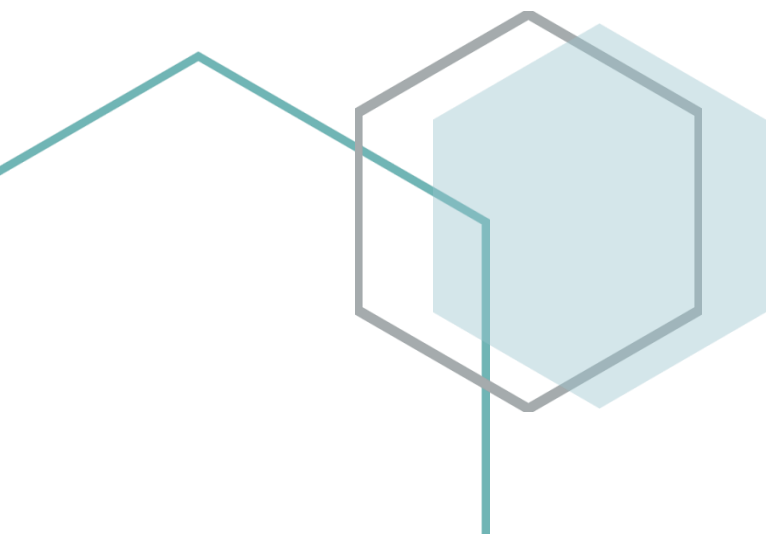




**Onondaga County  
Community Health Assessment and Improvement Plan**

**Community Engagement Survey  
Health System Feedback**



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## Overview

As part of the 2019-2021 Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) process, the Onondaga County Health Department (OCHD) and CHA/CHIP Steering Committee gathered feedback from Onondaga County residents on important community health issues. Resident feedback was solicited through a comprehensive Community Engagement Survey (CES) administered in the Spring of 2019. The CES was distributed both electronically and on paper and was available in both English and Spanish. More information regarding the survey methodology, promotion, and distribution, as well as a copy of the CES can be found in the Onondaga County Community Health Assessment and Community Health Improvement Plan Community Engagement Summary.<sup>1</sup>

A total of 3,025 responses were received from County residents. City of Syracuse residents comprised 38.5% of responses. Compared to the population of Onondaga County, survey respondents were more likely to be female (74.3%), between the ages of 50 – 64 years old (34.1%) and have a 4-year college degree or higher (56.3%). Respondents were also less likely to report being Black or African American (7.0%), or Hispanic or Latino (3.3%).



## Purpose

This report, created in the Summer of 2019, outlines survey results relating to the health care delivery system and access to health care. In particular, this report focuses on responses to two survey questions that relate to these topic areas. Responses to other sections of the survey are available in the Onondaga County Community Health Assessment and Community Health Improvement Plan Community Engagement Report.<sup>1</sup>

This report seeks to inform health care professionals and community health stakeholders about perceived health system issues among Onondaga County residents. In this report, community feedback is coupled with data from the Behavioral Risk Factor Surveillance System (BRFSS) to provide additional context to understanding the strengths and challenges related to health care delivery and access in Onondaga County.

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<sup>1</sup> The Onondaga County Community Health Assessment and Community Health Improvement Plan Community Engagement Summary is available at:

