South Side Health Transformation Survey Overview and Summary of Results
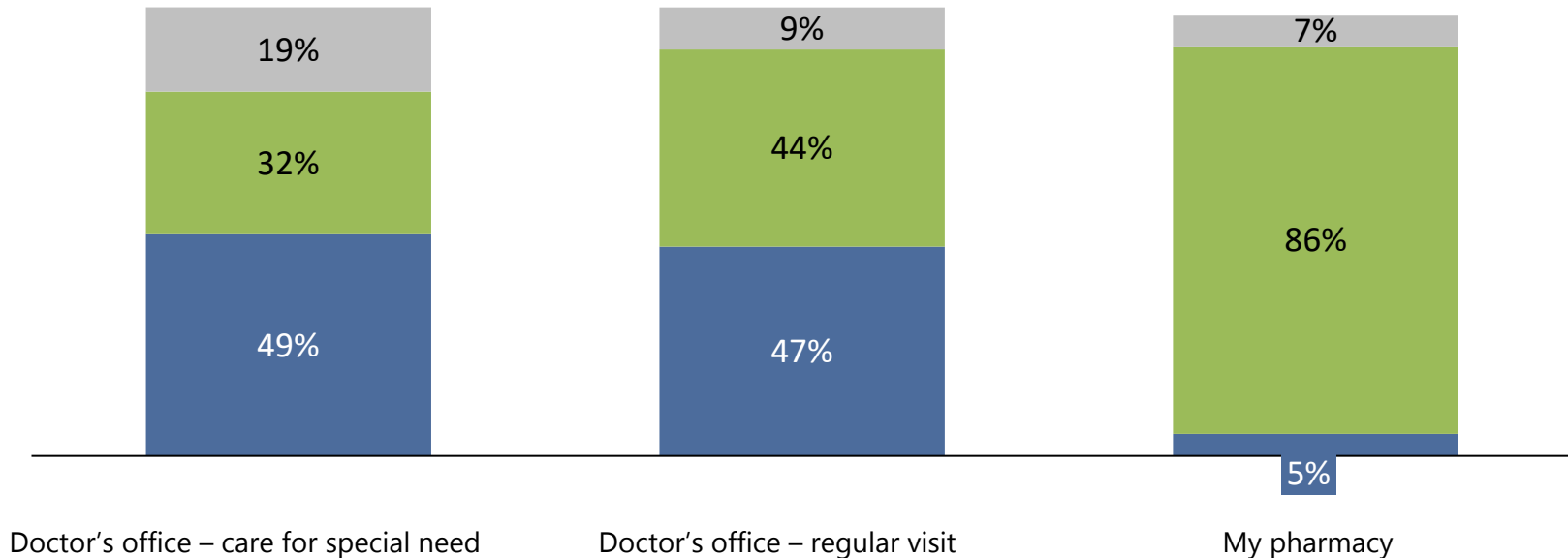
From September 24th – October 1st, 2020, 224 community residents participated in the online SSHTP Community Engagement survey.
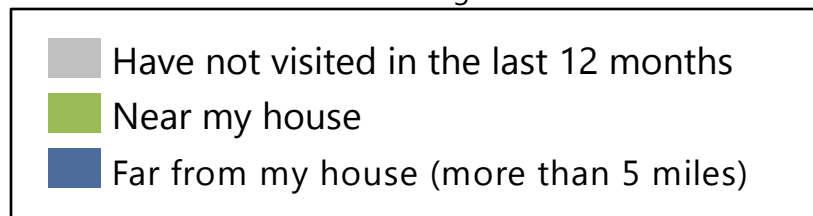
Summary of Results:

1. **Respondents are traveling far** (5+ miles) for health services, about as much as they are finding care in the community

2. Pharmacy is the one exception: **pharmacy items are highly accessible** in the community

3. Perceptions are that **access to mental health care is low**, and utilization data reflects this: Less than one third of respondents received mental health services in the past year

4. When seeking health care, **finding a doctor that is trusted is the most important factor**

5. **Access to doctors** and **appointment wait times** are the biggest challenges in *finding* care

6. **The amount of time spent getting to and during appointments** are the biggest challenges in *receiving* care

7. **Mental health is the most concerning health problem** in the community (followed by Covid-19 and community violence)

8. **Highest areas of need include affordable housing**, and other social resources

Note: Sample size was not large enough to provide statistical significance for representation of the entire South Side community. Data will be used for directional purposes only.

