

An NRC Health On Demand Research Study

HCA Continental/HealthONE Hospital Transformation Project

July 2022

Research Objective

- Educate the public about the goals of the Colorado Hospital Transformation Program and receive the public's feedback on the initiatives that are important in this program

Study Design

Background

- NRC Health conducted an online survey of respondents age 18+ residing in the PSLMC, TMCA, Swedish, North Suburban, Sky Ridge and Rose market areas
- Invitations sent to recipients meeting these criteria through NRC Health's consumer panel provider
- Fielded July 6th – July 15th
- All recipients were given the option to opt out of the study

Methodology

- 200 respondents completed the survey
- Standard error range $\pm 6.9\%$ at 95% confidence level

Market	n-size	Standard error range
Total	n=200	$\pm 6.9\%$
PSLMC	n=23	$\pm 20.4\%$
TMCA	n=40	$\pm 15.5\%$
Swedish	n=48	$\pm 14.1\%$
North Suburban	n=43	$\pm 14.9\%$
Sky Ridge	n=34	$\pm 16.8\%$
Rose	n=124	$\pm 8.8\%$

Executive Summary

Hospital Transformation Project

Hospital Discharge Experience: For total respondents, the most selected range of overnight stays in a hospital they have had in their lifetime is 2 to 3 times (36%). For those respondents who indicated they have stayed overnight in a hospital, they were asked why they have never attended a follow up appointment. While 46% say they follow up with their providers, 38% of all respondents selected that they have not followed-up appointments after being discharged from the hospital because they feel better and don't need to be seen.

Opioid Crisis: When respondents were asked about the impact the opioid crisis has had on their lives or the lives of people they know, 41% of all respondents in this survey have or know someone who has been impacted by the opioid crisis. Keeping the low number of respondents in mind (n=48), 56% of respondents from the Swedish market have or know someone who has been impacted by the opioid crisis, the highest of all markets tested.

While about half (49%) of all markets are aware there are community resources available to assist them or someone they know if they are experiencing opioid addiction, more than half (54%) of all respondents were *not* aware the state of Colorado has a program in place to reduce the use of opioids by using non-habit-forming medications. 41% of respondents in the Sky Ridge market (n=34) say they have been prescribed ALTO drugs, or non-habit-forming medications that reduce the use of opioids.

Medical History and Personal Resources: When it comes to answering questions about their medical history to care providers when asked, 84% say they always answer honestly. Only 80%, however, say they answer honestly when asked questions about a lack of resources in their life that negatively impacts their wellbeing.

Mental Health and Substance Abuse: More than half of all respondents (55%) suffer or knows someone who suffers from mental health or substance abuse disorders. Keeping the low number of respondents in mind (n=34), 68% of respondents from the Sky Ridge market suffer or knows someone who suffers from mental health or substance abuse disorders. Just under half (49%) of all respondents report it is somewhat or very easy to access mental health services in their community.

Women's Health: 29% of respondents in this survey experienced, or know someone who experienced depression, sadness, or suicidal thoughts during or after pregnancy. Around one third (32%) of these respondents report that no emotional support was offered by the hospital to the people suffering from these symptoms related to pregnancy.

When it comes to women's health screenings and education around women's health, nearly three fourths (73%) of respondents are aware which screenings are recommended for their age, and 86% say they have access to health screenings. About three fourths (73%) in the Rose market service area report they would be willing to participate in health-related education events that were sponsored by local hospitals and health systems.

Overall Perception of HTP: Overall, two thirds (66%) of respondents feel the HTP will benefit themselves or a loved one.

Hospital Discharge Experience

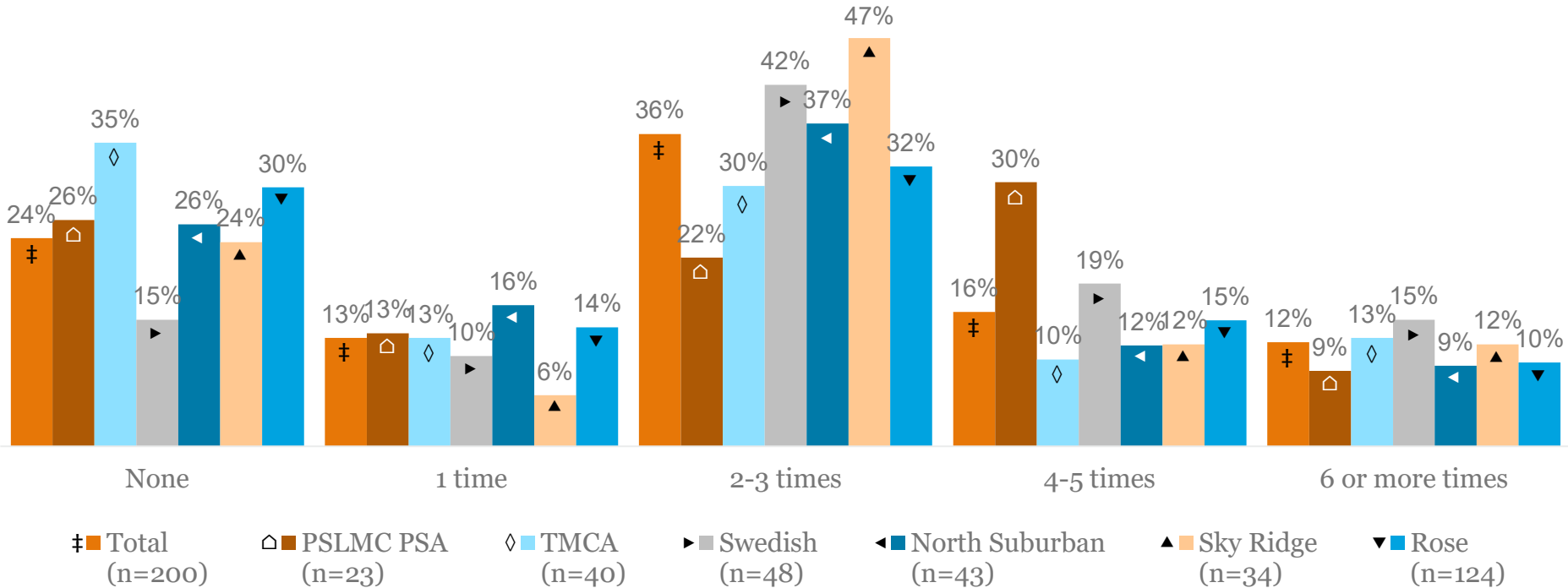
Project background

Survey introduction provided to respondents:

Many Colorado hospitals are participating in the ***Hospital Transformation Program*** (HTP). HTP is a statewide program to improve the quality of hospital care for Colorado Medicaid patients. The program was launched in 2019 to improve health across Colorado. Each hospital's strategy is different, depending on the health needs in the local community. The program's **main goals** are to: improve mental health, prevent and treat substance use, and improve collaboration between hospitals and local care providers (e.g., clinics, social services). Hospitals are currently in the early stages of the program, which will be complete in 2026. These hospitals want to know what you think about the program, to ensure their programs are serving patients and the community. Thank you for your feedback!

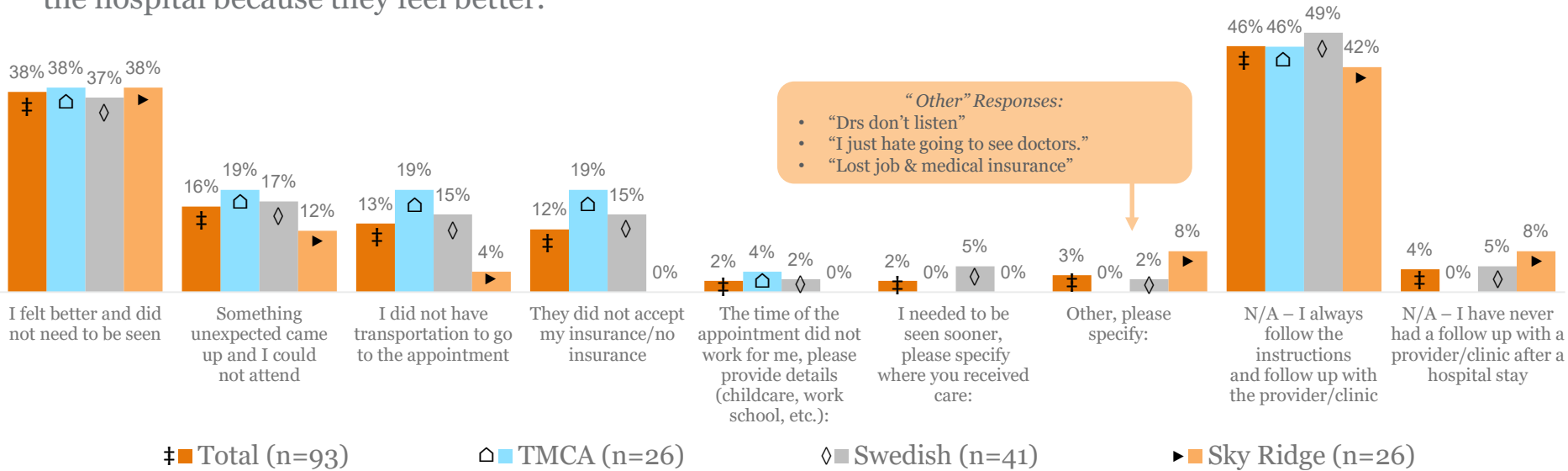
Frequency of overnight hospital stays

36% of respondents have had had 2 to 3 overnight hospital stays in their lifetime.



Reason for not attending follow-up appointments

38% of all respondents say they have not attended follow-up appointments after being discharged from the hospital because they feel better.

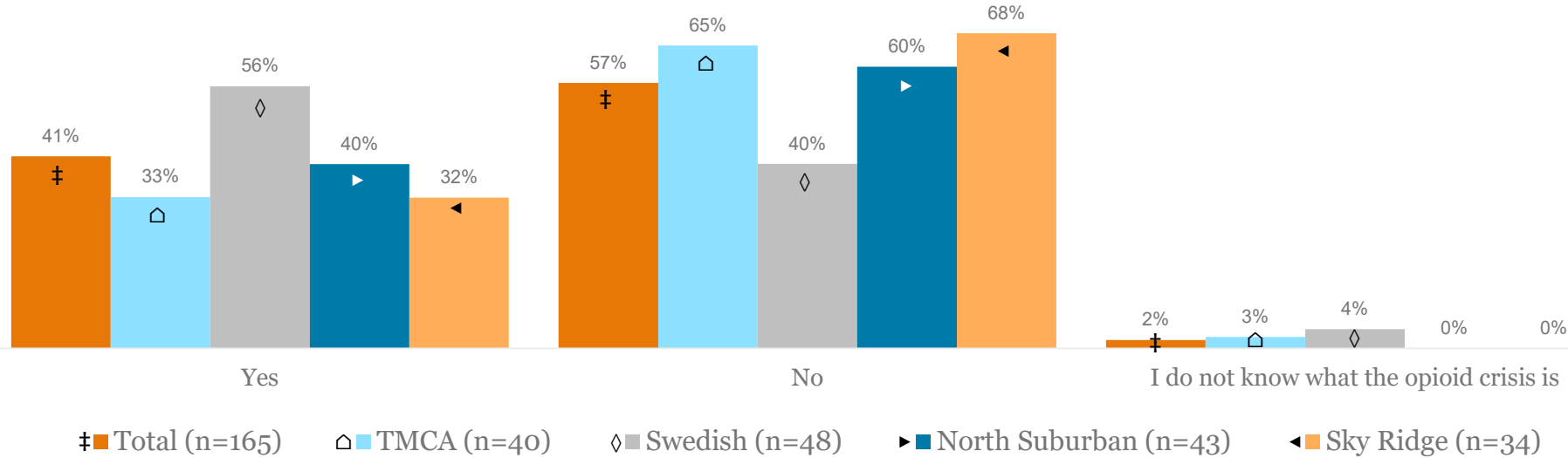


The following information about follow-up visits was provided: *Hospitals in your area are focused on your health and well-being. After leaving a hospital, it is important for your recovery that when you are discharged home, you understand and follow your discharge instructions. This includes attending follow-up visits with your provider/clinic.*