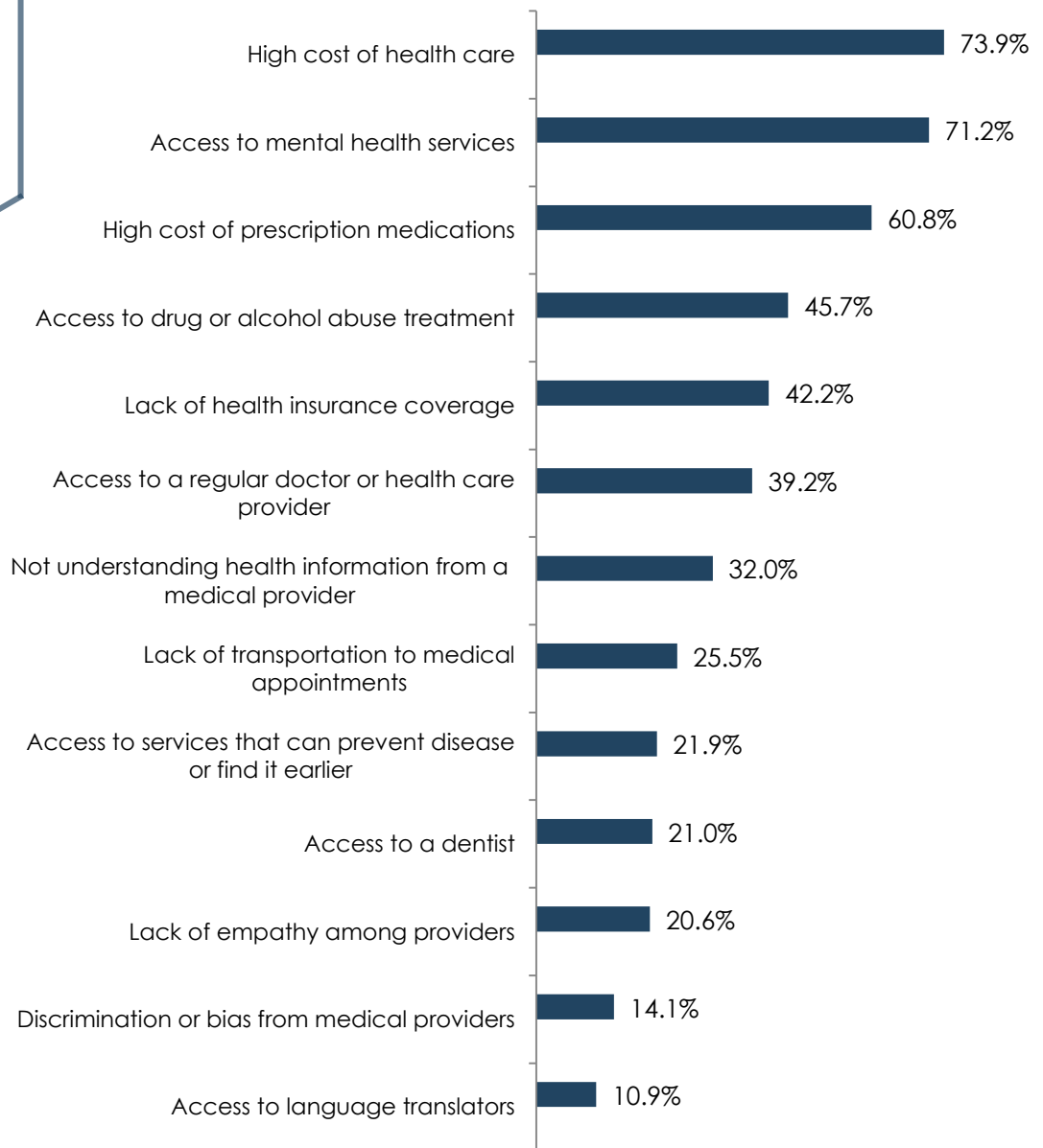
<http://www.ongov.net/health/documents/CommunityEngagementSummary2019.pdf>

**Health System Issues**

Please select the five (5) health system issues you believe are the biggest problems in our community.

The functioning of a health care delivery system considers if professionals, agencies and resources comprising that system are meeting community needs. Survey respondents cite the high cost of health care (73.9%) as the largest health system issue in the community, followed closely by the lack of access to mental health services (71.2%). High cost of prescription medications was also cited as a significant concern (60.8%).

Health System Issues Most Impacting Health, Onondaga County (n=2,890)



## Notable Differences

Affordable health care and greater access to mental health services are key priorities across all demographic groups. Although these themes are fairly consistent, there are some noticeable differences in concerns by respondent demographics. Data tables with a breakdown of responses by demographic category can be found in the appendix. Notable differences by demographics include:

- Those aged 18 to 34 years cited lack of transportation to medical appointments (30.4%) at higher rates than other age groups. While those older than 65 years focused on the high cost of prescription medications (77.1%).
- Hispanic or Latino respondents often selected access to language translators (24.5%) and discrimination or bias from medical providers (22.4%) as health system issues.
- Black or African American respondents selected discrimination or bias from medical providers (32.1%) at higher rates than respondents of other races.
- Females chose lack of access to drug or alcohol abuse treatment (48.5%) as health system issues more frequently than males (37.9%).
- Those with less than a high school degree selected the lack of empathy from medical providers (32.7%) and transportation to medical appointments (36.7%) as significant concerns.

