
Retired
Roofer
Roofing
sales
sales associate
School counselor
secretarial
Self employed
Self-employed: Sell
items online
Server
Service
serving
shipping
Social Media Managing
Social Responsibility
and Nonprofit
Consultant

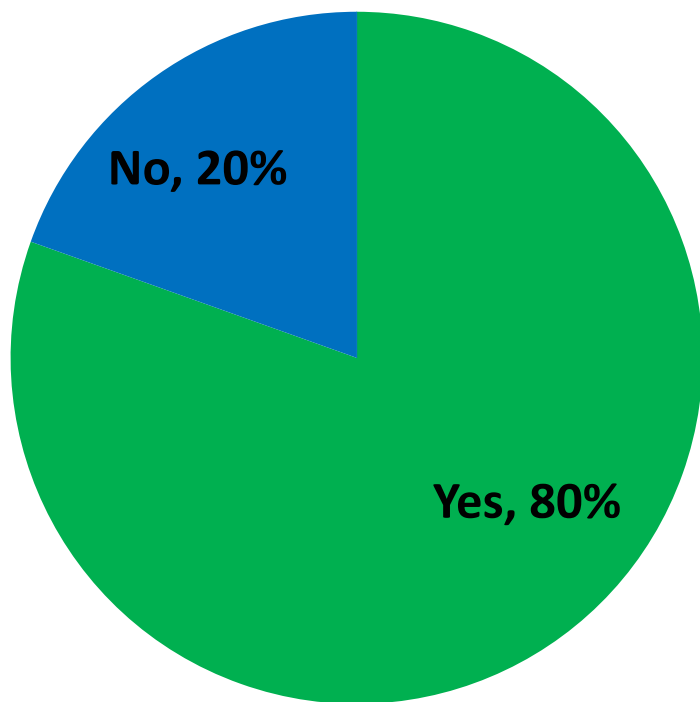
social service manager
Social services
Social work
social work/research
social worker
southend tran
Starting a small
business
store clerk
store work
surveyor
teacher
teaching artist (music)
technical services
Therapist
Traffic/transportation
management
Unemployed
Various
Volunteer Coordinator
Volunteer Coordinator
Welder
white collar
Work in donations
Worked at mcdonalds
Writing



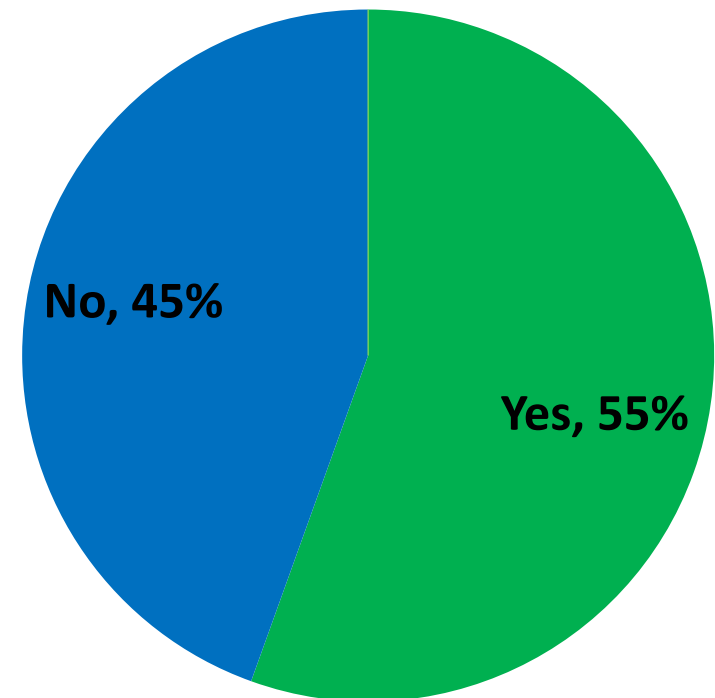
Barriers to Care Data Highlights

“As a whole - I feel as though we live in a very privileged location that often neglects those who are not able to afford the same access to health care.” – survey participant

**Do you have a
Regular Doctor?**



**Do you have a
Regular Dentist?**



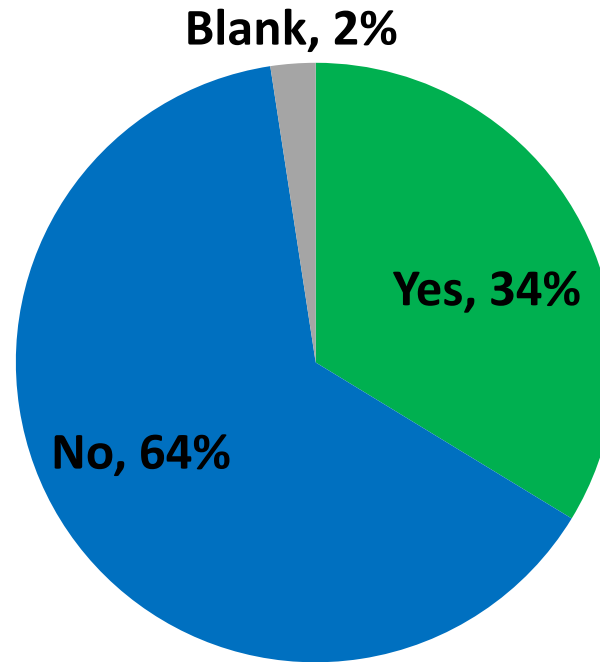
Adequacy of Care:

Are you and other members of your household getting the care you need when you need it?

"I'd just really love to be able to afford to be healthy.

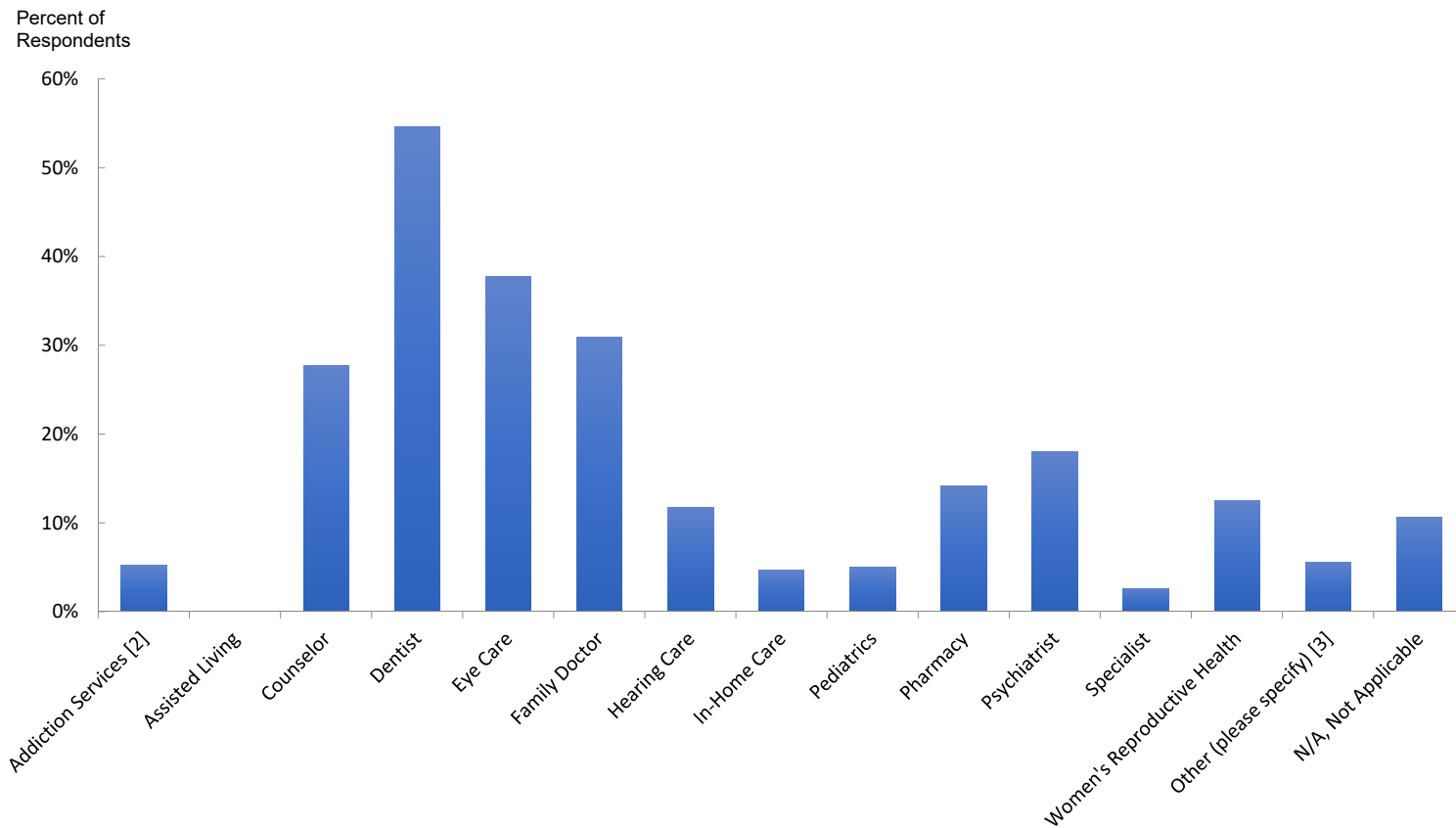
Why is there such a high price tag on that basic right?"