Respondents travel both near and far for primary and specialty care, but stay close to home for pharmacy items

Q: When sick or needing health services in the past 12 months, which of the following locations have you visited? For your most recent visit, where was the service located? Please check one of the following: Near my house, Far from my house (more than 5 miles), or Have not visited in past 12 months. (Check only one answer in each row)

	Doctor's office – care for special need	Doctor's office – regular visit	My pharmacy
Have not visited in the last 12 months	19%	9%	7%
Near my house	32%	44%	86%
Far from my house (more than 5 miles)	49%	47%	5%

N=223

Legend:
- Have not visited in the last 12 months
- Near my house
- Far from my house (more than 5 miles)

Respondents are not high utilizers of behavioral health, immediate care or the Emergency Room

Q: When sick or needing health services in the past 12 months, which of the following locations have you visited? For your most recent visit, where was the service located?   Please check one of the following: Near my house, Far from my house (more than 5 miles), or Have not visited in past 12 months. (Check only one answer in each row)
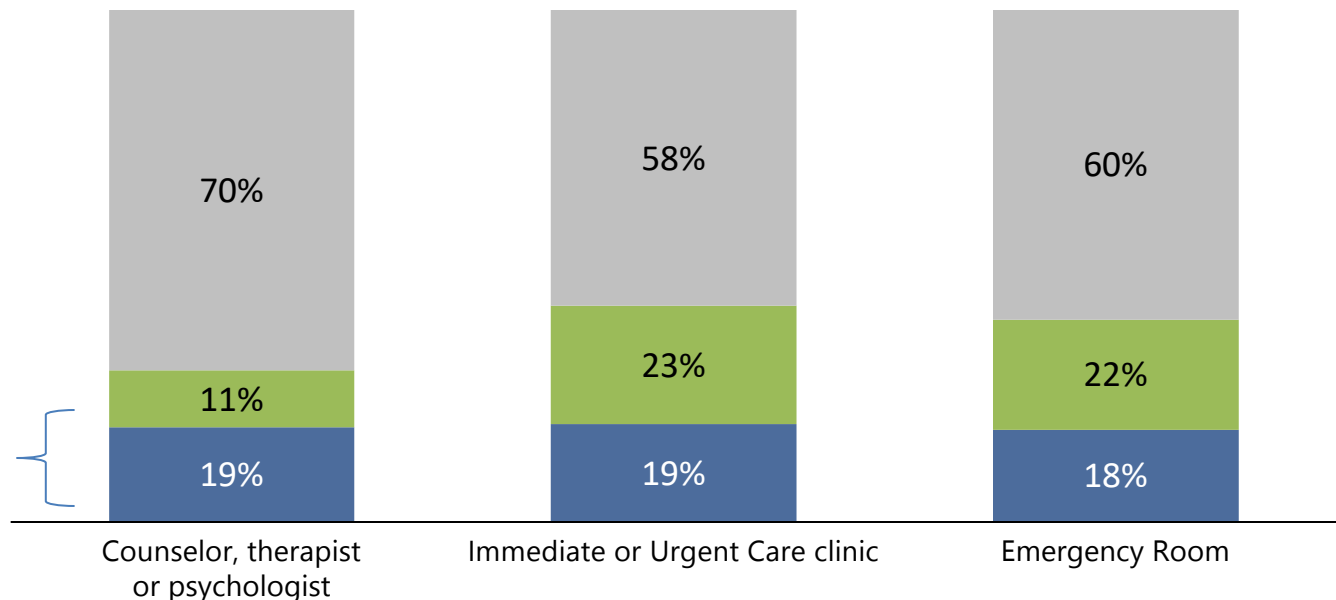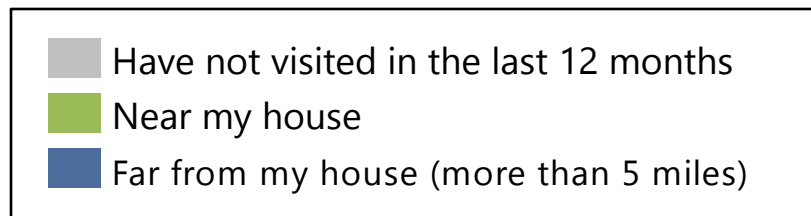

Of respondents who have utilized these services, a large proportion have traveled to receive care

	Counselor, therapist or psychologist	Immediate or Urgent Care clinic	Emergency Room
Have not visited in the last 12 months	70%	58%	60%
Near my house	11%	23%	22%
Far from my house (more than 5 miles)	19%	19%	18%