The table below provides a breakdown of responses by geography, comparing responses for City of Syracuse residents to those outside of the City. Top 5 responses by zip code in the City of Syracuse are presented in Table 1 of the Appendix.

Top 5 Health System Issues, by Geography	Onondaga County	City of Syracuse	Rest of County
High cost of health care	73.9%	70.4%	76.2%
Access to mental health services	71.2%	67.0%	73.8%
High cost of prescription medications	60.8%	56.9%	63.3%
Access to drug or alcohol abuse treatment	45.7%	42.7%	47.5%
Lack of health insurance coverage	42.2%	41.6%	42.5%

Notes: 1) 'Onondaga County' is inclusive of City of Syracuse respondents. 'Rest of County' represents county residents excluding responses from those residing in the City of Syracuse.

2) Responses are listed in the order in which they were selected by Onondaga County Residents.

More context surrounding health systems issues in Onondaga County was provided through qualitative feedback from county residents. Written responses centralized around themes related to health care, emphasizing the unaffordability of services, insufficient access to quality services and providers, lack of supportive attention and services for high risk groups, and limited health insurance coverage for care. Direct feedback provided by community members is included below:

**“Although it is a smaller population, there are many different cultures that have settled in Onondaga County. Hand in hand with language barriers, there is also a lack of understanding about how different cultures view medicine and health care, and that the approach with these individuals has to be modified accordingly. There is also the challenge of communication and lack of coordination among different parts of the health system.”**

**“There are not enough providers in this area. The primary care opportunities for patients are low, long waits to get an appointment. Even for myself I have a tumor in my brain; it was a 2 month wait.”**

**“The cost is too high and the lack of compassion from medical providers hinders a person from visiting a doctor regularly.”**

## Experiences Seeking Medical Care

Which of the following have you, or your family, experienced when seeking medical care in the last 3 years?

Access to quality health care is essential to maintain good health and prevent or manage diseases. The most frequently cited experience when seeking medical care was a long wait time for an appointment (44.9%).

Other experiences frequently cited by County residents included wait time in the provider's office impacting ability to meet their obligations (29.7%) and difficulty getting to a medical appointment due to office hours (29.1%). Feeling rushed during appointments (26.8%) and feeling like providers were not listening (25.2%) or did not understand them/their experience (23.5%) were also common responses. Alarming, more than one tenth of respondents (11.6%) indicate experiencing stigma or discrimination from their provider.

Experiences Seeking Medical Care, Onondaga County (n=2,885)



## Notable Differences

The most common experience seeking medical care across Onondaga County is a long wait time to get an appointment. Notable differences by demographics can be found below. Tables with response rates by demographic category are available in the Appendix.