- Survey participant



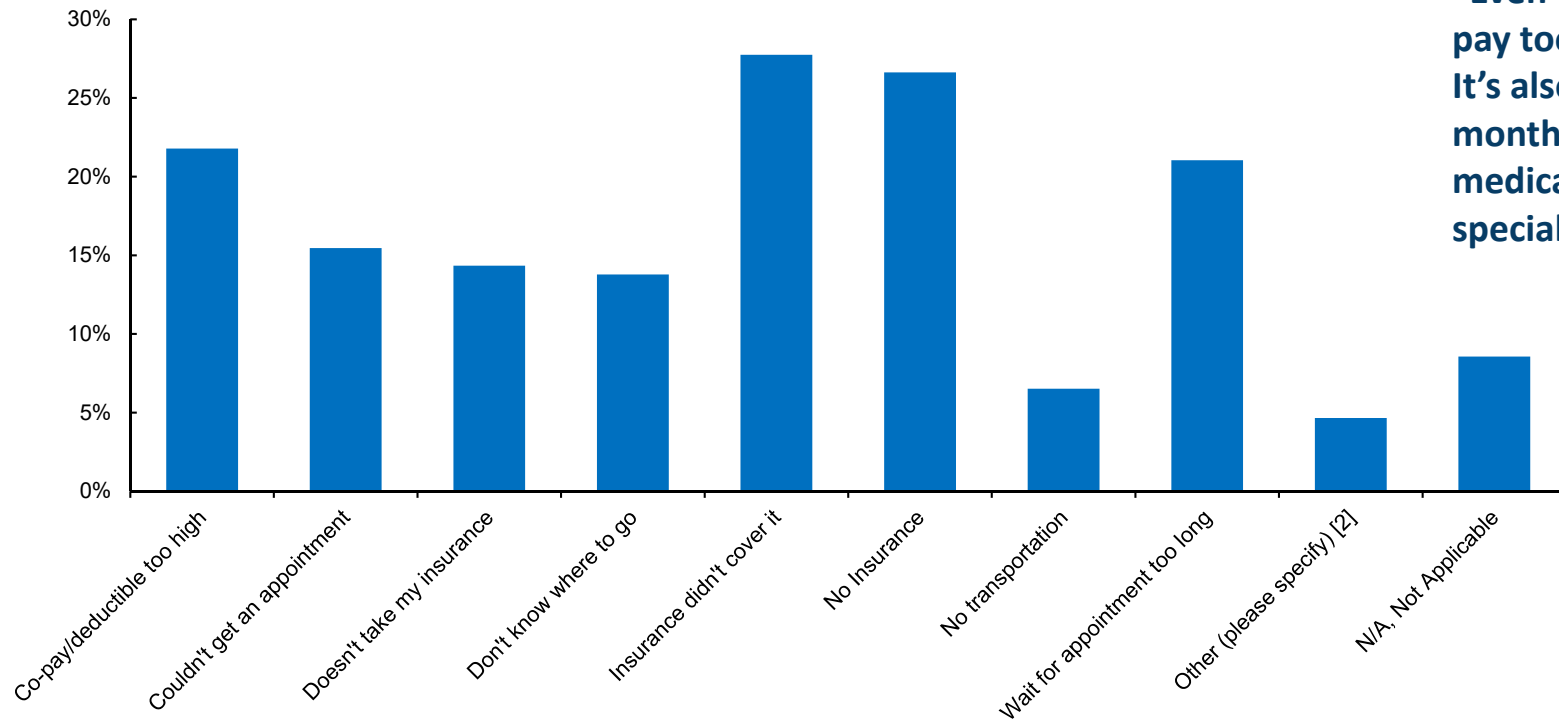
Adequacy of Care:

What services would you go to more regularly if you could?



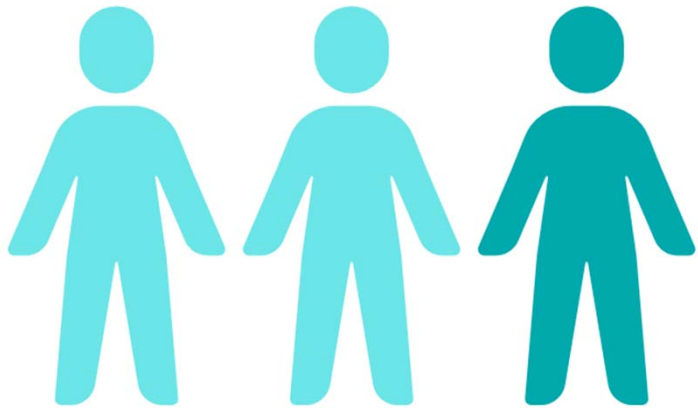
Barriers to Care: What prevented you from getting care?

Percent of
Respondents

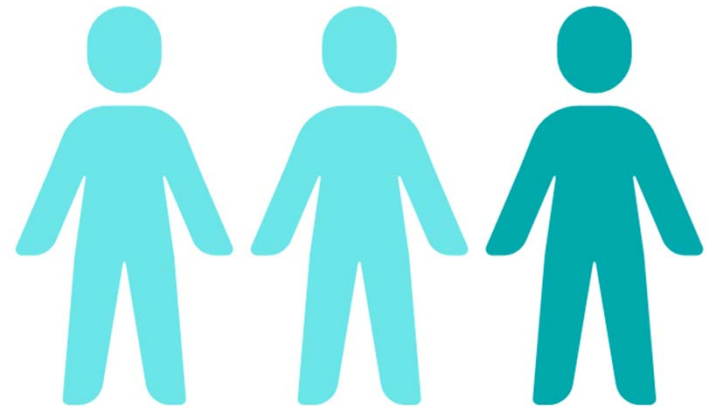


“Even with insurance, we have to pay too much and put off care. It’s also hard to find providers, 6 month wait or longer for regular medical provider and more for specialist.” – survey participant

