

CHAPTER 4 INCREASING ACCESS TO HEALTH SERVICES

The United States is facing a crisis in primary care; over 100 million Americans face some primary care access barriers.

York County Health Metrics

The following health indicators underscore the importance of health care to York.

27% No routine check-up in last 12-months.

25% No dentist check-up in last 12-months.

37% No physical exercise in the last month.

65% One or more days with depression in last two weeks

44% Stressed about money

73% BMI: Overweight or Obese

The above metrics point to a community that is struggling to thrive with a high propensity for chronic illness.

PRIMARY HEALTH CARE PROVIDER (PCP)

A Primary Health Care Provider is the first point of contact for people seeking medical care, such as a family doctor. Access to primary care health services is fundamental for the overall well-being and vitality of a community; providers serve as the cornerstone of the city's healthcare system.

PCPs provide the following critical community services:

- First Contact
- Coordination of Care and Referrals
- Long-Term Relationship
- Preventative Care
- Management of Common Illnesses
- Comprehensive, Whole-Body Care

Obj. 1 - INCREASING ACCESS TO PRIMARY HEALTH CARE PROVIDERS

Means eliminating the following barriers:

- Lack of Health Insurance
- Language-Related Barriers
- Systemic Biases
- Geographic and Transportation-Related Barriers
- Disabilities
- A Shortage of Primary Care Providers
- Inability to Take Time Off Work to Attend Appointments

Obj. 2 - INCREASING ACCESS TO MENTAL AND BEHAVIORAL HEALTH PROVIDERS

CURRENT CRISIS

52.9 MILLION

Americans had a mental health issue in 2020

62% INCREASE

in suicide death rate among adolescents aged 12 to 17

from 2010 to 2020

41% INCREASE

between 2009 and 2019 in high school students who reported feeling depressed

51%

of U.S. counties have no practicing psychiatric providers

Creating a better system is necessary to ensure fair, timely, and efficient conflict resolutions, promote housing stability, and protect the rights of both parties.

BARRIERS

- Lack of Available Providers
- Inadequate Insurance Coverage
- High Out-of-Pocket Costs
- Fragmented Care

CHAPTER 4

INCREASING ACCESS TO HEALTH SERVICES

The Vision & The Solutions

Obj. 1 - INCREASING ACCESS TO PRIMARY HEALTH CARE PROVIDERS

The Vision

In our community, we envision a future where every resident has equitable access to comprehensive health care services. This includes timely appointments with primary care providers, preventive screenings, and ongoing support to improve overall health and well-being. By fostering a healthcare system that prioritizes accessibility, we empower individuals to lead healthier lives and contribute to a thriving community.

The Solutions

Education & Persuasion

- Create and publish educational products regarding family planning. **Tier 1**
- Continue to enforce Renovation, Repair, and Painting (RRP) Rule. **Tier 1**
- Continue and increase the distribution of educational materials regarding the dangers of lead contamination. **Tier 1**
- Partner with local medical professionals to be role models who can act as intermediaries between the public and the health services field. **Tier 1**
- Promote the educational and training materials available to health service workers to reduce discrimination and biases towards patients. **Tier 2**

Inducements & Incentives

- Partner with local schools to host a career day focusing on medical care and coordinate trips to local medical facilities for students interested in the field, allowing them to gain valuable first-hand knowledge. **Tier 1**
- In collaboration with YCEA, WellSpan Health, UPMC, and the County of York, explore training and scholarship programs that offer education loan forgiveness, scholarships, and incentives to medical students and residents who commit to practicing primary care in underserved areas. **Tier 1**
- Partner with local medical facilities to create a "reward" program that incentivizes patients to complete welfare appointments on a regular basis. **Tier 2**

Services & Capacity-Building

- Continue to prioritize the removal of lead paint hazards in city housing built before 1960. **Tier 1**
- Increase access to transportation services for medical appointments. **Tier 1**
- Work with local community leaders to create and expand peer support groups throughout the city. **Tier 1**
- Partner with WellSpan Health and UPMC to create workforce housing initiatives for healthcare workers and providers. **Tier 2**
- Assist residents with soil testing to prevent lead contamination in homegrown produce and/or provide resources to assist residents with creating raised planting beds. **Tier 2**

System Changes

- Consider hosting non-medical-related community meetings and events within providers or medical care facilities. **Tier 1**
- Work with local medical providers to help expand their Telehealth services. **Tier 2**
- Create and maintain a case management system for those struggling with covering the costs associated with services. **Tier 3**



Obj. 2 - INCREASING ACCESS TO MENTAL AND BEHAVIORAL HEALTH PROVIDERS

The Vision

"In our community, we envision a future where guaranteed and sustainable funding supports trauma-focused care. We prioritize research on adverse childhood experiences and lifelong effects, streamlining the process of finding care services. By increasing capabilities for families and friends, educating about mental health to reduce stigma, and promoting proactive care, we create a diverse range of treatment options. Collaborating with outside institutions, such as schools and workplaces, ensures better structure and support for mental health."

The Solutions

Education & Persuasion

- Partner with trusted community leaders and create an educational campaign to reduce the negative stigma surrounding mental health. **Tier 1**
- Create a social media campaign dedicated to bringing awareness to mental health in the community. **Tier 1**
- Encourage and support trauma-based de-escalation training for city employees and interested volunteers. **Tier 1**

Inducements & Incentives

- Prioritize funding for mental health programs within city neighborhoods. **Tier 1**
- Create incentives for mental health providers opening a location within York City. **Tier 2**

Services & Capacity-Building

- Increase access to transportation services for medical appointments. **Tier 1**
- Encourage and support a program that provides support for family members of those affected by mental health. **Tier 2**
- Create a drop-in help desk and hotline to help residents navigate health care services. **Tier 2**

System Changes

- Actively coordinate with the local medical community to eliminate barriers to accessing mental health with a focus of providing services in city neighborhoods. **Tier 1**
- Allow mental health providers to use community spaces free of charge. **Tier 1**
- Work with local medical providers to help expand their Telehealth services. **Tier 2**
- Pilot a program that creates a coalition of low and no-cost providers for those who qualify. **Tier 3**

Laws & Mandates

- Lobby the state government to allow Public Service Loan Forgiveness to include debt accrued from medical services. **Tier 3**