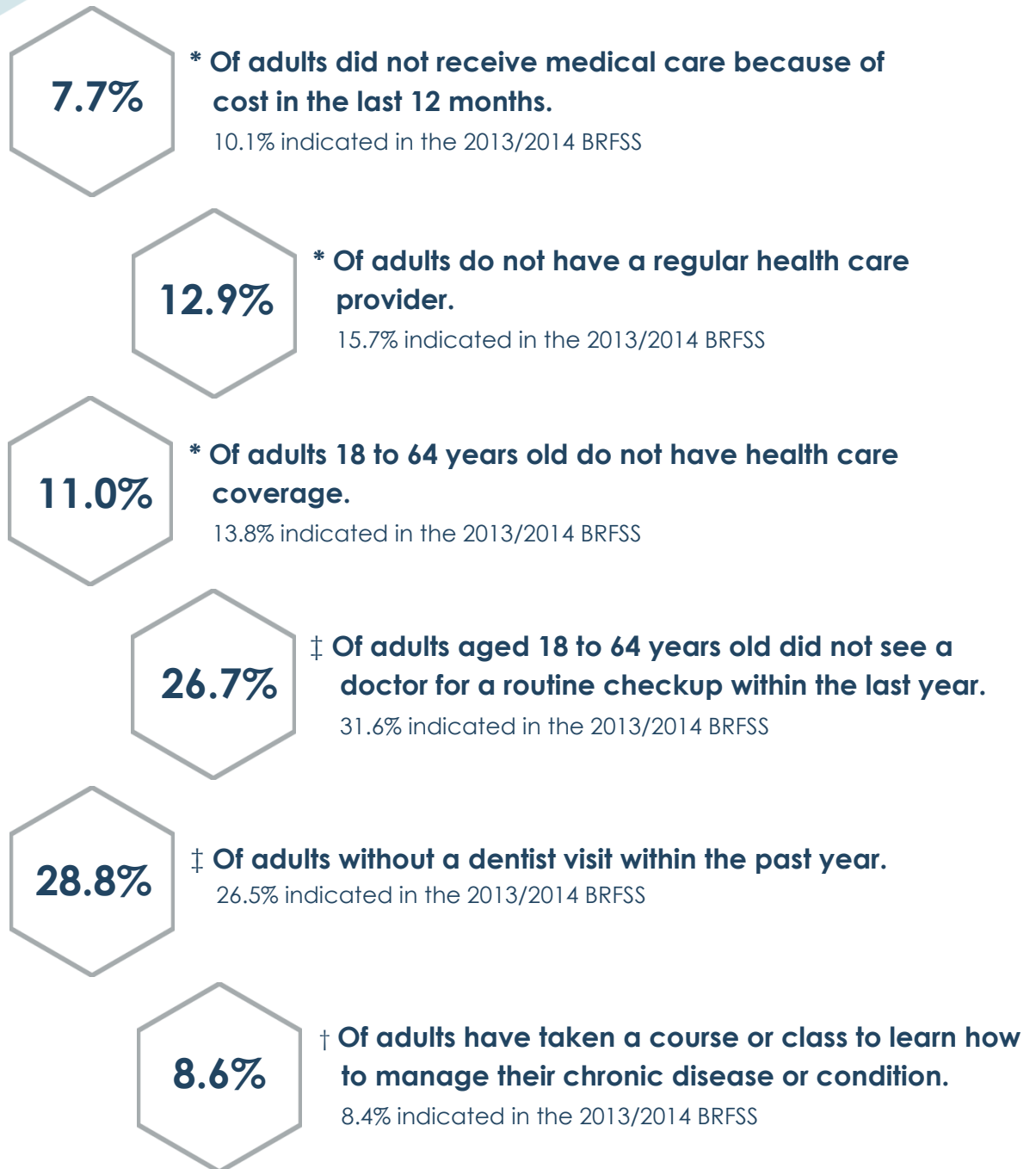
- 18 to 34 year olds have frequently experienced difficulty getting to medical appointments due to office hour availability (37.2%) and have not sought medical care due to high cost (30.1%).
- 8.2% of Hispanic and Latino respondents have experienced challenges having their language or translation needs met.
- Black or African American respondents and respondents indicating more than one race frequently cited feeling like their provider is not listening (31.0% and 36.7% respectively).
- Females were more likely to report feeling like their provider is not listening (27.3%) compared to males (19.4%).
- Respondents with less than a high school education often avoid medical treatment due to high cost (40.8%).

<b>10 Most Common Experiences Seeking Medical Care, by Geography</b>	<b>Onondaga County</b>	<b>City of Syracuse</b>	<b>Rest of County</b>
Long wait to get an appointment	44.9%	44.7%	44.9%
Wait time in the provider's office impacted your ability to meet you obligations (work, family, etc.)	29.7%	27.8%	30.8%
Difficulty getting to a medical appointment due to office hours	29.1%	25.1%	31.6%
Feeling like your provider is not spending enough time with you	26.8%	23.9%	28.7%
Feeling like your provider is not listening	25.2%	23.0%	26.6%
Feeling like your provider does not understand you or your experience	23.5%	21.9%	24.6%
High cost prevented you from seeking needed medical care	22.9%	21.0%	24.1%
Having difficulty finding a provider who accepts your insurance	19.3%	19.5%	19.3%
Seeing a different provider each time you go to the doctor's office	17.3%	17.3%	17.3%
Difficulty getting to a medical appointment due to not having sick leave at work	16.6%	17.3%	15.6%
None of the above	19.8%	19.8%	19.8%

Notes: 1) 'Onondaga County' is inclusive of City of Syracuse respondents. 'Rest of County' represents county residents excluding responses from those residing in the City of Syracuse. 2) Responses are listed in the order in which they were selected by Onondaga County Residents.

