

Shared Learnings

RMS Online Panel Survey—Accessing Health Care

Program Overview

Care Compass Network (CCN) manages an online panel comprised of Medicaid members, providers, community organizations, and community residents within a 9-county region. In February 2016, CCN administered a survey to better understand the community's experience when accessing health care in the region. Out of the 186 panel members that responded, 15% were Medicaid/uninsured.

Start Date: February 2016

End Date: March 2016

Target Population: Medicaid members, providers, community organizations, and community residents

Program Goals



Gain a better understanding of any barriers/ pain points and leverage that knowledge to transform the care delivery system

Learnings



85% of Medicaid/ Uninsured members (86% of all panel members) felt they have limited access to health care. The top 3 identified reason panel members felt they have limited access is due to 1.) a lack of providers in particular specialties, 2.) no or limited health insurance coverage, and 3.) healthcare is too expensive.



Over half (54%) of the Medicaid/ Uninsured members surveyed mentioned an interested in attending a free nutrition class. About 32% of those said a weekday night is the best time to hold a class.



Panel members surveyed identified nutritional/ affordable food access, pharmaceutical access, and mental health services as the top known services, while safe/ affordable housing, free/ low cost health care options, and rural resident outreach were the least known services.

Medicaid/ Uninsured

All Panel Members

	Medicaid/ Uninsured	All Panel Members
Dental Care	82%	49%
Specialty Care	27%	46%
Mental Health	55%	35%
Primary Care	0%	16%

Contact Information

Care Compass Network

Email: info@carecompassnetwork.org