Preventative Care

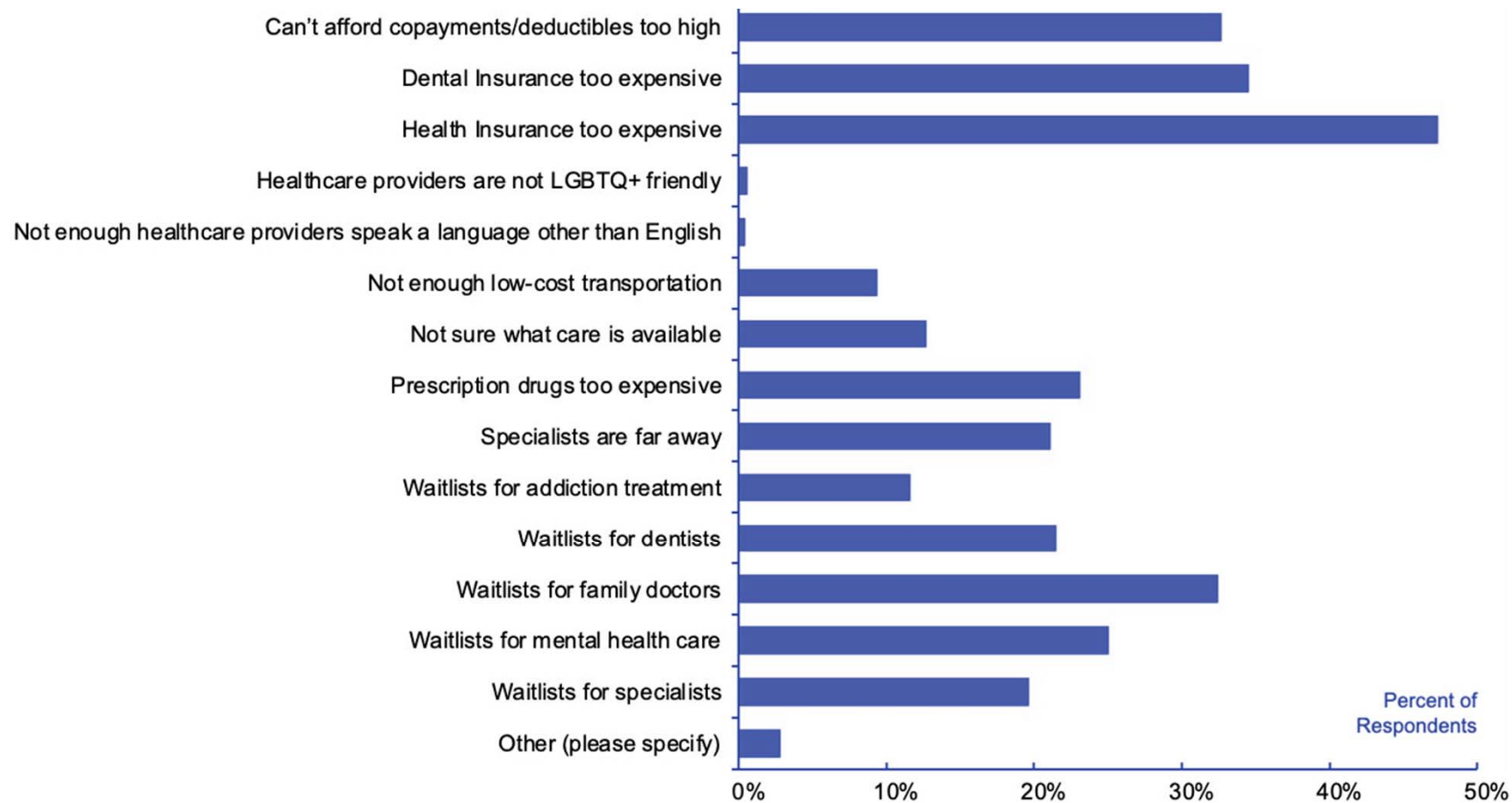


**1 out of 3 people delay or do not get
labs/bloodwork done because of cost.**



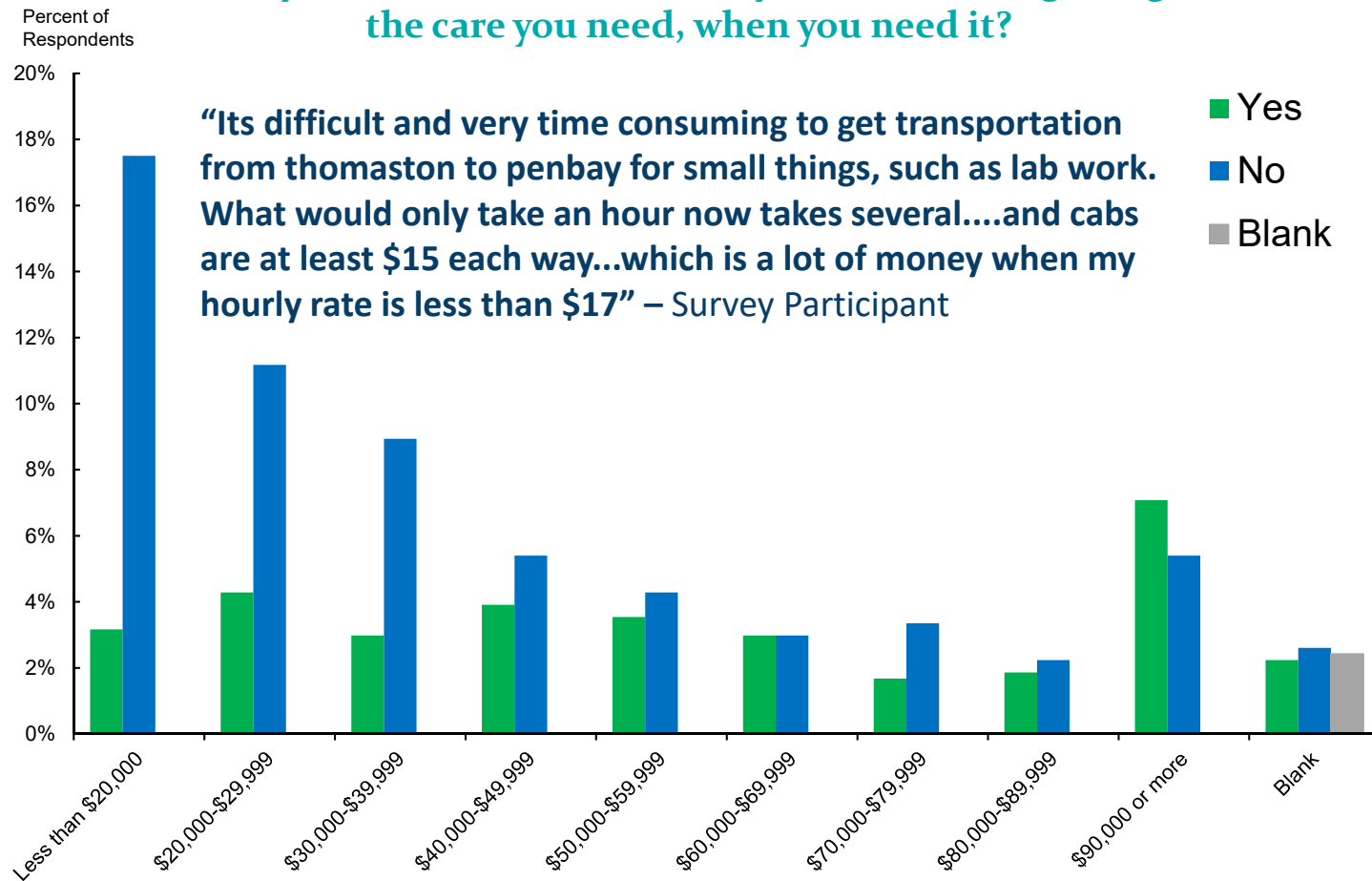
**1 out of 3 people delay or do not get
other tests like mammograms, ultrasounds, stress tests or
colonoscopies because of cost.**