Opioid Crisis

Impact of the opioid crisis

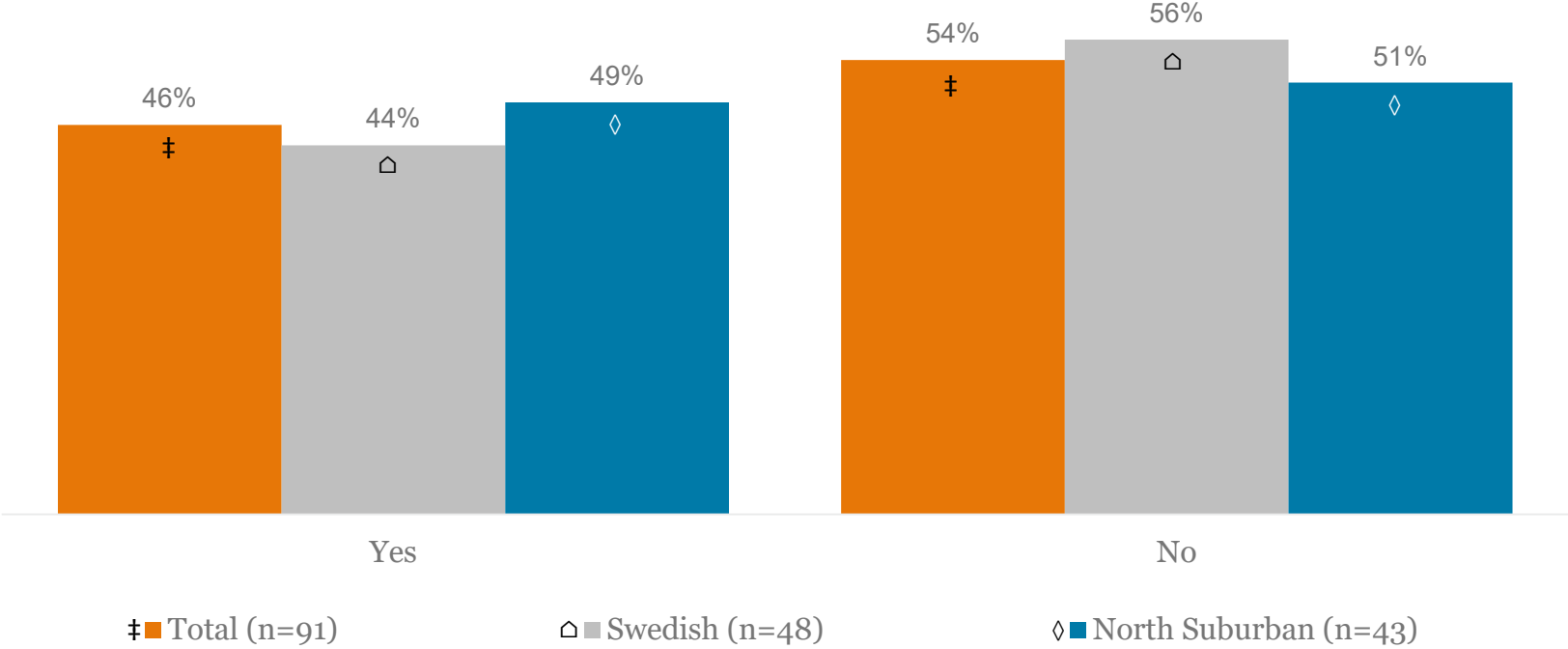
41% of all respondents in this survey have or know someone who has been impacted by the opioid crisis.



The following information about opioids was provided: More than 10.3 million people over the age of 12 years self-reported misusing opioids in 2018 (9.9 million misused prescription pain relievers and 808,000 used heroin). Site for data: https://cha.com/wp-content/uploads/2020/12/CURE_ACEP_final.pdf
 A few prescription pain medication names (opioids) include Percocet, Vicodin, OxyContin, Morphine, Fentanyl and Codeine. Hospitals in Colorado are dedicated to reducing opioid deaths in Colorado and combatting the opioid crisis.

Awareness of programs for reducing use of opioids

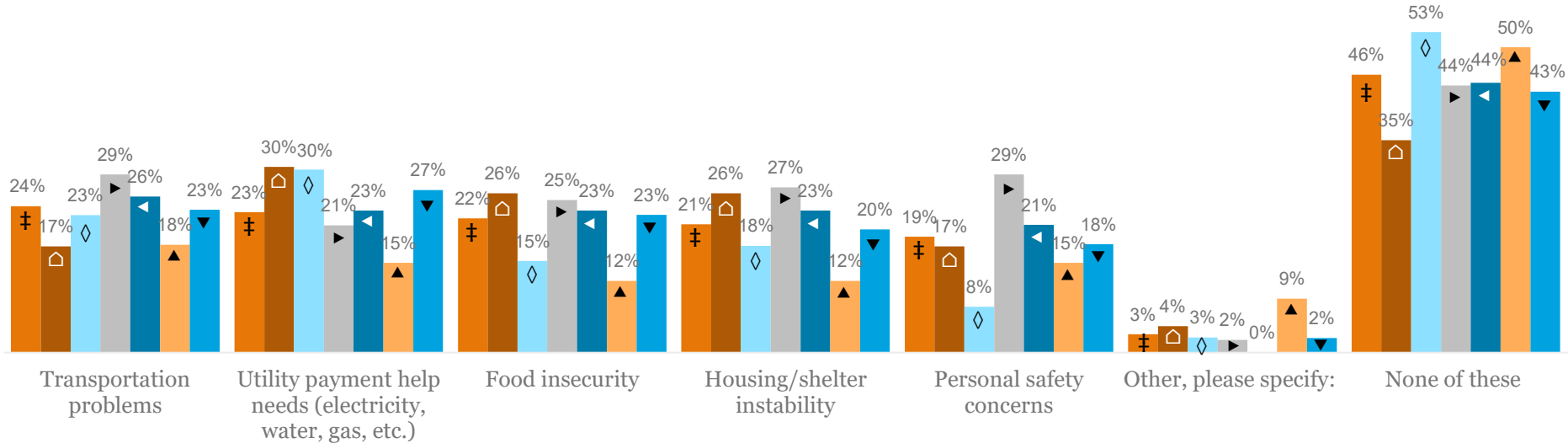
More than half (54%) of all respondents were not aware the state of Colorado has a program in place to reduce the use of opioids by using non-habit-forming medications.



