

## Appendix 2: Access to the full spectrum of care

### Situational Overview

Partners of Olympic Community of Health (OCH) hold a common vision for a region of healthy people, thriving communities – which includes access to the full spectrum of care - physical, behavioral, dental, specialty, and social services. Access to care encompasses **coverage** which facilitates entry into the health care system; having needed **services**, especially those recommended for screening and prevention; the ability to access care **timely** and efficiently; a capable, qualified, culturally competent health care **workforce**. An equitable system also reduces barriers including language, transportation, and internet access.

OCH can maximize current efforts, identify gaps, and promote solutions that meet the unique needs of each community. OCH aims to leverage collaborative action to increase access to the full spectrum of care.

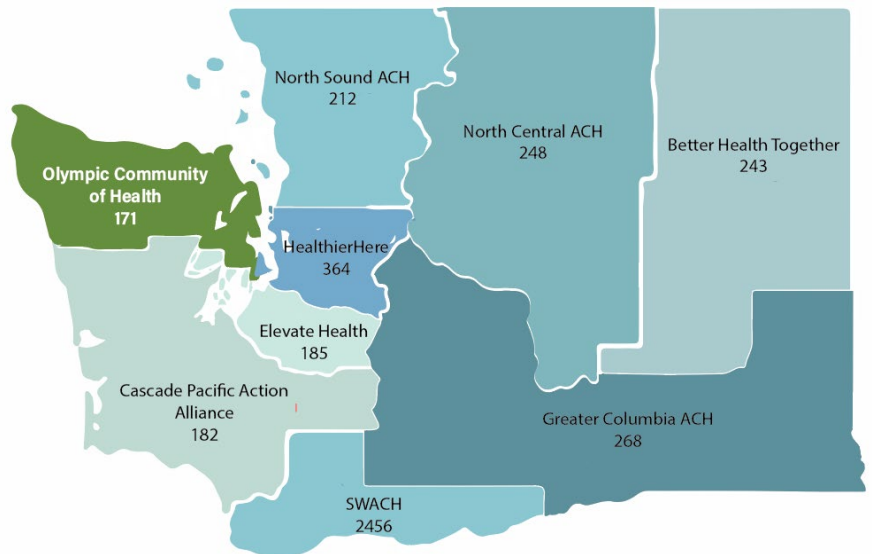
### Background

It is estimated that about 20% of health is related to access and quality of health care. Barriers that prevent or limit access can increase poor health outcomes.

At a glance	Clallam	Jefferson	Kitsap	WA State
All-cause ED visits per 1000 member months: Age 18-64 years (Medicaid only) <sup>1</sup>	62.5	53.4	87.3	67.1 (lower is better)
Utilization of Dental Services: Age 21+ Years (Medicaid only) <sup>2</sup>	26.0	21.0	26.3	27.5 (higher is better)
Well-Child Visits: 3-6 Years (Medicaid only) <sup>3</sup>	59.1	55.6	66.9	66.8 (higher is better)
SUD Treatment Penetration: Age 18-64 Years (Medicaid only) <sup>4</sup>	46.1	35.2	31.0	38.7 (higher is better)
Percent of uninsured citizens <sup>5</sup>	7.6	5.5	4.9	6.6 (lower is better)
Percent of students reported <i>not</i> having a check-up or physical exam with a healthcare provider when not sick or injured <sup>6</sup>	29.4	28.1	22.4	20.4 (lower is better)

Workforce constraints impact the ability to offer the full spectrum of services. Each county in the Olympic region is designated as a Mental Health Professional Shortage Area and recruitment and retention are common challenges across all health services. In 2019, the OCH region had the lowest rate of overall physician supply at 171 physicians per 100,000.<sup>7</sup>