Top Local Health Concerns

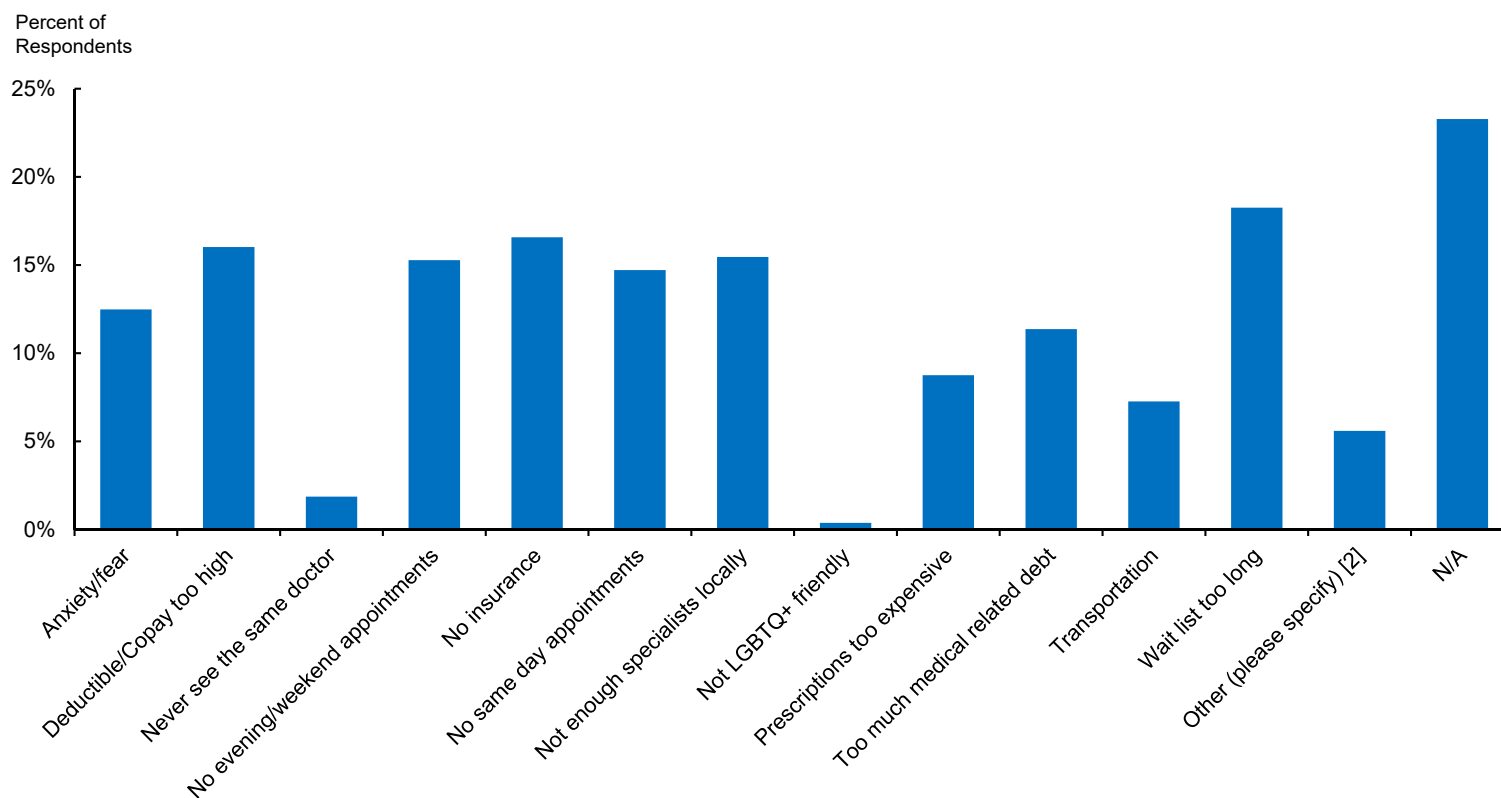


Adequacy of Care by Household Income:

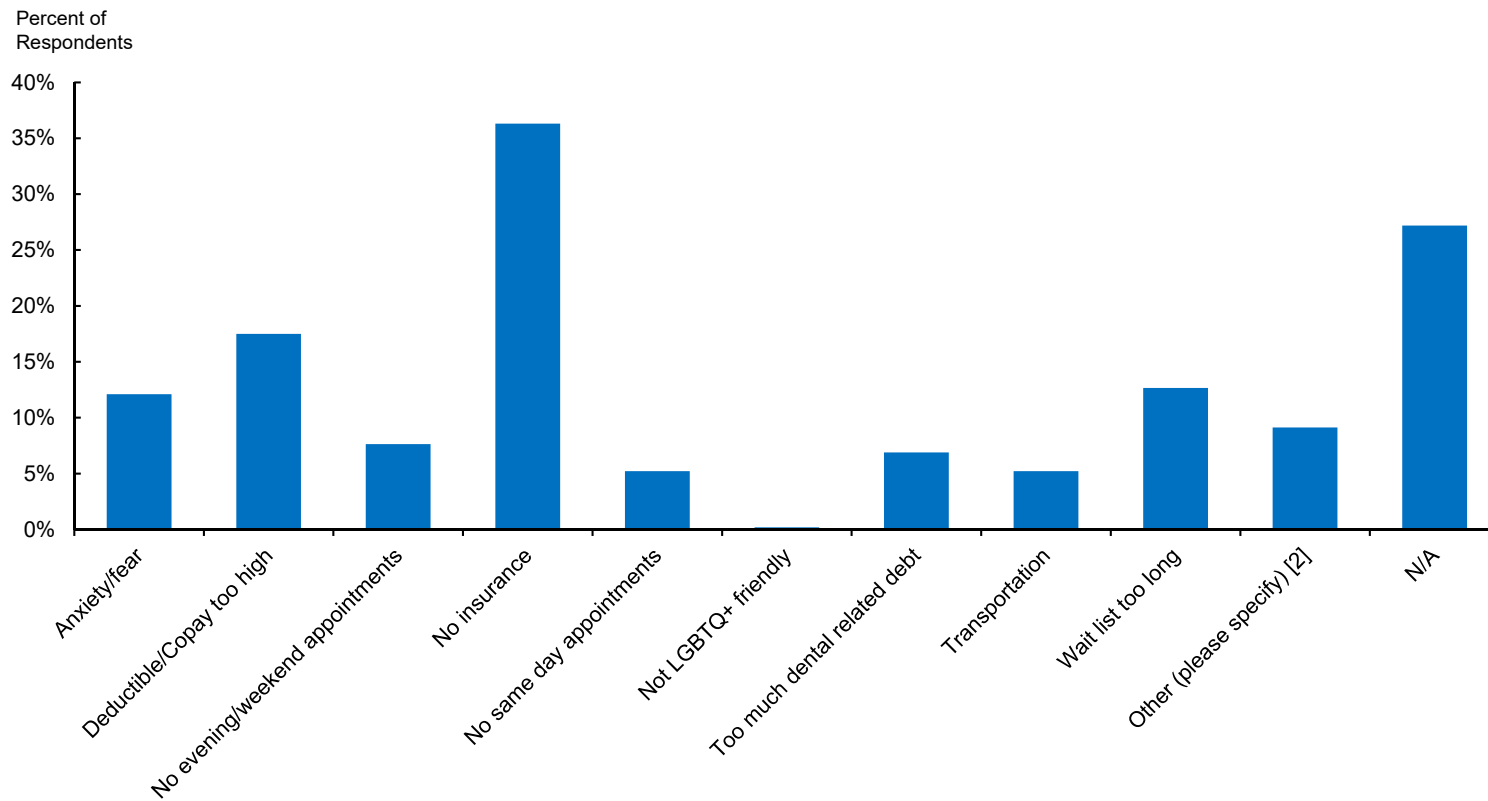
Are you and other members of your household getting the care you need, when you need it?