Medical History and Personal Resources

Unmet resources

About one quarter of total respondents (24%) face a transportation problem.

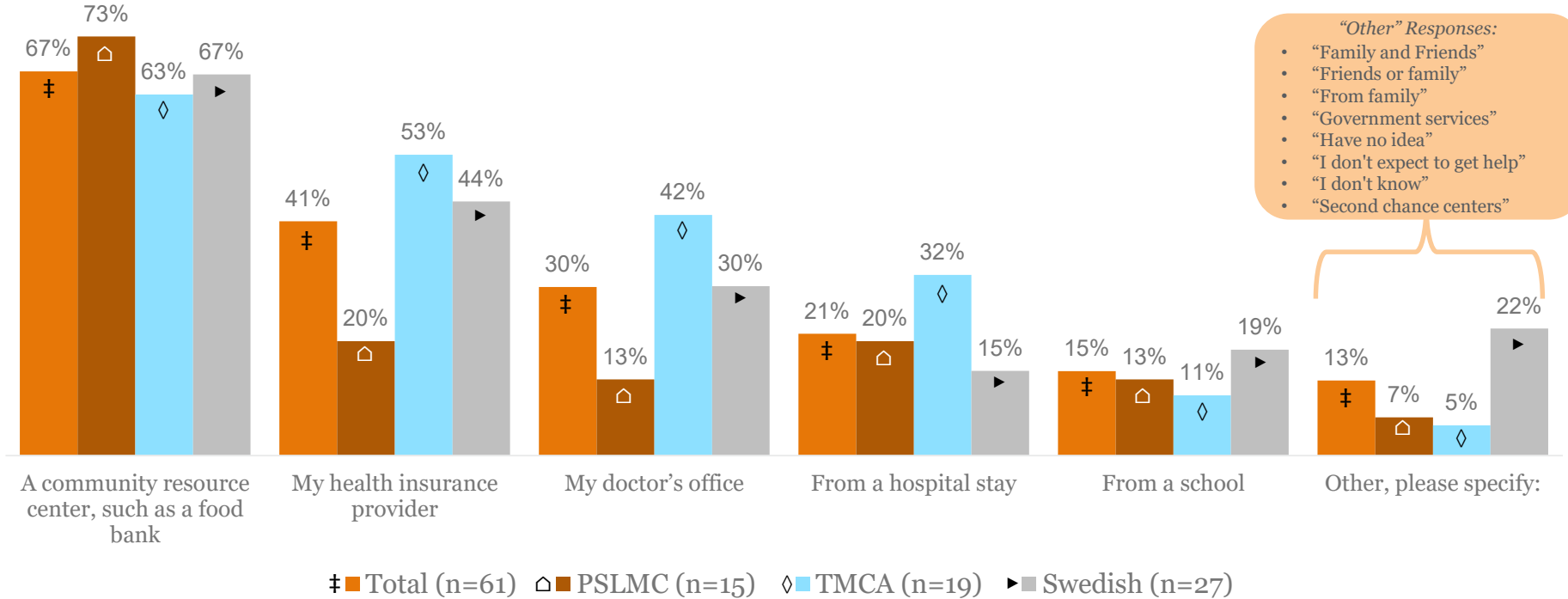


‡ Total (n=200) ◻ PSLMC PSA (n=23) ◊ TMCA (n=40) ▶ Swedish (n=48) ◀ North Suburban (n=43) ▲ Sky Ridge (n=34) ▼ Rose (n=124)

The following information about follow up care was provided: To assist in providing the best care for your health, well-being and follow up care when you are discharged, hospitals may ask questions about your social needs or unmet resources.