Overall Physicians per 100,000 population, ACHs, 2019



## Examples of Current efforts

Organization	County	Program/Project Description
Jefferson Healthcare, North Olympic Healthcare Network, Peninsula Community Health Services	Clallam, Jefferson, Kitsap	Since 2019, the region added <b>30 new dental chairs</b> across three health systems which provide new access for those on Medicaid or no dental coverage. Three of the chairs were added via PCHS's mobile dental unit.
Kitsap Medical Group	Kitsap	Kitsap Medical Group contracts to offer <b>telepsychiatry to meet the growing needs of their patients</b> . Telepsychiatry has allowed patients to access appropriate behavioral health services in a timely and coordinated manner.
Peninsula Behavioral Health	Clallam	Peninsula Behavioral Health, a mental health agency, integrates <b>primary care services for clients with severe mental illness</b> who would otherwise face barriers in accessing routine physical health care.
Port Gamble S'Klallam Health Clinic	Kitsap	The Tribe provides telehealth services, which allows counselors and Medication Assisted Treatment providers to provide <b>individual and group services via telehealth</b> . Telehealth has been implemented across primary care and behavioral health services.
First Step Family Support Center	Clallam	First Step, a social services provider, helps to <b>reduce barriers to accessing care</b> by providing transportation for clients, particularly those on the rural west end of Clallam County.
Olympic Community of Health	Clallam, Jefferson, Kitsap	OCH released a regional <a href="#">behavioral health report</a> , detailing the current state of behavioral health in the region, current gaps, and opportunities.

## Major gaps

- The Olympic region has **significant workforce shortages** impacting all health-serving sectors. This persistent shortage includes difficulties in recruitment and retention of a qualified workforce. Disparities in reimbursement for behavioral health services compared with primary care, limit the ability of behavioral health agencies and substance use disorder providers to offer competitive pay. Kitsap county employers compete with Pierce and King County compensation.
- Lack of **reliable and efficient transportation** can lead to delayed or skipped medication, missed appointments, and postponed care. Public transportation is severely limited throughout most of the Olympic Peninsula. It is common for community members to travel to Bremerton and Seattle, four to five hours one-way by private vehicle from the West end of Clallam and Jefferson counties to access specialty care.
- Many communities across the Olympic region are without **broadband internet access**, particularly in rural areas of Jefferson and Clallam counties. And some communities with internet access have ineffective and slow connections as well as limited choice of service providers, resulting in difficulty accessing remote services. 3% of Kitsap residents do not have access to broadband compared with 15% and 17% in Clallam and Jefferson, respectively.

## Example activities

- Support and increase effective and meaningful **community-clinical linkages** throughout the region to link people to a variety of needed services.
- Increase access to services including **dental, medical, behavioral, and social needs** through innovative and tailored solutions such as mobile services, pop-up clinics, integrated partnerships, and telehealth.
- Support and build upon efforts to achieve **patient-centered, bi-directional integrated care** between primary care and behavioral health.
- Implement strategies that **increase the number of qualified health professionals** such as increasing professional development opportunities and advocating for sustainable, fair reimbursement rates.
- Collaborate with local elected officials to advocate for **expanded broadband** to improve access and effectiveness of telehealth and digital registration for health care appointments in addition to improving the quality of life for community members.
- Work with health systems and transportation providers to **identify and address transportation gaps**.

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## References

<sup>1</sup> Healthier Washington. (2020, March 31). *Measure Explorer & Trend Dashboard*.

<sup>2</sup> Ibid.

<sup>3</sup> Ibid.

<sup>4</sup> Ibid.

<sup>5</sup> United States Census Bureau. (2019). *Health: 2019 American Community Survey 1-Year Estimates*. Accessed 8/4/21

<sup>6</sup> Washington State Department of Health (2018). *Healthy Youth Survey*.

<sup>7</sup> Office of Financial Management. (April 2020). *2018-2019 Physician Supply Estimates for WA State, Counties, and ACHs*. [https://www.ofm.wa.gov/sites/default/files/public/dataresearch/healthcare/workforce/physician\\_supply\\_2018-19.pdf](https://www.ofm.wa.gov/sites/default/files/public/dataresearch/healthcare/workforce/physician_supply_2018-19.pdf)