N=223

Legend:
- Have not visited in the last 12 months
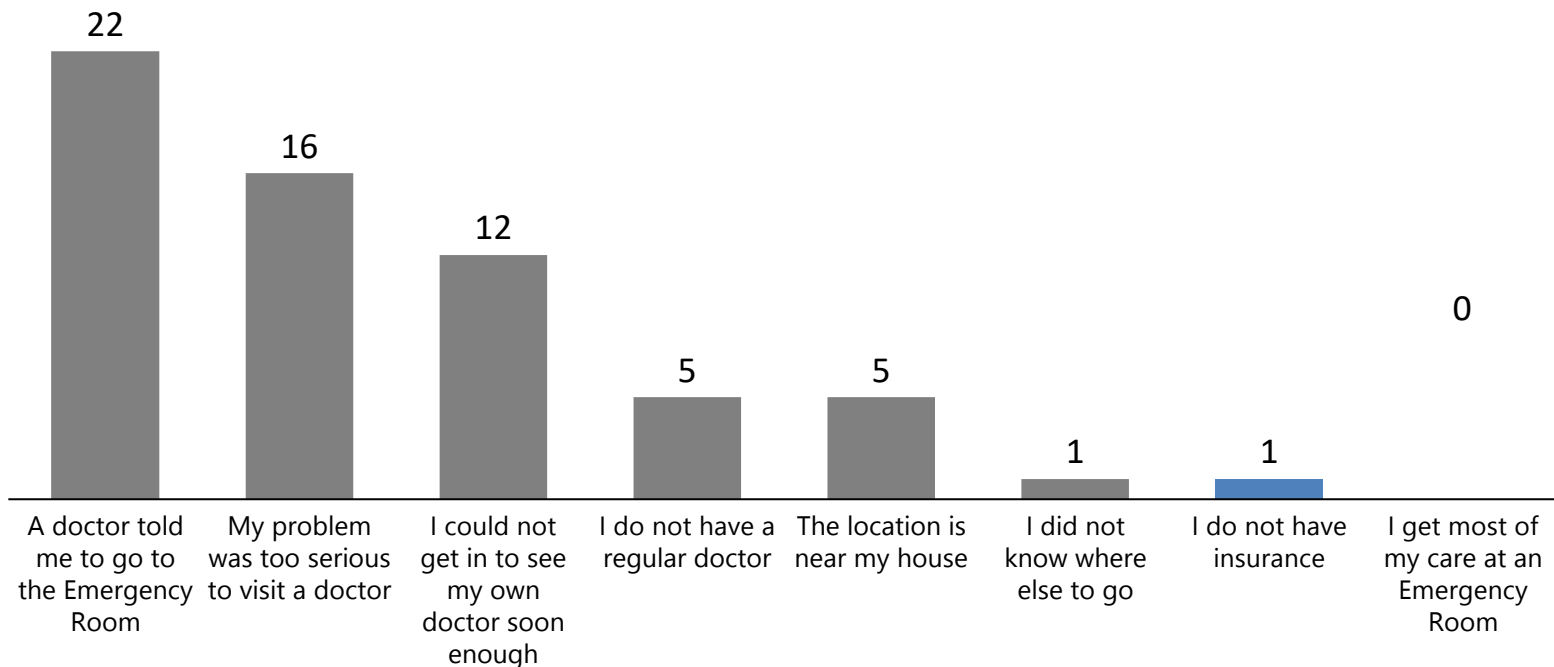- Near my house
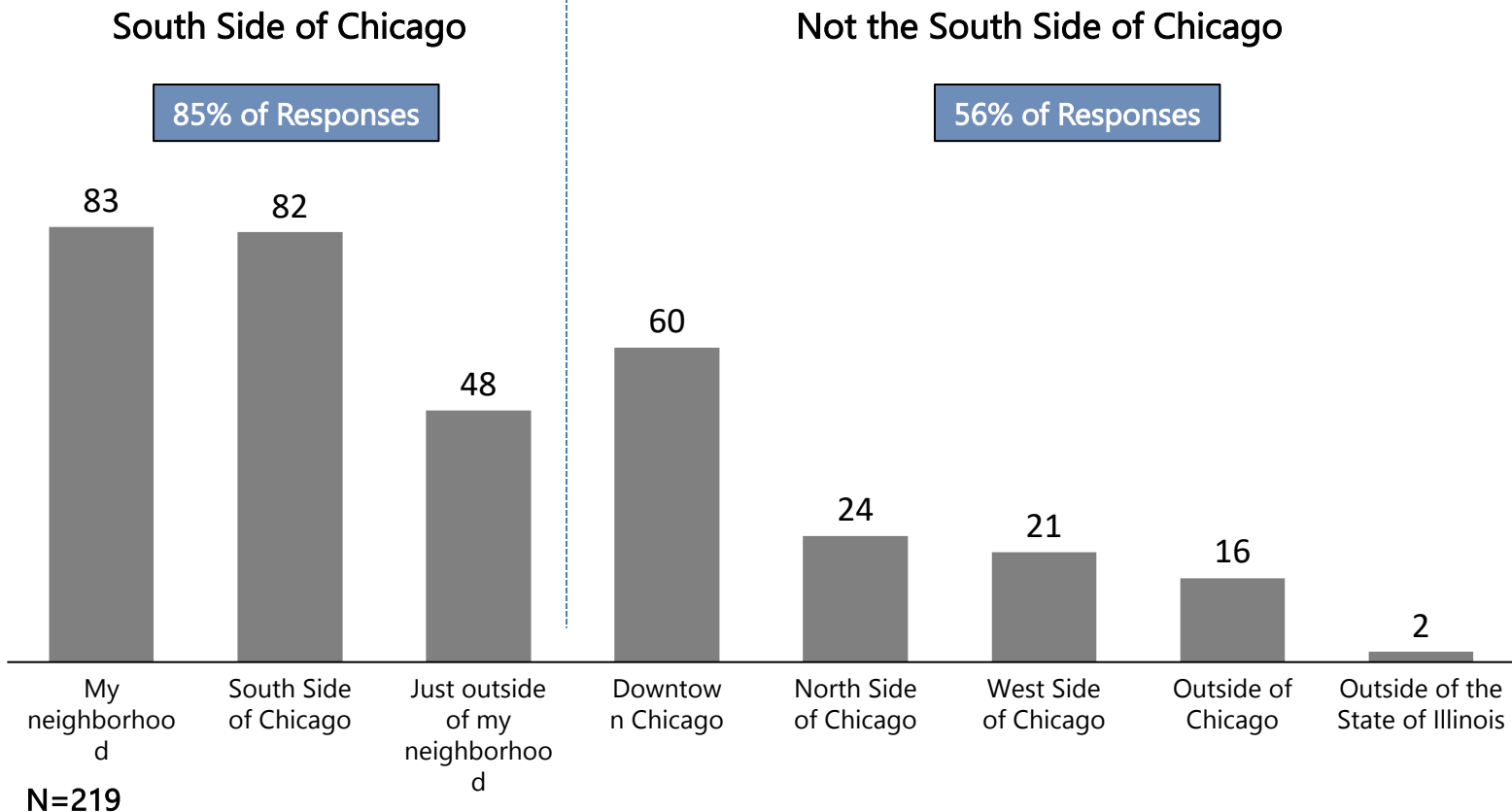- Far from my house (more than 5 miles)