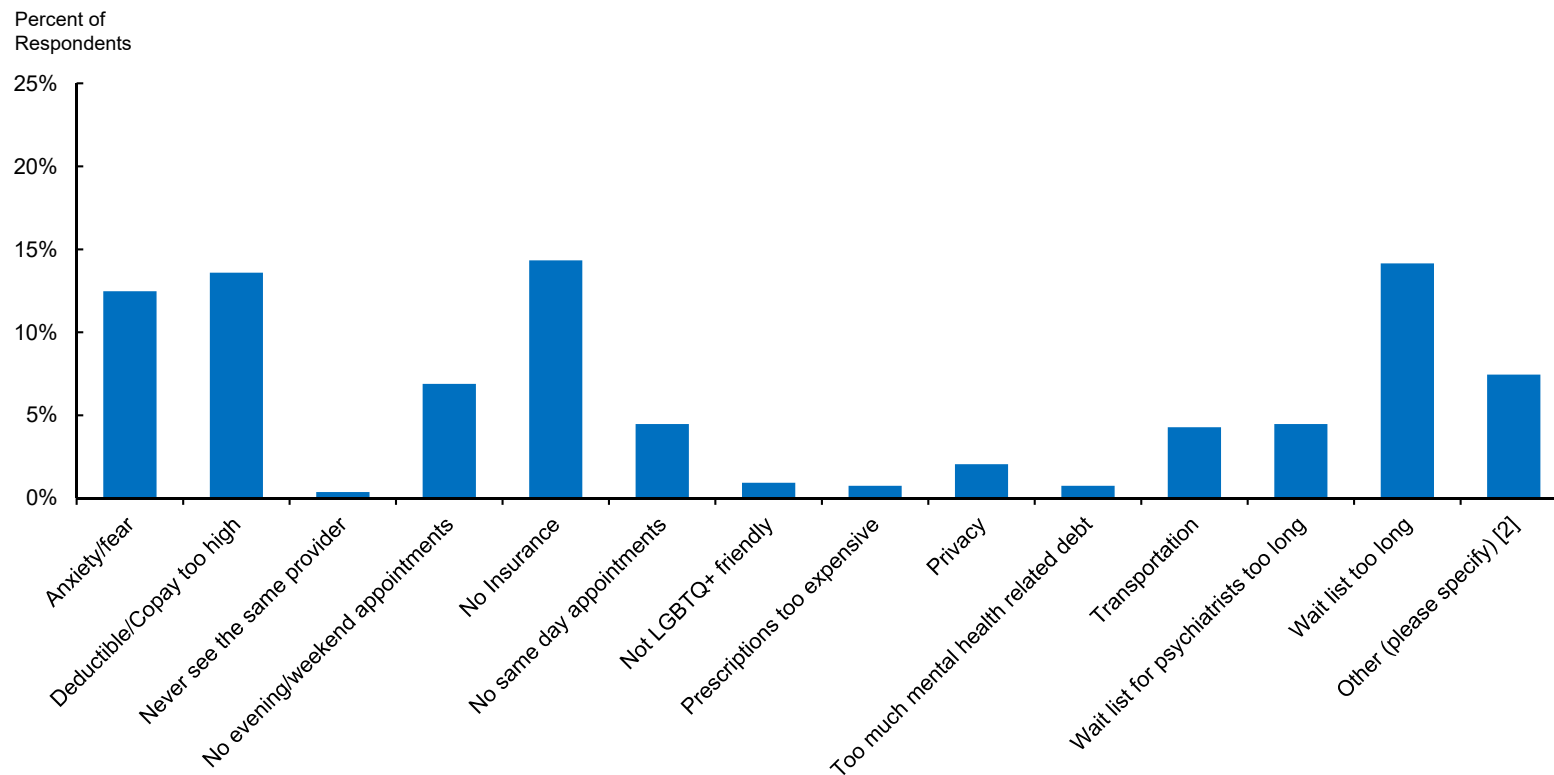
Barriers to FAMILY DOCTOR/MEDICAL Care



Barriers to DENTAL Care

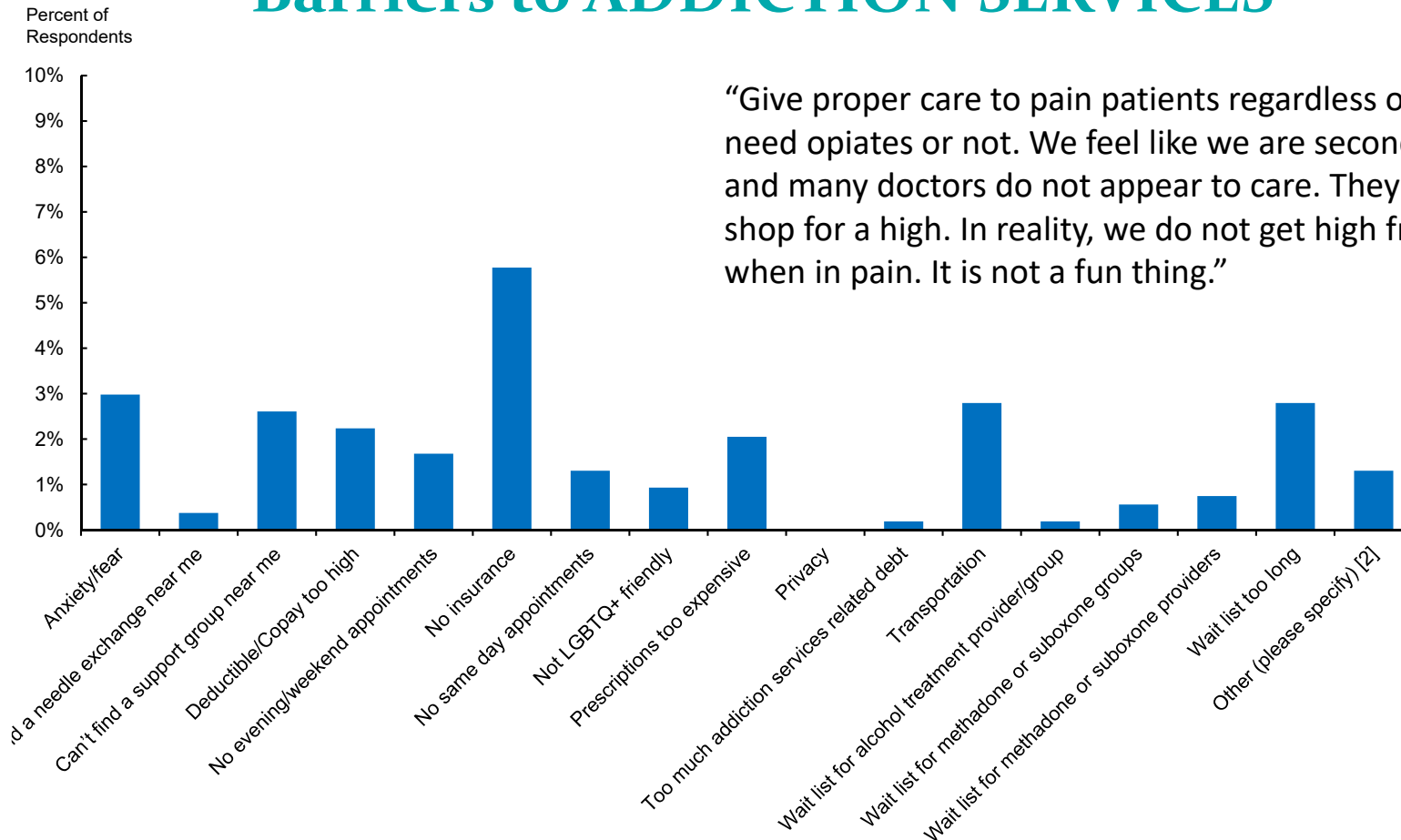


Barriers to MENTAL HEALTH Care



Note: removed the 39% not applicable response to clarify existing barriers

Barriers to ADDICTION SERVICES



“Give proper care to pain patients regardless of whether they need opiates or not. We feel like we are second class citizens and many doctors do not appear to care. They believe we pill shop for a high. In reality, we do not get high from opiates when in pain. It is not a fun thing.”

