

Community Health Assessment: St. Vincent's Hospital

Steering Committee Meeting
February 3, 2011

Qualitative Components and Survey
CUNY School of Public Health at Hunter College

Diana Romero, PhD, MA; Neal Cohen, MD; Sue Nestler, MPH;
Amy Kwan, MPH; Justin Swearingen, MHA

Quantitative Survey

- ▶ Original survey with SC input
 - ▶ Approx. 29 questions → now 35 questions
- ▶ Edits
 - ▶ Separated multiple questions; substituted neutral/balanced language; added “skips” to avoid inapplicable questions; added lists of possible responses to reduce open-ended Qs
- ▶ Survey domains
 - ▶ Demographics; past user of St. Vincent’s or not; past and current utilization patterns and experiences
- ▶ Created online Survey Monkey version

<http://www.surveymonkey.com/s/9K2TNMF>



Dissemination of Survey: Next Steps

- ▶ Collect any additional responses from SC members/organizations
 - ▶ Re-send web link and final responses due by Mon, 2/7 (*please*)
- ▶ Convene respondents who can help with dissemination for detailed planning of sampling strategy
- ▶ Consider key issues, such as:
 - ▶ Differential response from different organizations/constituencies
 - ▶ Inputting of “paper survey” data
 - ▶ Merging of online and paper databases
 - ▶ Analyses



Qualitative Design

- ▶ Key informant interviews
 - ▶ How are the communities *that their organizations serve* experiencing the closing of St. Vincent's?
 - ▶ n=6
- ▶ Focus groups
 - ▶ How are community *members/residents* experiencing the closing of St. Vincent's?
 - ▶ n=6 FGs at 8-10 participants each
- ▶ Sample:
 - ▶ Adults over 18 years living in NYC who are conversationally fluent in English
 - ▶ Recruit from PSA and SSA



Timeline

- ▶ November: IRB approved (Protocol #10-10-295-4471)
- ▶ Data collection period: Jan-Feb, 2011
- ▶ January:
 - ▶ Interviews: *in progress*
 - ▶ 5 Completed and transcribed
 - ▶ 1 TBD
- ▶ February:
 - ▶ Focus Groups: *planning underway*
 - ▶ Analysis
- ▶ Mid-March:
 - ▶ Report



Key Informant Interviews: Update I

- ▶ Six interviews with SC members and non-members
 - ▶ Representatives of diverse experiences, perspectives, and services to the community
 - ▶ Organizational and community leaders
 - ▶ Selection based on Steering Committee member recommendations
- ▶ Questions cover topics including:
 - ▶ Health care utilization
 - ▶ Access to health/mental health services
 - ▶ Quality of healthcare services
 - ▶ Health needs, service gaps
 - ▶ Pre/post closing of hospital



Key Informant Interviews: Update II

- ▶ Conducted with 1-3 representatives per interview
- ▶ Duration: 60-90 min
- ▶ Audio recorded
- ▶ Confidential, semi-structured, open-ended
- ▶ Locations: On-site at organization, CUNY Graduate Center
- ▶ All transcribed
- ▶ Represented Population(s):
 - ▶ HIV/AIDS, people with disabilities, elderly, adult and pediatric patients, adult MH clients, low/moderate income, recipients of social/employment services, minority and non-minority adults, immigrant, LGBTQ



Key Informant Interviews: Questions

▶ **Basic Information**

▶ What community do you serve? Is there any special health care needs?

▶ **When St. Vincent's was open, what was the relationship like between the community and St. Vincent's?**

▶ How important was the hospital? What services did people primarily seek? Where else did people seek healthcare?

▶ **Can you talk about what it's like *now* for the community you serve, in terms of health care (physician and mental) access and utilization?**

▶ How has the closing of St. Vincent's affected healthcare services? How has it affected the community you serve? What are some of the unmet healthcare needs of the community?

▶ **Where do people go *now* for healthcare services?**

▶ Primary, Specialty, Emergency, Mental Health, Hospitalization?

▶ **How do people's *current* "healthcare experiences" compare to when St. Vincent's was open?**

▶ What is your sense of their satisfaction/ assessment of the quality of healthcare services they have obtained?

▶ **What would you say has been the most significant effect of the closing of St. Vincent's on your organization/ the client's you serve?**

▶ If there was one thing your could do to improve the healthcare delivery in this community, what would it be?



Focus Groups

- ▶ 6 focus groups (of 6-10 people each)
 - ▶ Community residents, recruited by SC contacts
- ▶ Demographics + moderated open-ended discussion
- ▶ Approximately 1.5 hours
- ▶ Questions to cover topics including:
 - ▶ Health care utilization
 - ▶ Access to health/mental health services
 - ▶ Quality of healthcare services
 - ▶ Health needs, service gaps
 - ▶ Pre/post closing of hospital
- ▶ Location: various community-based sites that SC members are associated with and can provide entrée to
- ▶ Compensation: \$20



Thanks to the Steering Committee for everyone's
responsiveness and continued contributions

Contact Info/Request for Feedback:
CHA.HunterCollege@gmail.com