Of the respondents who had visited an Emergency Room in the last 12 months, most had been directed by Doctors or had serious problems

Q: If you selected Emergency Room in question 1, what was the main reason you visited an Emergency Room in the past 12 months? (check only 1)
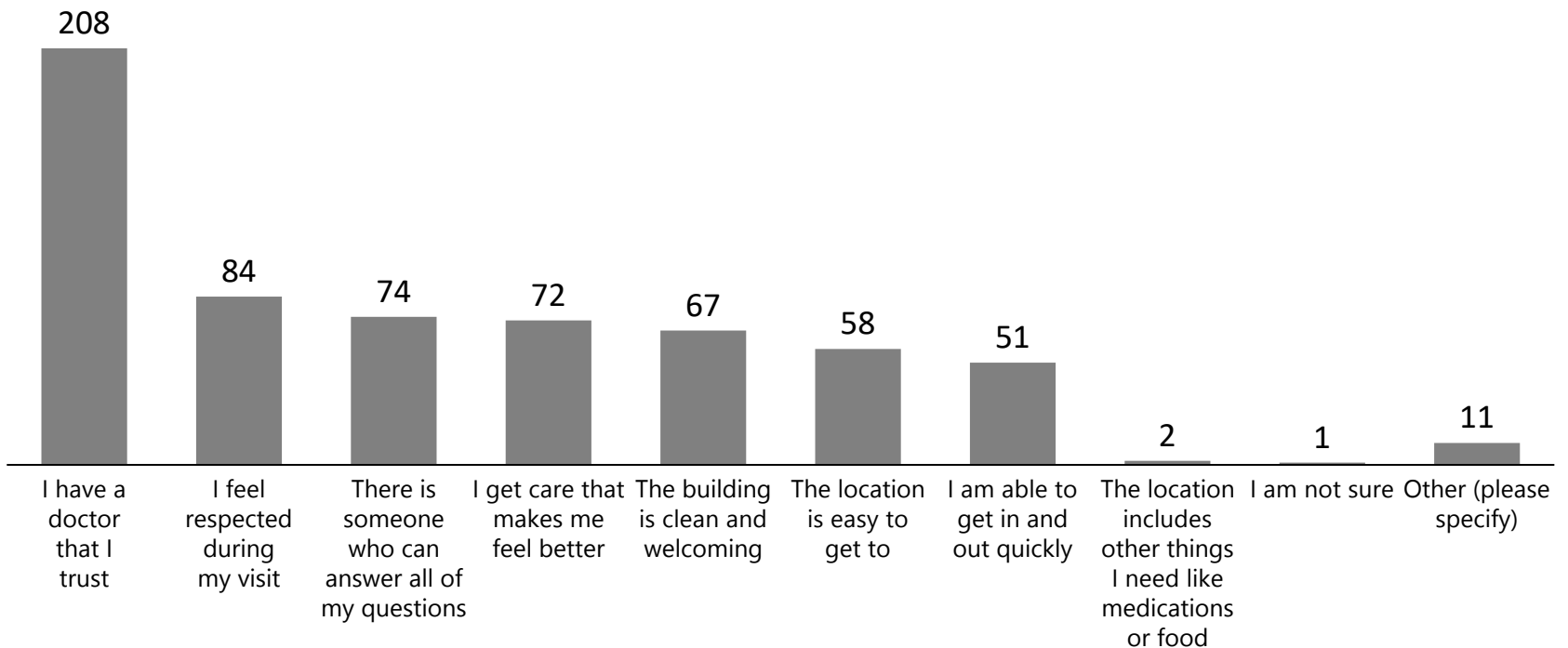

N=93

While the majority of respondents seek healthcare in and near their neighborhoods, a large proportion also travel farther for care

Q: In the past 12 months, where have you gone for health care? (check all that apply)