Note: removed the 65% not applicable response to clarify existing barriers



Social Determinants of Health

Poverty

Unemployment

Poor Education

Inadequate Housing

Exposure to Violence and Discrimination

Lack of Transportation

Unhealthy and Unsafe Physical Environments

“Groceries are too expensive to afford anything!”

-survey participant

“I have gone without meds because of no money”

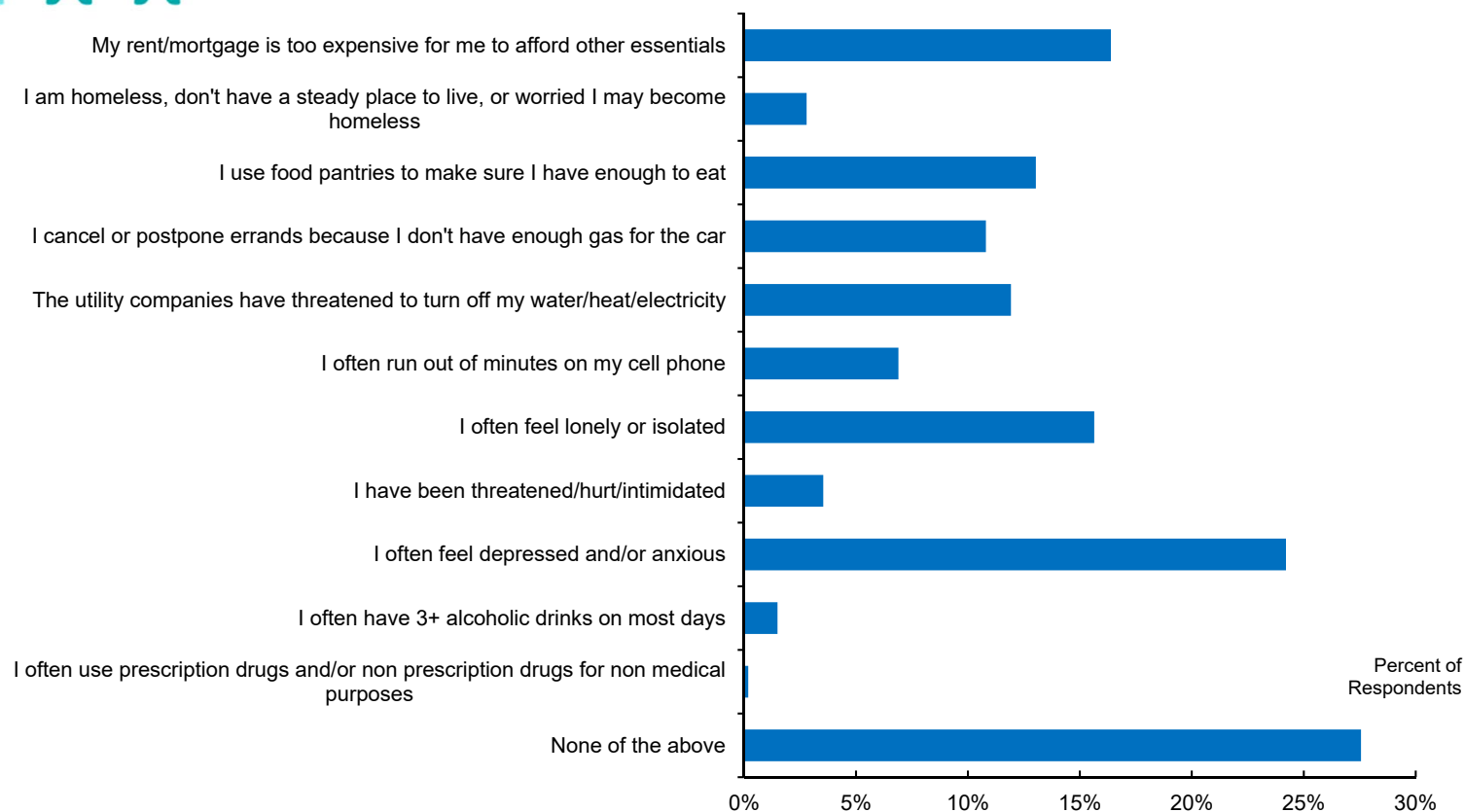
– survey participant

“Doctors treat me different when I tell them I don't have insurance.”

– survey participant



About two thirds of respondents have experienced an adverse social determinant of health within the past two years.



Problems with access to care are exacerbated in Midcoast Maine by poverty, homelessness, and abuse.



97% of respondents with incomes <\$20,000 report not having adequate access to health care

One third of lowest income respondents report that a lack of information about what care is available is a top-three barrier



100% of respondents who do not have a steady place to live report not having adequate access to health care



100% of respondents who are physically hurt by friends or family "sometimes" or "fairly often" and
100% respondents who are verbally hurt by friends or family "fairly often" or "frequently" report they do not have adequate access to health care.



Difficulties with Care in Our Community

“PCPs leave too often No cost transparency”

“Can never get through to...talk with a live person”

“At the age of 62 I should have insurance”

“Due to my age I was refused care for the dental clinic and was in a lot of pain until I had enough money to pay out of pocket for the having 4 teeth removed.”

“Expensive co pays/deductible (\$6,000)”

'All our teeth are falling apart!

“Any time we are referred to specialists, we have to travel over and hour and wait at least 2-3 months for an appointment.”

“I couldn't afford to go to the dentist. Because of this, I lost a majority of my teeth. Fortunately, my daughter has a good job and could afford to get me dentures.”

“The wait period to see a mental health counselor is long...really long. And the wait period to see specialists are extremely long as well.”



How Can We Make Things Better?

“Local community health programs.”

“Offer free cooking class, exercise, smoking cessation, etc”

“A network of doctors who pledge not to assume everyone poor is an addict”

“Build out Dental Clinic and support/enhance Addiction Services”

“Universal Healthcare”

“Help to navigate service options and providers”

“Inform patient up-front for medical costs such as lab work”

“Medicare for All”

“Actually return phone calls. Better communication between health care providers”

“More Affordable Housing”

With your help we hope to:

Relocate and expand healthcare services to everyone in the Midcoast regardless of ability to pay.



