

Healthy Start for Mothers Evaluation Survey Results

The health plans involved in the Health Start 2.0 Performance Improvement Project (PIP) sent a survey out via email in May 2024 to staff who work at state and tribal entities to try and gain a better understanding of the barriers that pregnant people and children face when receiving timely healthcare services (e.g., prenatal and postpartum care, well-child visits, childhood immunizations). This is a high-level overview of the survey results and what the people who participated shared about their experiences.

There were 115 people who received the survey and out of those 81 people responded to the survey. When asked what type of organization they worked for, the highest percentage was 44% which identified as county workers. The next highest were clinic settings, that was 30% of the group. The other groups that participated were health plans, community nonprofits and written in answers.

The survey asks what group did they work with, pregnant people or children under the age of 5 years old. The results stated that 88% worked with pregnant people and 78.8% worked with young children. Out of those two groups the survey identified that Caucasians were the highest served population with African American being the second and Native American being the third highest racial group.

The survey went on to ask seven questions regarding reasons why they believe people are not receiving prenatal, postpartum, and well child visits. The same answers seemed to score high for all the questions. Below are the top 5 answers that received the highest response ratings.

- Transportation issues
- Lack of childcare
- Lack of trust or culturally appropriate care
- Lack of comfort with healthcare system or provider
- Fear of getting care due to lack of coverage

Question number eight asks what the barriers are you see children getting their immunizations by age 2? Below are the top 5 answers that received the highest response ratings.

- Transportation issues
- Parents don't think vaccines are necessary
- lack of comfort with healthcare system or provider
- Lack of trust or culturally appropriate care

- Parents can't get time off of work

The final question was asked, what strategies or resources have you found most effective for helping clients/ patients to overcome potential barriers to care? There were 62 responses and after reviewing the feedback it is apparent that there are areas that Managed Care Organizations (MCO), and our community partners can use this feedback to strengthen the services we provide to better serve our members. Below are a handful of verbatim comments from the survey.

- Plans need to do massive public education about coverage for pregnancy/postpartum: 3 months back-dating from application date, full year of coverage. Also need to publicize and how and where to get help
- offering immunizations at public health during their WIC appt
- Assist with setting up transportation and the appointments and sending reminders for the appointments
- Give incentives for the individuals to attend these appointments
- Offering care/immunizations in alternative settings
- Discussion around MMR and Autism-what is causing them to refuse vaccines.
- Transportation in general finding it getting it scheduled and knowing what types is covered by insurance

The health plans appreciate all the participants who took the time to fill out the survey. These details are so important to the work we do and where we need to focus our efforts to bridge the gap. We strive to offer the best services to our members and communities.