South Side of Chicago

85% of Responses

Not the South Side of Chicago

56% of Responses

Category	Value
My neighborhood	83
South Side of Chicago	82
Just outside of my neighborhood	48
Downtown Chicago	60
North Side of Chicago	24
West Side of Chicago	21
Outside of Chicago	16
Outside of the State of Illinois	2

N=219

Respondents felt strongly that having a trusted doctor is the single most important factor in seeking health care
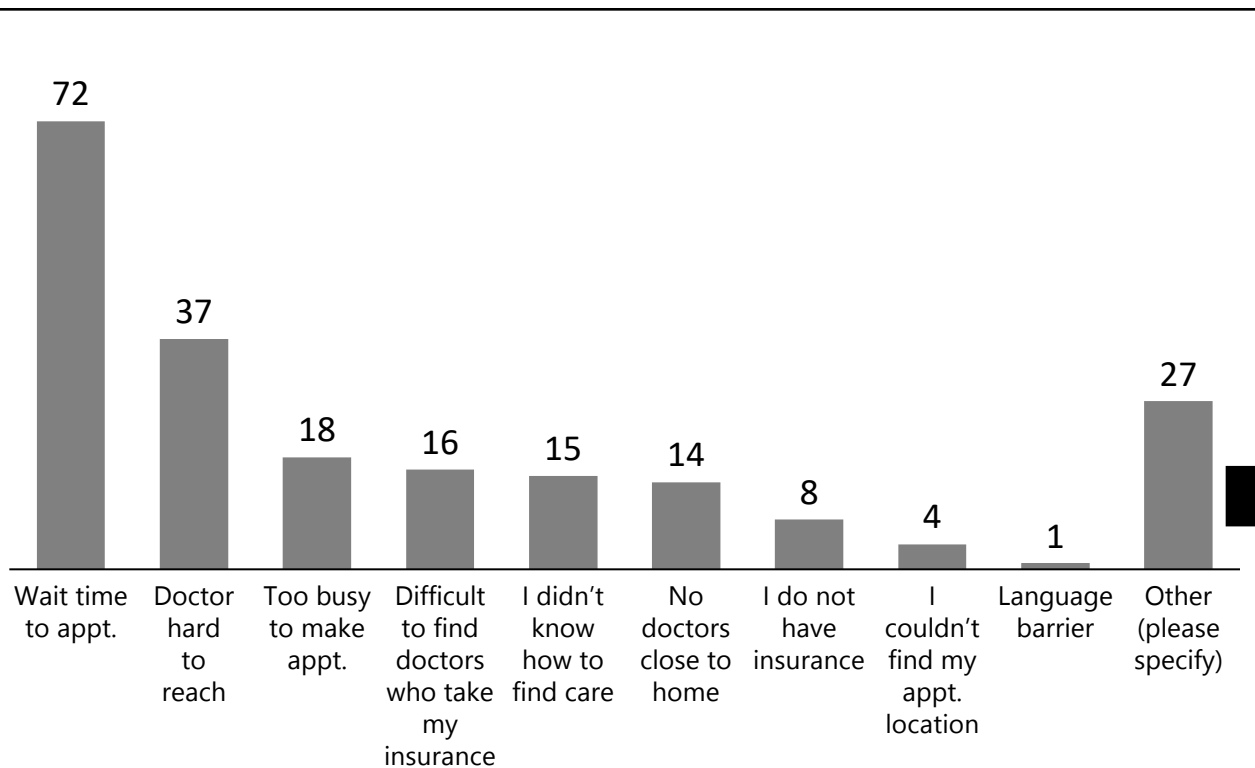
Q: When you get care for your health at a doctor's office, clinic or hospital, what is most important to you? (check up to 3)

208	I have a doctor that I trust	
84	I feel respected during my visit	
74	There is someone who can answer all of my questions	
72	I get care that makes me feel better	
67	The building is clean and welcoming	
58	The location is easy to get to	
51	I am able to get in and out quickly	
2	The location includes other things I need like medications or food	
1	I am not sure	
11	Other (please specify)	

N=224

6

For those who had problems finding care, wait time to appointment was the top issue