Receiving help in getting resources met

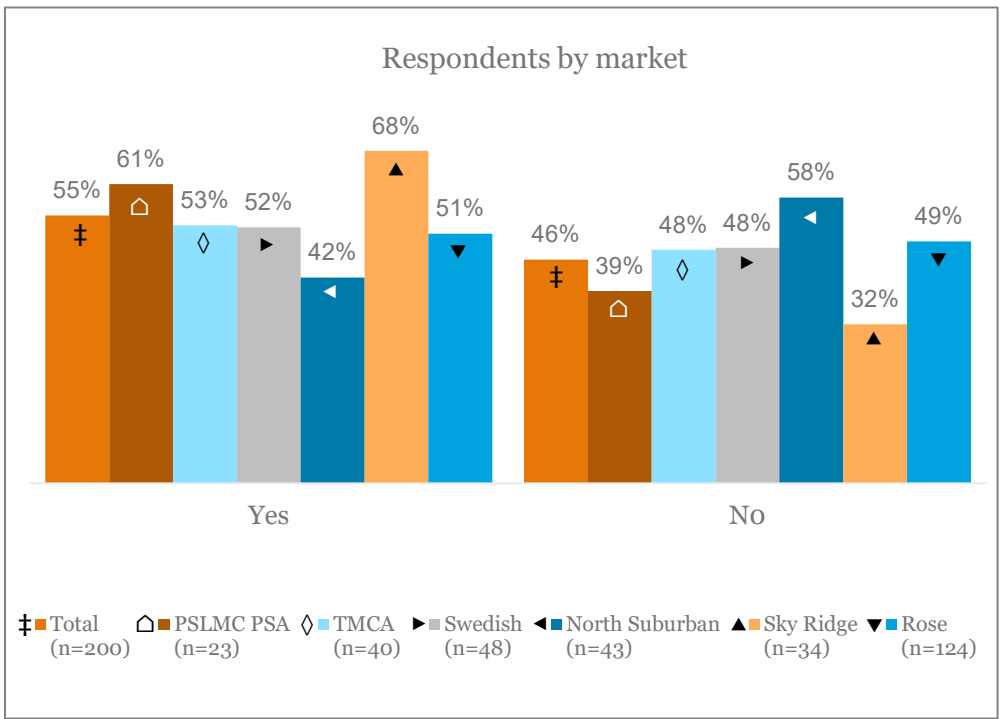
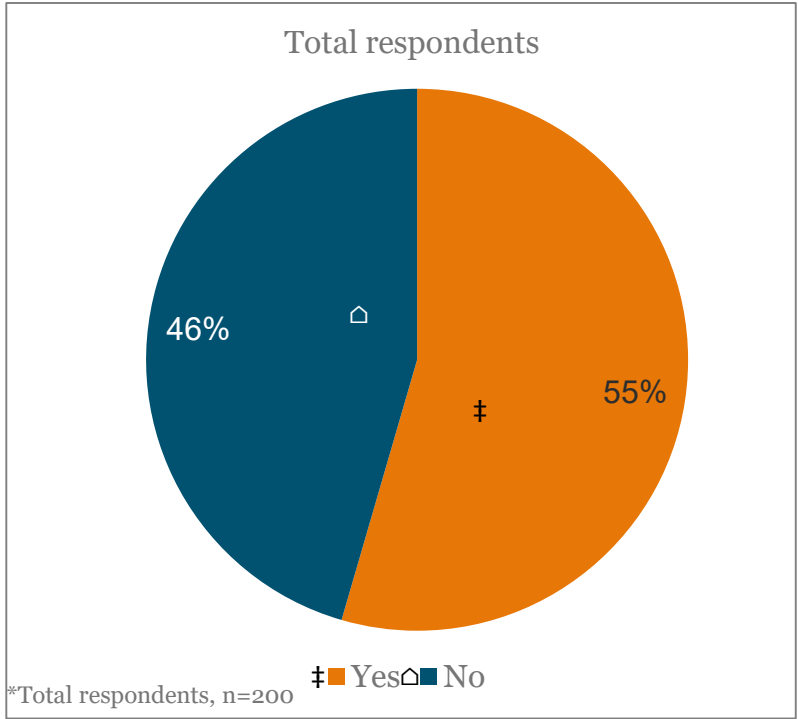
About two thirds of respondents (67%) would expect to get help meeting their resource needs from a community resource center, such as a food bank.



Mental Health and Substance Abuse

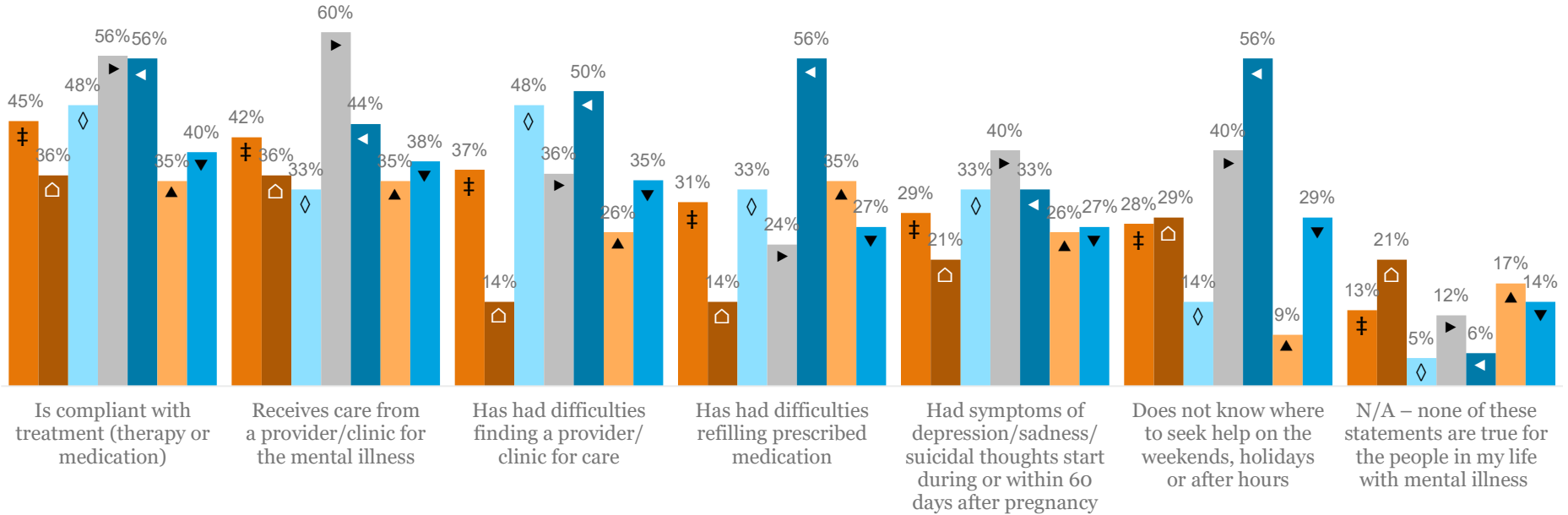
Suffering from mental health or substance abuse disorders

More than half of all respondents (55%) suffer or knows someone who suffers from mental health or substance abuse disorders.