**BRFSS**

The BRFSS is a national telephone survey that collects data to better understand the health status of residents. Data from the BRFSS in Onondaga County gives context to better understand strengths and challenges of the local health care delivery system. Findings from the 2016 (and 2013/2014) BRFSS pertaining to Onondaga County include:



\* Age-adjusted rate

‡ Crude rate

† Unreliable age-adjusted rate due to large standard error



## Conclusion

Community member feedback on health care delivery and access to care in Onondaga County demonstrate challenges relating to the **high cost of health care**, access to **mental health services** and **long wait to get an appointment**. Additional challenges related to **health equity**, including stigma, discrimination, and bias as well as feeling like providers are not listening were significant concerns among respondents. Despite these challenges, BRFSS data indicate positive trends relating to access to health care providers and health insurance coverage.

Overall this feedback is critical to inform future work of the Onondaga County Health Department and health system partners.



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Table 1

Top 5 Health System Issues, City of Syracuse, by Zip Code

	13224	13210	13208	13207	13206	13205	13204	13203	13202
Access to drug or alcohol treatment	42.9%	41.6%	42.9%	45.7%	46.4%	47.4%	45.2%	38.3%	35.6%
Access to mental health services	74.6%	83.2%	63.4%	67.0%	74.6%	73.1%	74.8%	63.3%	62.2%
High cost of health care	71.4%	70.3%	65.2%	70.2%	72.5%	65.4%	69.6%	65.0%	64.4%
High cost of prescription medication	52.4%	46.5%	58.0%	59.6%	55.1%	60.3%	48.1%	44.2%	46.7%
Lack of health insurance coverage	41.3%	41.6%	40.2%	51.1%	45.7%	41.0%	37.8%	37.5%	40.0%

Source: Onondaga County Community Engagement Survey, 2019



## Table 2

### 5 Most Common Experiences Seeking Medical Care, City of Syracuse, by Zip Code

	13224	13210	13208	13207	13206	13205	13204	13203	13202
Difficulty getting to a medical appointment due to office hours	27.0%	30.7%	28.6%	27.7%	21.0%	32.1%	24.4%	25.8%	31.1%
Feeling like your provider is not listening	30.2%	21.8%	27.7%	24.5%	18.1%	32.1%	26.7%	25.0%	24.4%
Feeling like your provider is not spending enough time with you	34.9%	28.7%	25.9%	18.1%	23.9%	30.8%	23.0%	29.2%	26.7%
Long wait to get an appointment	47.6%	35.6%	40.2%	46.8%	42.8%	37.2%	48.1%	52.5%	57.8%
Wait time in the provider's office impacted your ability to meet you obligations (work, family, etc.)	27.0%	24.8%	33.0%	30.9%	31.2%	26.9%	31.9%	37.5%	22.2%

Source: Onondaga County Community Engagement Survey, 2019

**Table 3****Health System Issues by Age, Onondaga County**

	<b>18-34 (n=691)</b>	<b>35-49 (n=870)</b>	<b>50-64 (n=963)</b>	<b>65 and older (n=262)</b>
Access to a dentist	17.4%	21.1%	22.1%	23.7%
Access to a regular doctor or health care provider	45.6%	37.2%	36.1%	36.6%
Access to drug or alcohol abuse treatment	45.7%	44.1%	46.7%	48.5%
Access to language translators	15.3%	11.5%	8.0%	6.1%
Access to mental health services	71.1%	73.7%	72.0%	64.9%
Access to services that can prevent disease or find it earlier	21.3%	17.7%	23.6%	29.0%
Discrimination or bias from medical providers	18.5%	14.0%	12.4%	8.0%
High cost of health care	68.7%	74.1%	76.1%	79.4%
High cost of prescription medication	47.6%	56.8%	69.7%	77.1%
Lack of empathy among providers	22.1%	24.4%	18.9%	10.3%
Lack of health insurance coverage	42.4%	43.0%	40.6%	45.0%
Lack of transportation to medical appointments	30.4%	24.7%	22.9%	23.3%
Not understanding health information from a medical provider	32.7%	34.9%	30.0%	27.1%