Q: In the past 12 months, what following things have been a problem for you when you tried to find care for your health needs? (check all that apply)
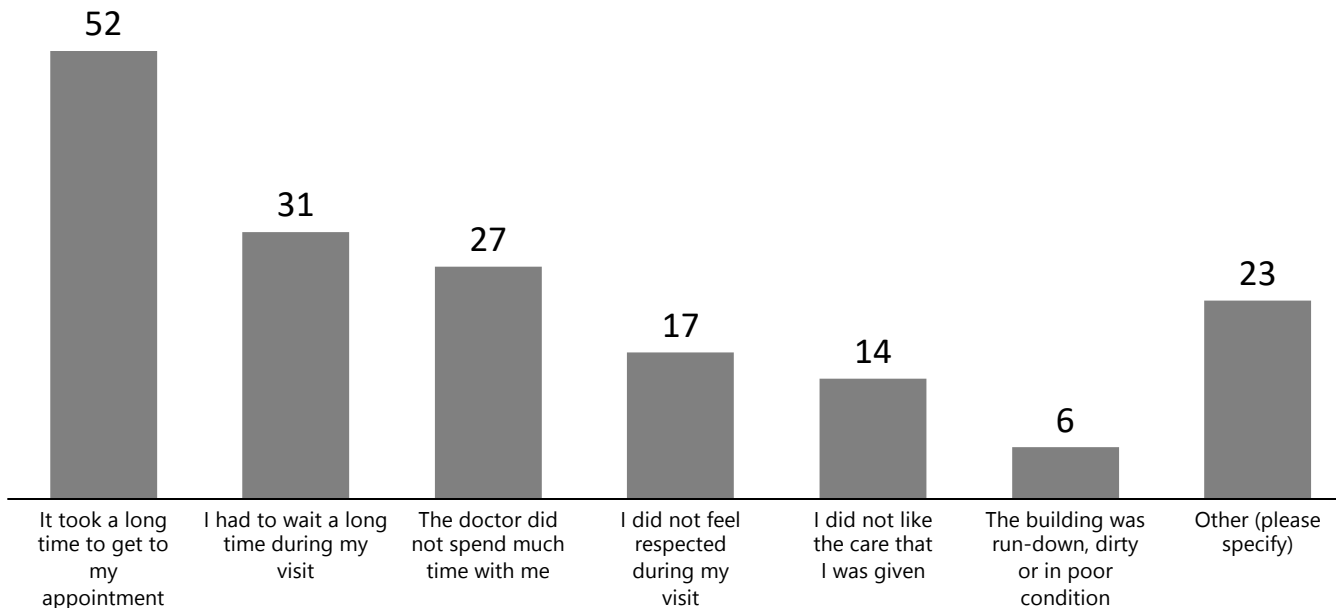

Value	Category
72	Wait time to appt.
37	Doctor hard to reach
18	Too busy to make appt.
16	Difficult to find doctors who take my insurance
15	I didn't know how to find care
14	No doctors close to home
8	I do not have insurance
4	I couldn't find my appt. location
1	Language barrier
27	Other (please specify)

N=219

Nearly one third of respondents who responded "Other" reference difficulty finding a doctor who they trust or that looks like them.

*N=219 is for all respondents who answered the question.
Respondents were able to select up to 3 so data shows
responses not respondents

For respondents who had problems during a visit, time spent traveling to an appointment was the top issue

Q: In the past 12 months, what following things have been a problem for you during a visit to a doctor or hospital? (check all that apply)
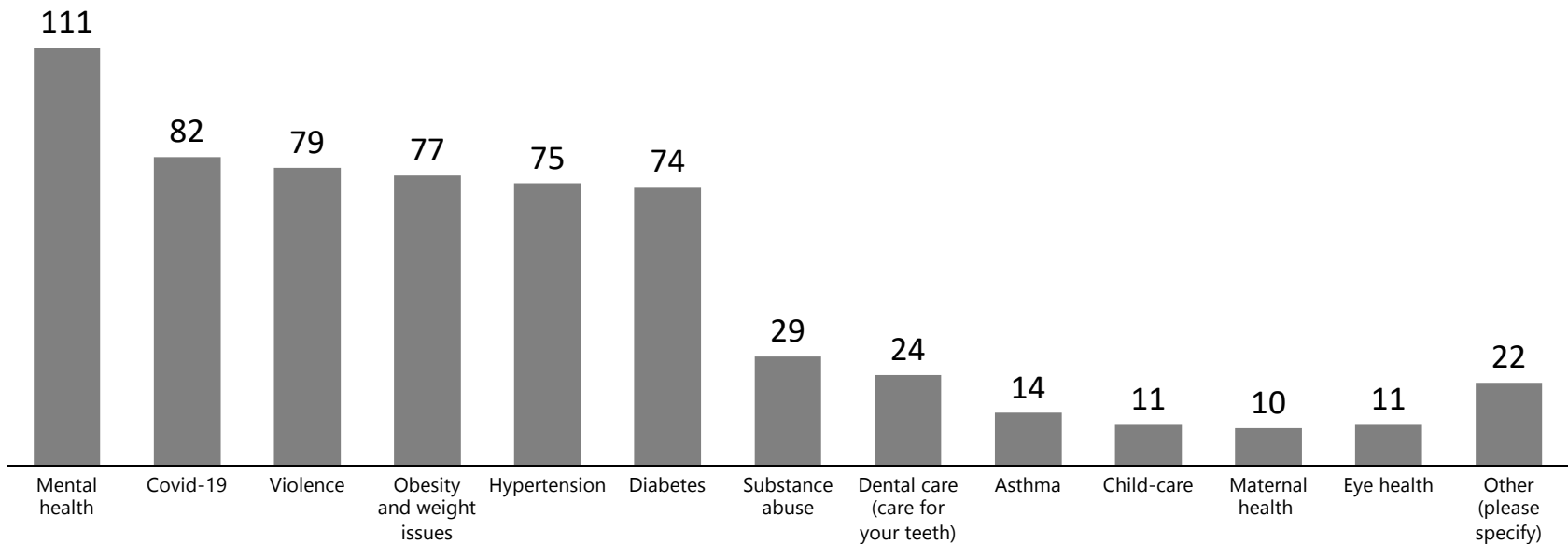