Mental illness and healthcare

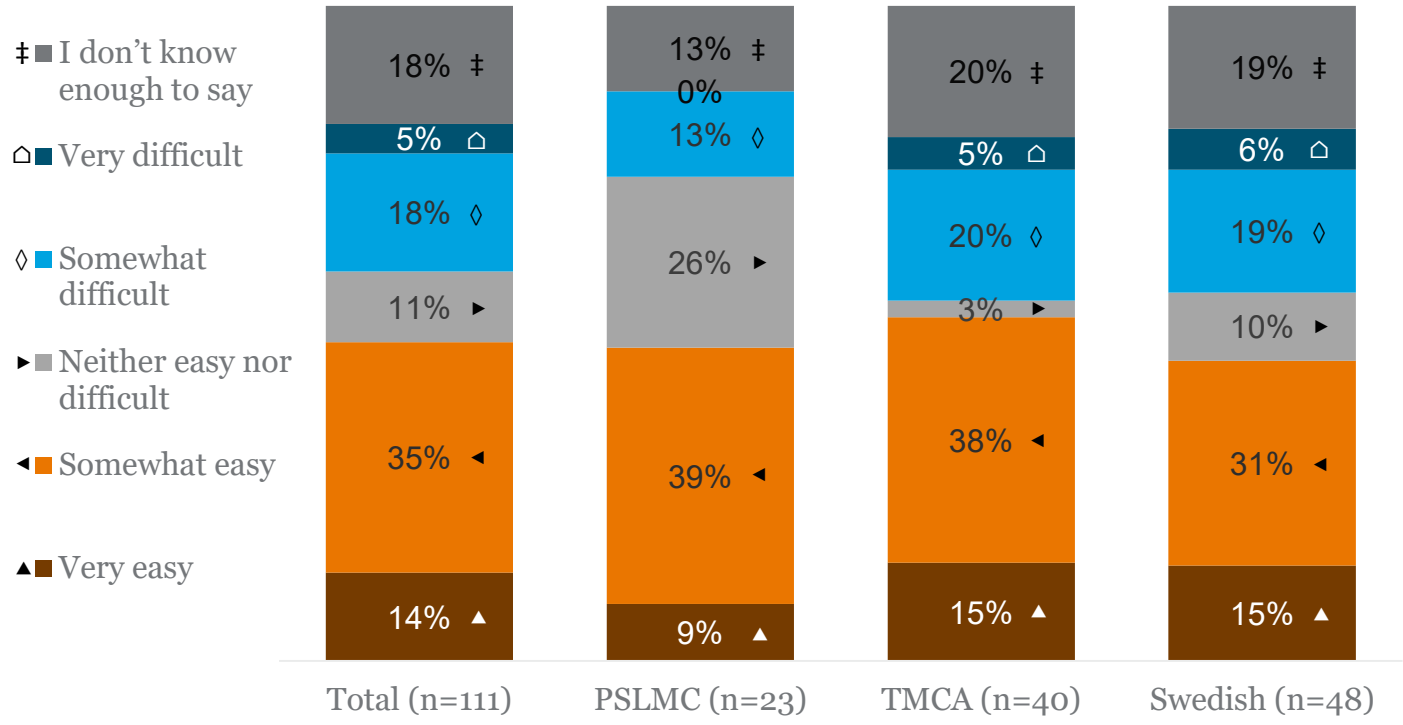
Almost half (45%) of all respondents say that they or someone in their life who suffers from mental illness is compliant with treatment.



‡ Total (n=109) ◻ PSLMC PSA (n=14) ◊ TMCA (n=21) ▶ Swedish (n=25) ◀ North Suburban (n=18) ▲ Sky Ridge (n=23) ▼ Rose (n=63)

Ease of accessing mental health services

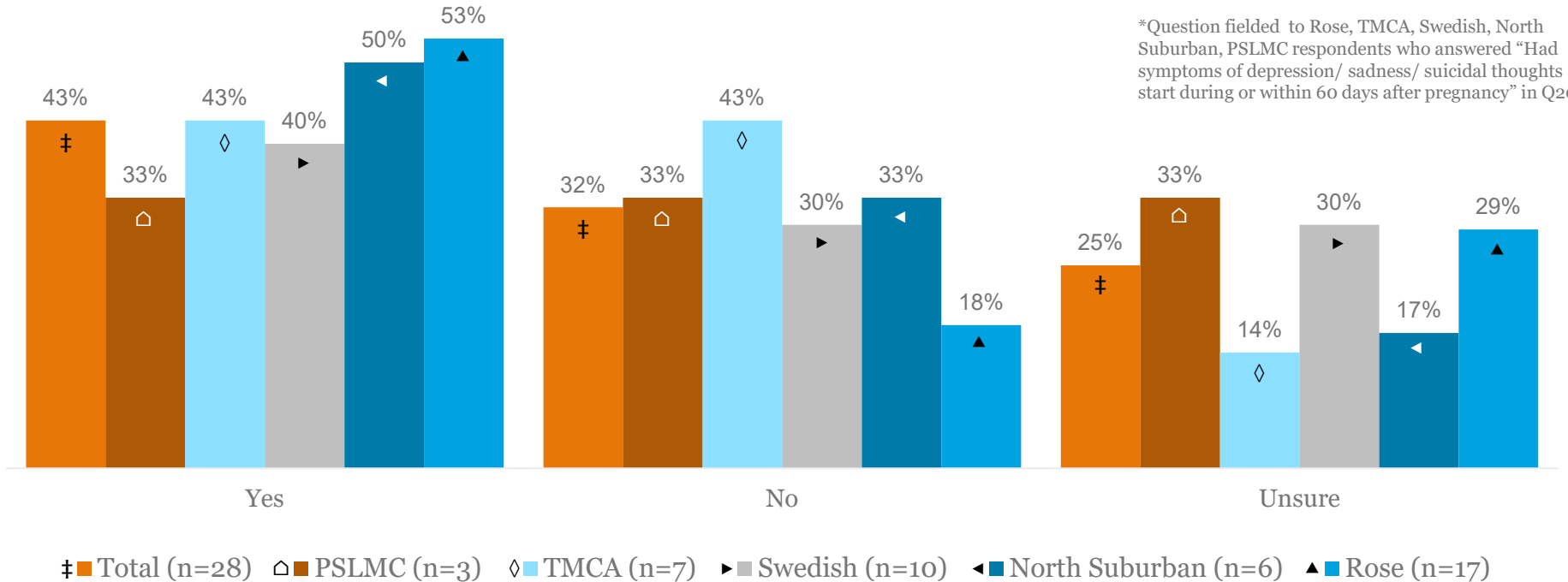
Just under half (49%) of all respondents report it is somewhat or very easy to access mental health services in their community.



