

Cleveland County Access to Care Survey Results

The Cleveland County Health Department (CCHD) and partner organizations conducted a survey of Cleveland County residents during April 2013 to assess current difficulties in accessing health care services within the community.

A total of 223 surveys were completed. Results show:

- 49.3% report having no health insurance coverage at all
- 40.0% report self-paying for medical care
- 31.5% report Medicare/Medicaid as their insurance provider
- 49.3% report seeking physician care at an emergency room, urgent care clinic or community clinic (ER: 16.4%; Urgent Care: 11.7%; Community Clinic: 21.1%)
- 30.0% report not being able to see a doctor when needed within the last 12 months
- Of those reporting having to wait for an appointment: 15.4% waited 1-2 weeks; 13.5% waited 2-3 weeks; 12.8% waited 3 weeks or more
- Top reasons reported for not seeing a doctor when needing to:
 - Financial/Inability to pay (47)
 - Transportation issues/No way to get to doctor (10)
 - No time (10)
 - Took too long to get an appointment (7)

The typical respondent was Caucasian/White, female, between the ages of 20 and 64, with a high school education or higher, and had an annual household income of less than \$25,000.

Surveys were conducted at partner organizations and community events in order to get the input of specific populations at higher risk of experiencing barriers to accessing services.

Cleveland County Access to Health Care Assessment May 2013

County Seat:	Norman
Population:	256,184
Estimated rate of uninsured:	14.9%
Median age:	32.4 years
Population increase: (April 2010-July 2012)	3.9%
Ranked 5 th for growth in Oklahoma (2008 Census)	



The 2013 County Health Rankings from Robert Wood Johnson ranked Cleveland County number two of all counties in the state for Health Outcomes. Cleveland County has positive health outcomes in the areas of age adjusted mortality rate, infant mortality rate, teen birth rate, asthma prevalence and self-reported positive perception of health, however there are areas for improvement. Although the rate of 14.9% uninsured is lower than the state average of 18.8%, it is still above the national benchmark of 11%. Cleveland County also has a ratio of 1 primary care physician per 1,743 people compared to the national benchmark of 1 per 1,067; and a ratio of 1 dentist per 2,228 people compared to the national benchmark of 1 per 1,516 people. The number of preventable hospital stays is 73 with a national benchmark of 47.

Although Cleveland County has performed well overall in health improvement, areas of concern need to be addressed. The population is growing steadily and the number of persons who reported being homeless increased 36% between 2010 and 2011. The Community Health Assessment conducted by the Cleveland County Turning Point Coalition in 2011 revealed concern by residents of a limited transportation system in more rural areas of the county making access to medical services more difficult. The survey further revealed that most health services are clustered in Norman and less available in other parts of the county. Survey respondents expressed concern that the health care system was failing to meet the needs of Medicaid patients, with reports that a growing number of providers are unwilling to accept larger caseloads of children and pregnant women covered by Medicaid, requiring more travel to receive services.

Cleveland County has 32,711 SoonerCare members; 63% are children under age 18 and 31% are adults age 19 to 64. The majority of members are White (76.8%) with 7.3% Black, 2.5% Asian, 5.8% American Indian and 0.5% Hispanic.

Demographic Characteristics

Age (2009-2011)	County	OK
<18 years	22.8%	25.3%
18-64 years	66.8%	61.4%
>65 years	10.4%	13.4%

Race/Ethnicity (2009-2011)

White	79.8%	73.9%
Black	3.9%	7.0%
American Indian	4.4%	6.9%
Asian/Pacific	3.8%	1.8%
Islander		
Hispanic/Latino	7.2%	8.9%

Education (2000)

Adults (age 25+)	County	OK
HS or higher	88.1%	80.6%
Bachelor's or higher	28.0%	20.3%

The Oklahoma Health Care Authority reports that Cleveland County has 165 primary care providers including physicians, Advanced Registered Nurse Practitioners and Physician Assistants. SoonerCare also has 35 dental providers in Cleveland County.

Cleveland County residents who are more likely to be uninsured are 18-64 years of age, Black, American Indian, Asian or Hispanic with a high school education or less and an income of less than \$49,000 per year.

Hospital Usage Characteristics

Inpatient Discharge Data (2010)	County	OK
Total discharged from hospital	27,042	498,492
Uninsured/Self pay	4.2%	5.5%
Medicaid	16.0%	22.5%
Total discharged from ER	7,396	138,450
Uninsured/Self pay	7.5%	9.8%
Medicaid	10.4%	15.9%

Health Insurance Characteristics

Health Insurance Coverage Status	Cleveland County	OK
Estimated number uninsured	38,102	689,967
Percent of population uninsured	14.9%	18.8%

Uninsured By Age

<18 years	11.2%	10.8%
18-64 years	*18.3%	26.1%
>65 years	0.6%	0.6%

Uninsured By Race/Ethnicity

White	14.0%	16.3%
Black	*17.9%	20.3%
American Indian	*20.7%	29.9%
Asian/Pacific	*17.2%	20.6%
Hispanic/Latino	*31.4%	38.7%

Uninsured By Educational Attainment

Less than HS	*33.1%	33.9%
HS, GED	*20.5%	24.0%
Some college, Associates Degree	13.5%	17.9%
Bachelor's Degree or higher	5.4%	7.0%

Uninsured By Household Income

Under \$25,000	*27.0%	28.3%
\$25,000-\$49,999	*19.0%	24.1%
\$50,000-\$74,999	11.6%	16.7%
\$75,000-\$99,999	10.9%	11.4%
\$100,000 and over	7.7%	7.2%

*Rates higher than county average.

Economic Characteristics

Poverty	County	OK
Percent in poverty	12.1%	16.3%
Median household income	\$53,759	\$44,287
Employment		
Unemployment rate	2.8%	6.5%
Class of worker		
Private wage/Salary	69.7%	75.3%
Government worker	23.8%	17.3%
Self-Employed	6.1%	7.2%
Medicaid Enrollment	12.8%	20.5%
<18 years	63.4%	63.0%
19-64 years	30.8%	30.0%
>65 years	5.7%	7.0%
Medicare/Medicaid dual enrollment	12.0%	14.0%

Health Care Delivery System Characteristics

Facility By Type	County
General surgery hospital	2
Norman Regional (N Porter)	324 beds
Norman Regional (Tecumseh)	136 beds
Norman Regional (Moore)	45 beds
Norman Specialty Hospital	50 beds
Abortion surgery center	1
Norman	5 beds
Ambulatory surgery center	5
Norman	4
Moore	1
Renal disease dialysis center	2
Home health care agency	12
Hospice organization	5
Free standing urgent care center	8
Psychiatric hospital	2
Griffin Memorial Hospital	182 beds
Norman Regional Hospital	20 beds
Community mental health center	1
Mental health outpatient facility	16
Rehabilitation facility	2
Providers By Type	
Specialty Medical Physicians	156
Primary Care Medical Physicians	88
Osteopathic Physicians	59
Physician Assistant	59
Advanced Practice RN	68
Dentist	115
Primary Care	
Physician to patient ratio	1/1,743
Dentist to patient ratio	1/2,228

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