Primary Medical Care



Dental Care



Mental Health,
Substance Use Treatment
and Wellness



A Sustainable Model of Expanded Care: Federally Qualified Health Center



Holistic Patient Centered Care



Takes all Insurances & Sliding Scale



Assures Access to Care for All,
Regardless of Ability to Pay

Caring for Coastal Communities Consortium

Leading Member

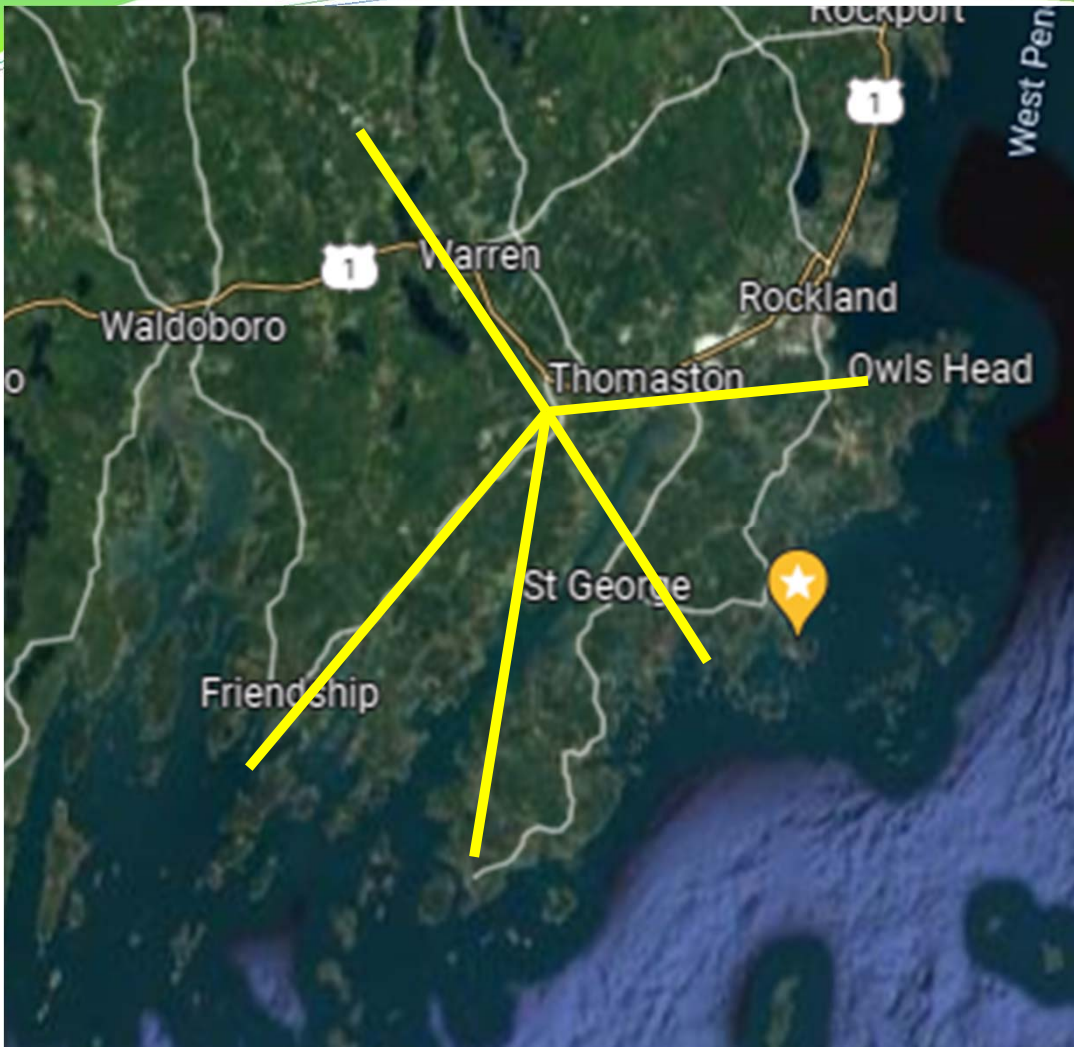


Founding Members



Camden Hills Regional High School





Why Thomaston?

Thomaston recognizes the urgent need for expanded services



Able to provide in kind support for relocation and expansion to get the project started



Project will cost far less because of municipal support with existing land and infrastructure