Women's Health

Emotional support provided after giving birth

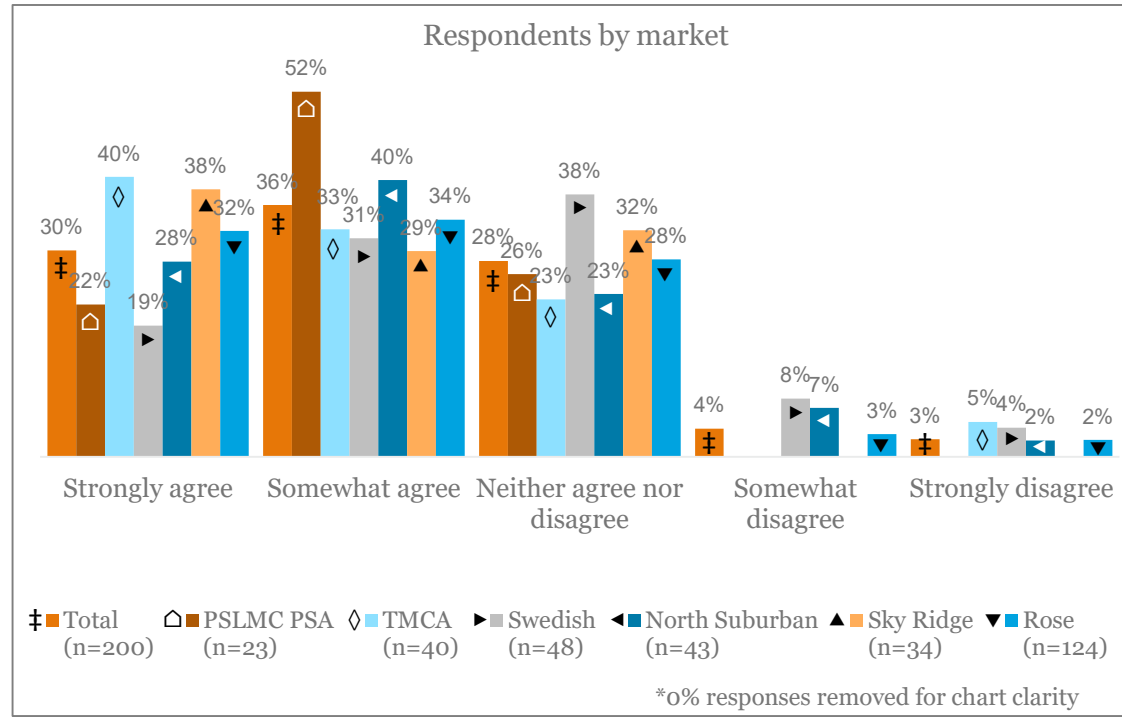
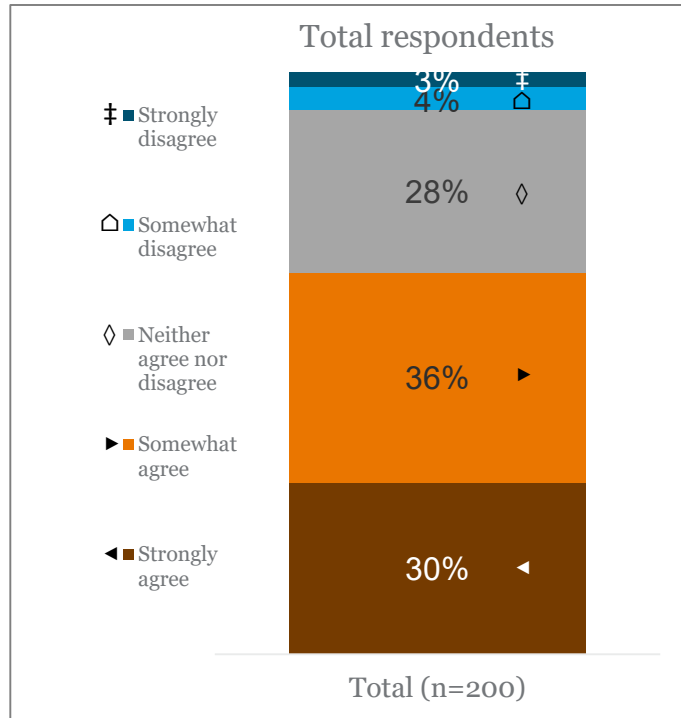
Around one third (32%) of respondents report that no emotional support was offered by the hospital to the person in their life who experienced depression, sadness, or suicidal thoughts during or after pregnancy.



Overall Perception of HTP

Perception of benefit of the Hospital Transformation program

Overall, two thirds (66%) of respondents feel the HTP will benefit themselves or a loved one.



Key Takeaways

1

The most selected range of overnight hospital stays respondents have had in their lifetime is 2 to 3 times (36%). When it comes to answering questions about their medical history to care providers when asked, 84% say they always answer honestly. Only 80%, however, say they answer honestly when asked questions about a lack of resources in their life that negatively impacts their wellbeing.

2

When respondents were asked about the impact the opioid crisis has had on their lives or the lives of people they know, 41% of all respondents in this survey have or know someone who has been impacted by the opioid crisis. While about half (49%) of all markets are aware there are community resources available to assist them or someone they know if they are experiencing opioid addiction, more than half (54%) of all respondents were *not* aware the state of Colorado has a program in place to reduce the use of opioids by using non-habit-forming medications.

3

More than half of all respondents (55%) suffer or knows someone who suffers from mental health or substance abuse disorders. 29% of respondents in this survey experienced, or know someone who experienced depression, sadness, or suicidal thoughts during or after pregnancy. Around one third (32%) of these respondents report that no emotional support was offered by the hospital to the people suffering from these symptoms related to pregnancy.