It took a long time to get to my appointment	I had to wait a long time during my visit	The doctor did not spend much time with me	I did not feel respected during my visit	I did not like the care that I was given	The building was run-down, dirty or in poor condition	Other (please specify)
52	31	27	17	14	6	23

N=216

*N=216 is for all respondents who answered the question.
Respondents were able to select up to 3 so data shows *responses* not respondents

Mental health, among specific diseases and community violence, are among the top health concerns

Q: What do you think are the 3 main or biggest health concerns in the community where you live? (check up to 3)
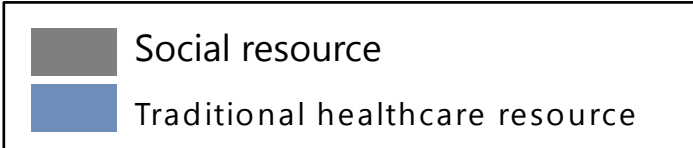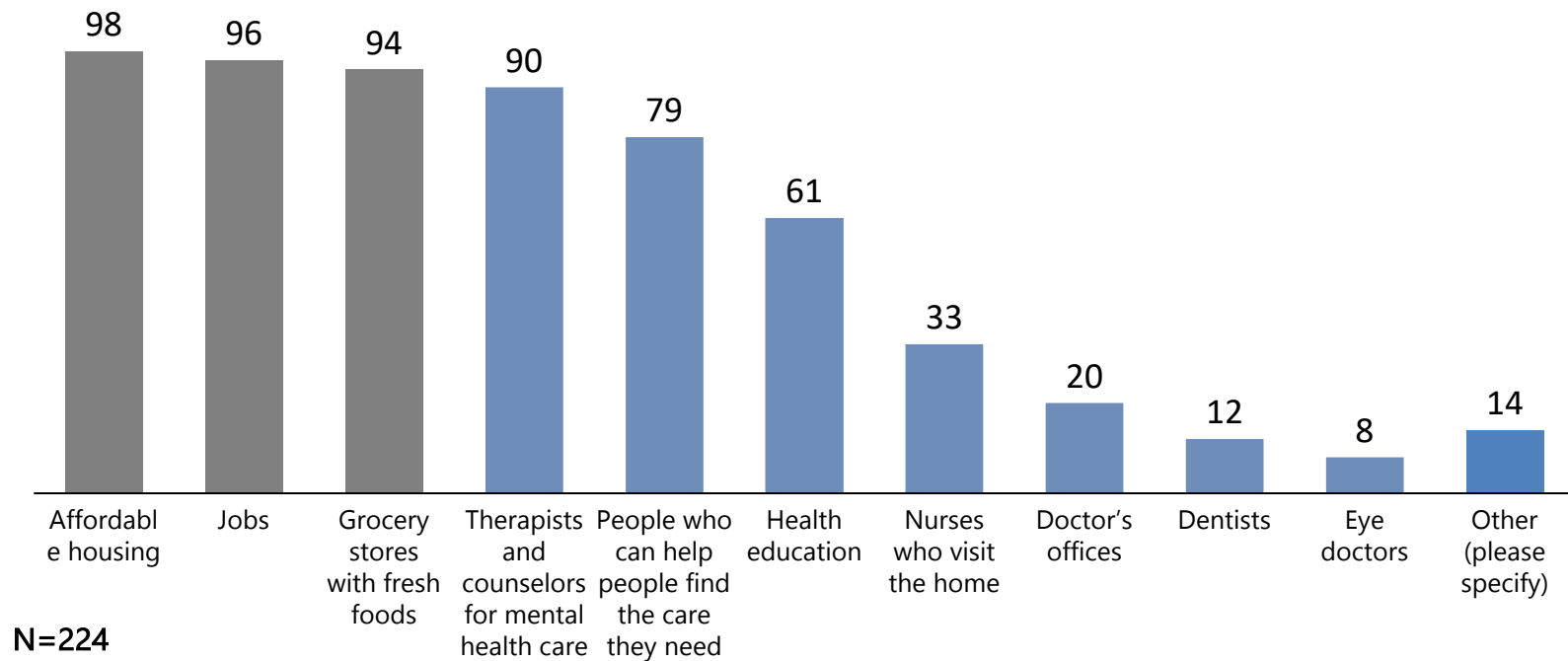

N=212

*N=212 is for all respondents who answered the question.
Respondents were able to select up to 3 so data shows
responses not respondents

