

Latest PPS News

BPHC Research on Bronx Healthcare Use and Patient Communications

Findings Reveal Strong Preference for Personal Connection with Doctors



BPHC released research on how Bronx community members use healthcare and prefer to communicate with their doctors. Among the findings is that survey respondents rated phone calls as the most preferred way to have doctors communicate with them for scheduling and appointment reminders.

In follow-up focus groups, patients also expressed interest in digital communications that would allow them to interact with their doctors and continue to have a two-way communication.

The research also looked at how residents use and learn about healthcare including the likelihood of having a primary care physician (PCP), barriers to accessing care, awareness of urgent care centers, and where they go to learn about healthcare and local health programs.

“This insight allows us to better understand how our communities access care and the communication channels they use so that we can design and deliver programs in a way that serves their needs and preferences,” says Irene Kaufmann, BPHC Executive Director.

Additional findings include:

The likelihood of having a PCP and going for regular checkups is high but varies by gender, ethnicity and age. For instance, 91% of African American respondents say they have a PCP compared with 73% of Spanish-speaking Hispanics.

In focus groups, both English- and Spanish-speaking participants cited making healthcare appointments as a barrier to accessing care, often noting the need to schedule appointments a month or two in advance.

Awareness of urgent care centers was not high in focus groups; yet those who had used urgent care were positive about their experiences. Many reported they did not understand their function and conveyed concerns about how to pay for urgent care.

To learn about local community programs that address health issues, English-speaking survey respondents rated social media as the most effective method, followed by their doctor and local TV. Spanish-speaking respondents rated their doctor first followed by TV and then social media.

The research targeted survey respondents and focus group participants who live in the Central Bronx.

[Click here](#) for BPHC’s Research Brief which includes more findings.

BPHC Invites Your Governance Committee Nominations

BPHC invites you to take a leadership role in New York’s most transformative healthcare initiative for Medicaid patients.

As we continue in DSRIP Year 4, we are leading 16 exciting innovation projects, piloting new post-acute care models, and launching targeted community-based programs that keep people well.

Our most important work is still ahead as we focus on performance improvement, sustainability, and maximizing the infrastructure we are building.

We have several openings on our governance committees and are seeking members with the vision, expertise, and commitment to provide strategic input on program direction and funds flow.

BPHC is accepting nominations to our:

Executive Committee

Finance & Sustainability Subcommittee

Quality & Care Innovation Subcommittee

Our governance committee members reflect the range and diversity of our PPS network. Submit your nominations through [this online form](#) by September 11.

For questions, please e-mail [Aaysha Vichare](#).

Request for Proposals NY DSRIP Learning Symposium Presenters

The 4th annual NY DSRIP Learning Symposium takes place on February 11-13, 2019 in Saratoga Springs.

The event convenes up to 800 leaders and DSRIP stakeholders from the 25 PPSs, CBOs, managed care organizations, consumer advocates, etc.

DOH is seeking proposals for session and poster presentations across these themes: demonstrating impact, building effective partnerships, reducing disparities, leveraging data.

The deadline is Friday, September 14th.

[More.](#)

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