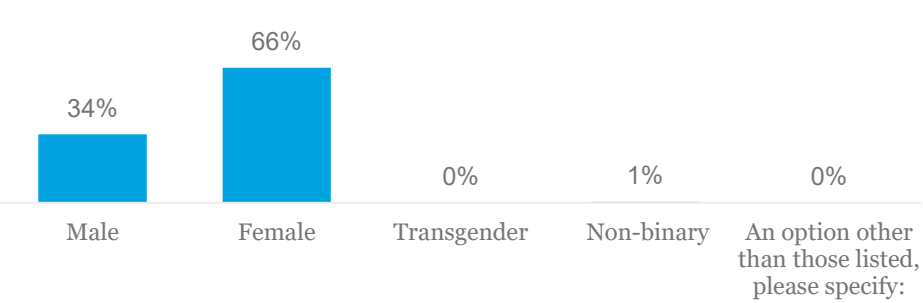
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Overall, two thirds (66%) of respondents feel the HTP will benefit themselves or a loved one.

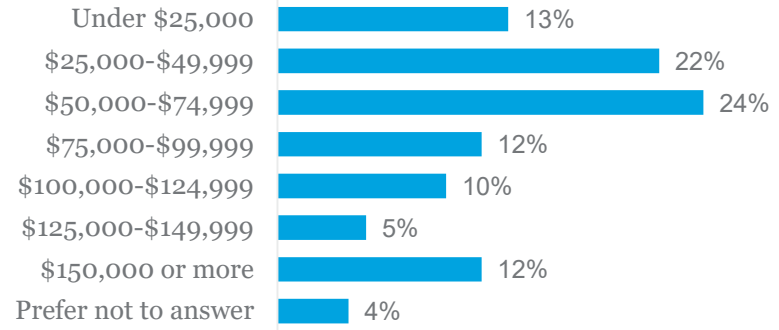
Demographics

Demographics (1 of 2)

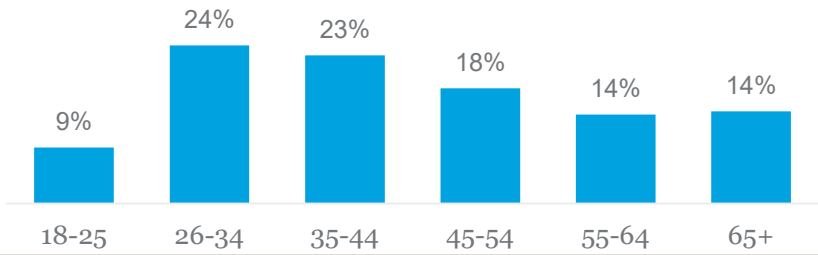
Gender



Household Income

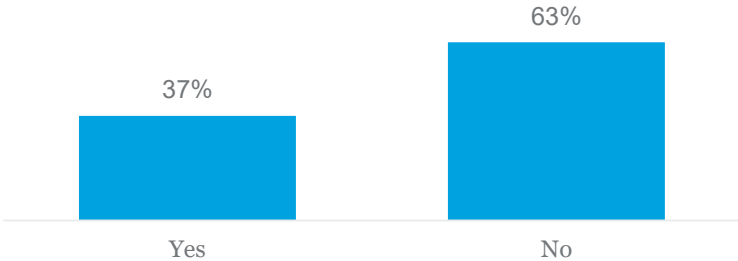


Age

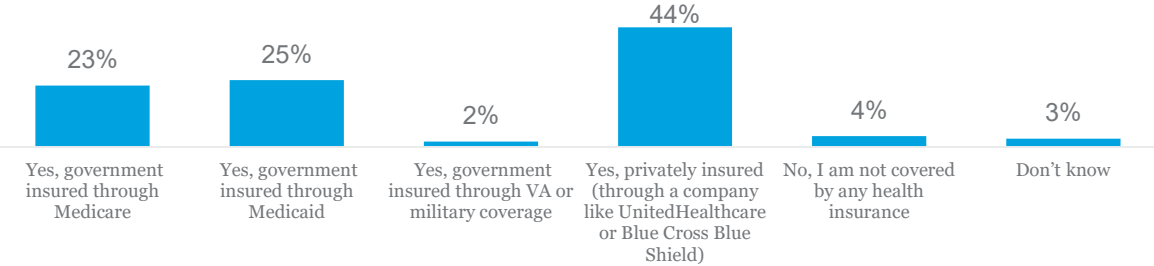


Demographics (2 of 2)

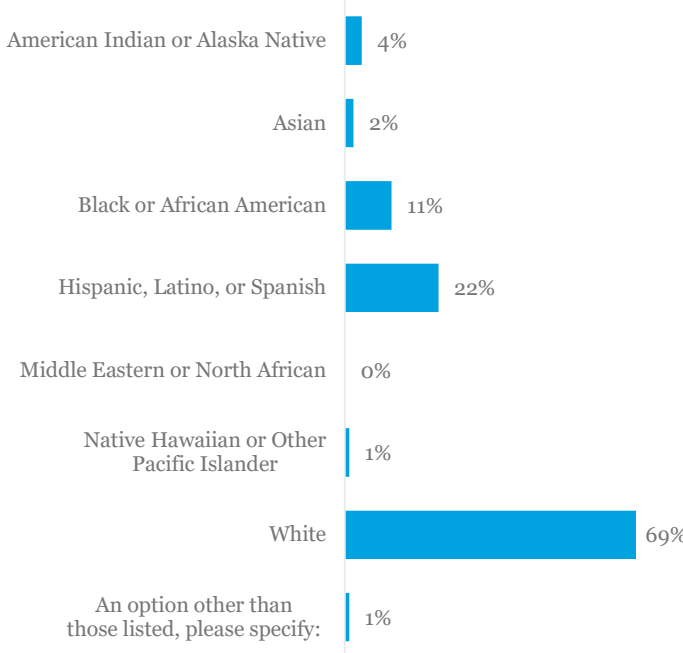
Children Under 18 in Household



Insurance



Ethnicity





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