

## 2016 Key Informant Results: Top Concerns and Issues

### *#1 Health Concerns*

Of 27 key informants interviewed, 20 (74%) chose “health” as one of their top three concerns. It was the number one most frequently chosen concern. When asked about health concerns, the issues most often mentioned among all informants were

- weight, nutrition, and exercise (19, or 70%)
- aging population (7, or 26%)
- cost (7, or 26%)
- mental health/preventative (7, or 26%), and
- personal behaviors (6, or 22%).

### **Comparison to 2012 Key Informant Interviews (#2)**

Of 75 key informants interviewed, 47 (63%) chose “health” as one of their top three concerns; it was the second most frequently chosen concern in 2012 and has climbed to first. Overweight/obesity (45%), lack of exercise (25%), and nutrition (22%) were tallied as separate issues in 2012; they all remain among the top issues in 2016. In 2012, health insurance (33%) was a top issue but it is not on the 2016 list of Health Concerns. In 2012 cost was on the list, mentioned by 7% of informants; in 2016 more informants (26%) mentioned cost.

### *#2 Mental Health Concerns*

Of 27 key informants interviewed, 18 (66%) chose “mental health” as one of their top three concerns. It was the second most frequently chosen concern. When asked about mental health concerns, the most frequently mentioned issues among all key informants were

- access (7, or 26%), and
- anxiety/depression (6, or 22%).

### **Comparison to 2012 Key Informant Interviews (#8)**

Of 75 key informants interviewed, 13 (17%) chose “mental health” as one of their top three concerns; it was the eighth most frequently chosen concern in 2012 and has risen to second. Depression (46%) and anxiety (12%) were tallied separately in 2012; they remain top issues in 2016. In 2012 key informants also mentioned “mental health issues” (45%) and stress (20%). Access was not listed in 2012 but may have been included in “mental health issues.”

### *#3 Economic Concerns*

Of 27 key informants interviewed, 16 (59%) chose “economics” as one of their top three concerns; it was the third most frequently mentioned concern. Within economic concerns, the most frequently mentioned issues among all interviewees were

- living wages (11, or 41%)
- housing (9, or 33%), and
- cost of insurance/health care (7, or 26%).

### **Comparison to 2012 Key Informant Interviews (#1)**

Of 75 key informants interviewed, 52 (70%) chose “economics” as one of their top three concerns; it was the number one most frequently chosen concern in 2012 and has fallen to third. Living wage jobs (28%) and housing (33%) were frequently mentioned in both 2012 and 2016, but a major issue from 2012, unemployment (60%), was not mentioned as often in 2016.

### ***#4 Health Care Access Concerns***

Of 27 key informants interviewed, 9 (33%) chose “health care access” as one of their top three concerns; it ranked fourth among concerns chosen. When asked about health care access concerns, the issues most often mentioned by key informants were

- cost/insurance (15, or 55%), and
- access (primary care) (6, or 22%).

### **Comparison to 2012 Key Informant Interviews (--)**

Health Care Access Concerns was added to the list of concerns key informants were asked about in 2016. However, within Health Concerns in 2012, health insurance was mentioned by 33%. Cost/insurance was mentioned as a Health Care Access Concern in 2016 by 55%.

### ***#6 Senior Concerns***

Of 27 key informants interviewed, 4 (15%) chose “seniors” as one of their top three concerns. Seniors was tied for sixth (behind environmental concerns and tied with education). However, as noted under Health Concerns, 7 (26%) of key informants mentioned aging population as an issue. When asked about senior concerns, the issue most often mentioned by key informants was

- affordable care & meds (6, or 22%).

### **Comparison to 2012 Key Informant Interviews (#4)**

Of 75 key informants interviewed, 18 (24%) chose “seniors” as one of their top three concerns; it was the number four most frequently chosen concern in 2012 and has fallen to sixth. Health care (31%), housing for seniors (29%) and transportation for seniors (24%) were all more frequently mentioned in 2012.

## **Conclusions: Access to medical, mental health, and dental care**

### ***Populations***

*Older adults* are a population of concern when it comes to access to care. The health concerns of an aging population in general were mentioned by 26%. Affordable care and medicine was mentioned as a senior concern by 22%.

### **Comparison to 2015 Survey Results**

In the 2015 mailed survey with 1,003 respondents from Goodhue County, older adult respondents age 65+ were more likely to say they delayed or did not get dental care because they did not have insurance. These survey results reinforce affordable care is a senior concern.

### **Comparison to 2012 Key Informant Interviews**

Senior Concerns was frequently chosen as a top concern in both 2012 (#4) and 2016 (#6).

### ***Gaps and Barriers***

Further discussion is warranted about *gaps in access to primary care services* and *mental health services*. *Gaps in access to primary care services* were mentioned by 22% of key informants as a health care access concern. *Gaps in access to mental health services* were mentioned by 26% of key informants as a mental health concern. Mental health rose from #8 in 2012 to be the #2 concern of informants in 2016.

*Lack of ability to pay for services* is a key barrier for Goodhue County populations, mentioned by key informants repeatedly throughout their interviews, with 55% mentioning cost and insurance as an access to care concern, 26% mentioning cost as a health concern, 26% mentioning the cost of insurance and health care as an economic concern, and 22% mentioning affordable care and medicine as a senior concern. Similarly, living wages were mentioned by 41% as an economic concern. Interviewers visited about all concern areas with each key informant, so they could mention thoughts on each area even if it wasn't one of their top three concerns.

### **Comparison to 2015 Survey Results**

There were no survey questions related to gaps in access to primary care or mental health. It is unclear from the key informant data if these access issues are due to a lack of providers/capacity.

The survey showed respondents from households that make less than \$25,000 were more likely to delay or not get medical care and respondents from households that make less than \$35,000 were less likely to have had a dental exam or their teeth cleaned during the past 12 months. These survey results reinforce the lack of ability to pay for services as a barrier to access.

### **Comparison to 2012 Key Informant Interviews**

With Health Care Access Concerns added to the list key informants were asked about in 2016, cost/insurance was mentioned by 55%, while in 2012 within Health Concerns 33% mentioned it.

### **About this Analysis**

This data used here is from key informant interviews conducted by Mayo Clinic Health System River Corridor in 2016 and by the CHA Citizens Advisory Group in 2012. All 2016 key informants were from Cannon Falls, Lake City, or Red Wing. Mayo Clinic Health System provided a count of top concerns picked and top issues mentioned. Ruth Greenslade at Goodhue County Health and Human Services calculated percentages and used a cutoff of 20% to decide what data to include and then summarized the comparisons and conclusions. Updated: May 31, 2016