Our dream is to build a



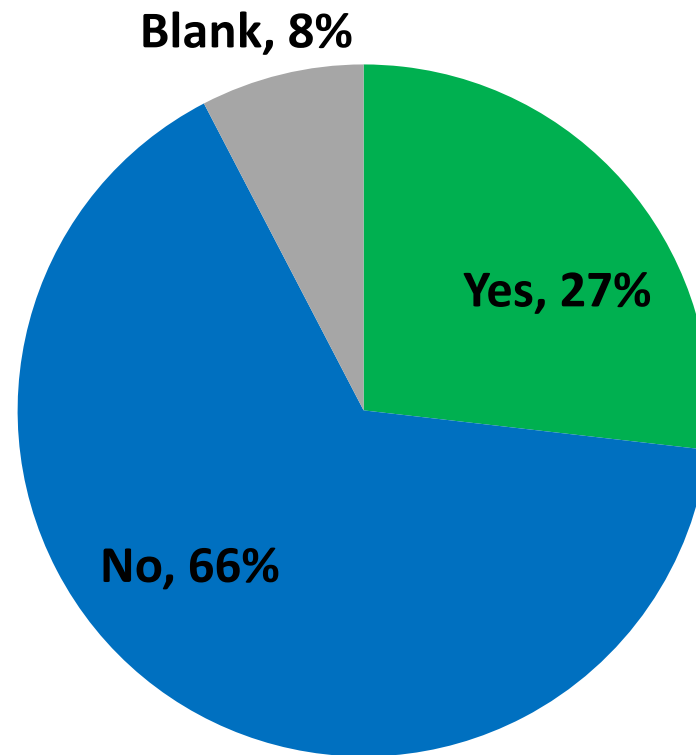


Discussion

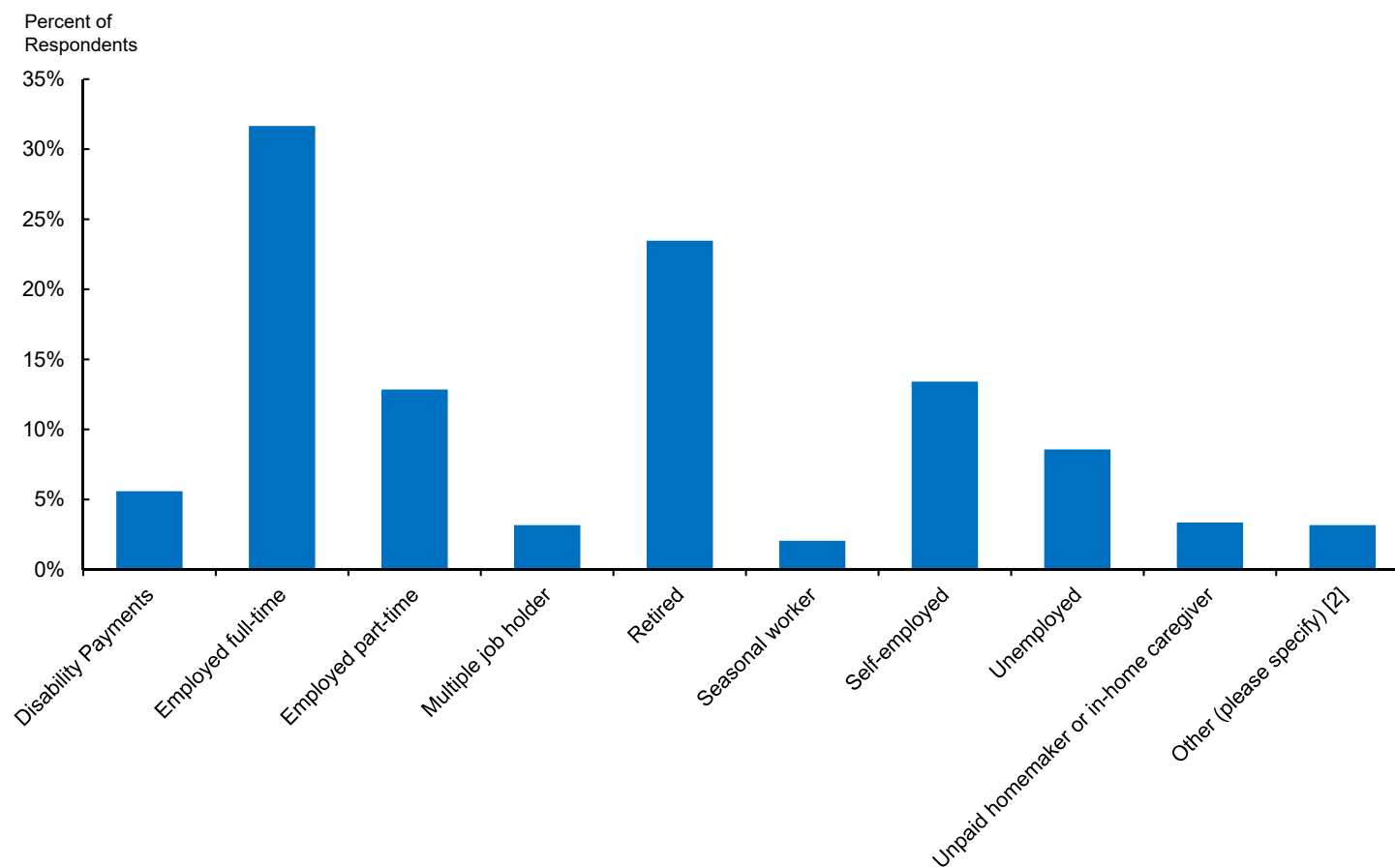


Additional Barriers to Care Data & Demographics

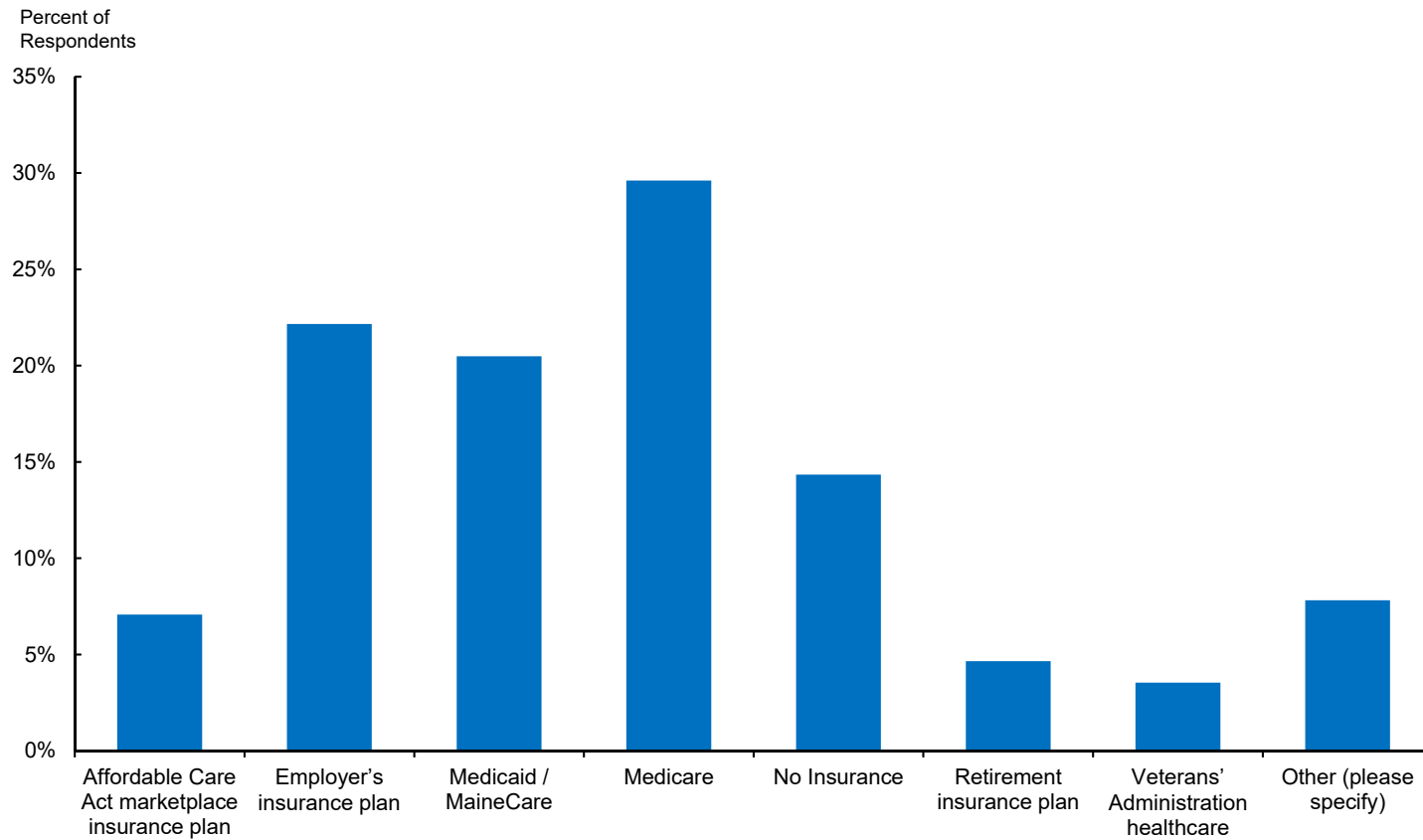
Do Children Live in Household



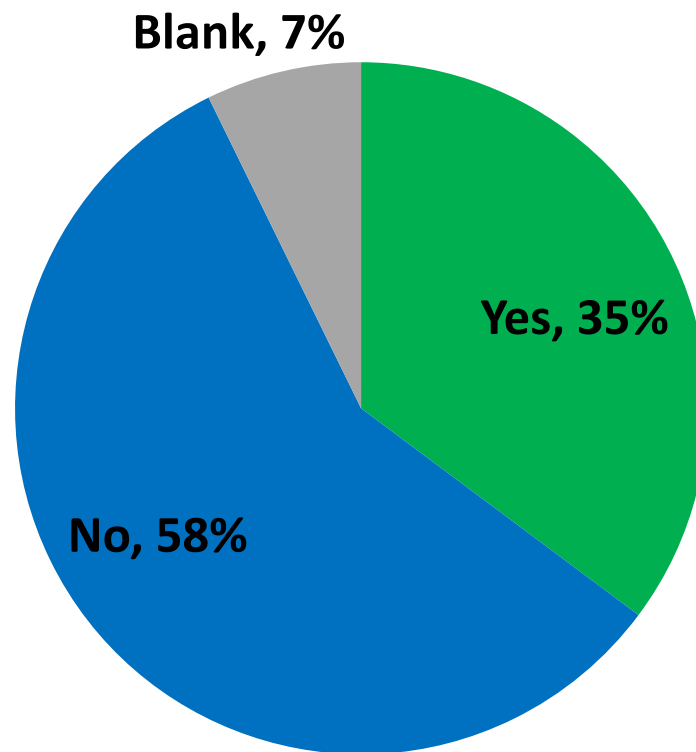
Employment Status



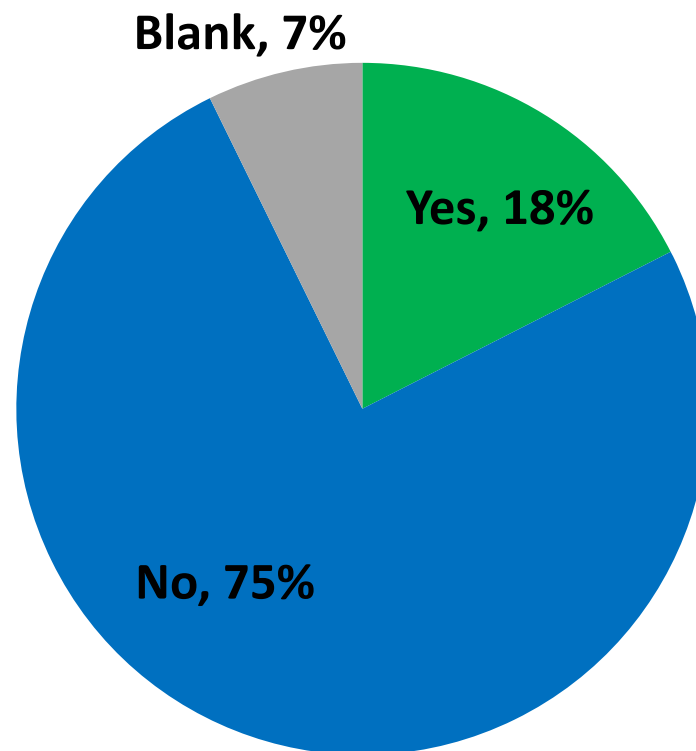
Source of Medical Insurance



Do you have Dental Insurance?



Have you been a patient of the Knox Clinic?



Education Level