Respondents felt that access to mental health services, among a number of social resources, are needed to improve health
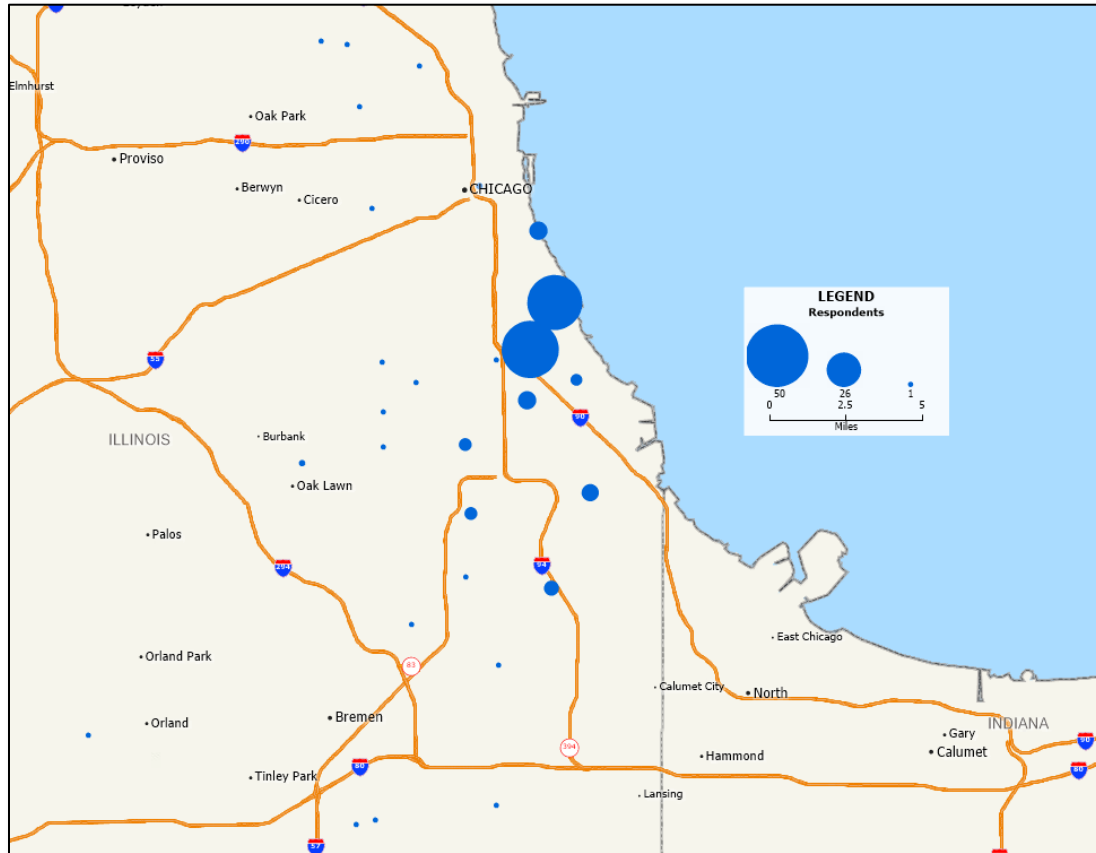
Q: When it comes to health, what are the 3 main things that your community could use more of? (check up to 3)
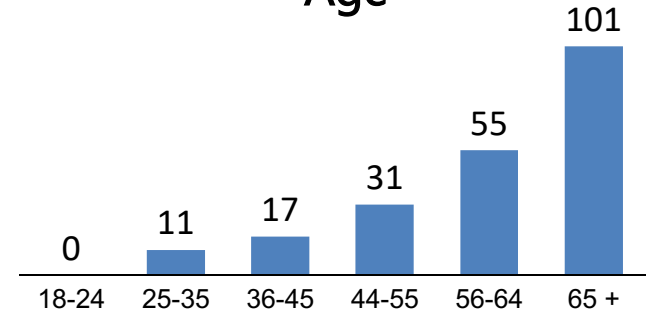

N=224

Legend:
- Social resource (gray)
- Traditional healthcare resource (blue)

Bar chart values:
- Affordable housing: 98
- Jobs: 96
- Grocery stores with fresh foods: 94
- Therapists and counselors for mental health care: 90
- People who can help people find the care they need: 79
- Health education: 61
- Nurses who visit the home: 33
- Doctor's offices: 20
- Dentists: 12
- Eye doctors: 8
- Other (please specify): 14

*N=224 is for all respondents who answered the question. Respondents were able to select up to 3 so data shows *responses* not respondents
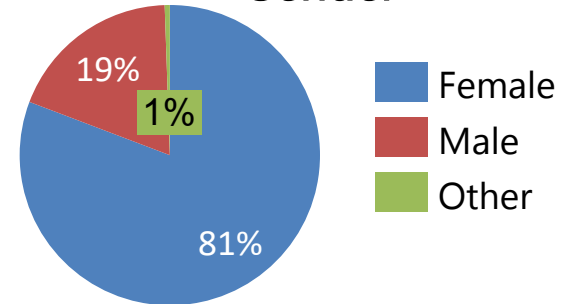
Respondent Demographics

Zip Code

Age

18-24	25-35	36-45	44-55	56-64	65 +
0	11	17	31	55	101

Gender

- Female — 81%
- Male — 19%
- Other — 1%

Health Condition

- Health condition — 47%
- No condition — 48%
- Not sure — 5%