Source: Onondaga County Community Engagement Survey, 2019



## Table 4

### Experiences Seeking Medical Care by Age, Onondaga County

	<b>18-34 (n=691)</b>	<b>35-49 (n=870)</b>	<b>50-64 (n=963)</b>	<b>65 and older (n=262)</b>
Difficulty getting to a medical appointment due to lack of transportation	15.8%	8.7%	8.3%	10.7%
Difficulty getting to a medical appointment due to location	12.2%	7.5%	6.5%	10.3%
Difficulty getting to a medical appointment due to lack of childcare	12.3%	9.1%	2.8%	1.9%
Difficulty getting to a medical appointment due to not having sick leave at work	26.0%	17.4%	12.5%	5.7%
Difficulty getting to a medical appointment due to office hours	37.2%	32.9%	25.0%	11.8%
Feeling like your provider does not understand you or your experience	29.2%	25.1%	21.7%	14.1%
Feeling like your provider is not listening	29.4%	28.5%	22.7%	16.8%
Feeling like your provider is not spending enough time with you	31.4%	28.9%	24.6%	18.3%
Having difficulty finding a provider who accepts your insurance	23.7%	22.9%	16.7%	8.8%
High cost prevented you from seeking needed medical care	30.1%	24.8%	19.0%	13.7%
Long wait to get an appointment	51.5%	48.4%	42.5%	29.8%
Not having health insurance prevented you from receiving needed medical care	12.0%	8.4%	6.3%	4.6%
Not having your language or translations needs met	1.9%	1.3%	1.2%	0.4%
Not understanding health information from your medical provider	8.1%	6.9%	5.7%	5.7%
Seeing a different provider each time you go to the doctor's office	23.2%	20.5%	11.9%	10.7%
Stigma or discrimination/feeling judged by your provider	16.8%	13.7%	8.8%	2.7%
Wait time in the provider's office impacted your ability to meet you obligations (work, family, etc.)	32.7%	35.3%	27.6%	13.7%
None of the above	11.0%	14.7%	22.7%	43.5%

Source: Onondaga County Community Engagement Survey, 2019

**Table 5****Health System Issues by Ethnicity, Onondaga County**

	<b>Hispanic or Latino (n=98)</b>	<b>Not Hispanic or Latino (n=2405)</b>	<b>Don't know (n=23)</b>
Access to a dentist	21.4%	19.9%	17.4%
Access to a regular doctor or health care provider	28.6%	39.9%	47.8%
Access to drug or alcohol abuse treatment	39.8%	46.7%	26.1%
Access to language translators	24.5%	10.0%	13.0%
Access to mental health services	65.3%	72.3%	56.5%
Access to services that can prevent disease or find it earlier	24.5%	21.6%	17.4%
Discrimination or bias from medical providers	22.4%	13.2%	21.7%
High cost of health care	66.3%	75.4%	69.6%
High cost of prescription medication	44.9%	62.8%	47.8%
Lack of empathy among providers	22.4%	20.8%	30.4%
Lack of health insurance coverage	42.9%	42.7%	39.1%
Lack of transportation to medical appointments	32.7%	25.0%	39.1%
Not understanding health information from a medical provider	38.8%	32.1%	26.1%

Source: Onondaga County Community Engagement Survey, 2019



## Table 6

### Experiences Seeking Medical Care by Ethnicity, Onondaga County

	Hispanic or Latino (n=98)	Not Hispanic or Latino (n=2405)	Don't know (n=23)
Difficulty getting to a medical appointment due to lack of transportation	15.3%	9.4%	26.1%
Difficulty getting to a medical appointment due to location	10.2%	7.7%	17.4%
Difficulty getting to a medical appointment due to lack of childcare	12.2%	6.3%	8.7%
Difficulty getting to a medical appointment due to not having sick leave at work	13.3%	16.7%	17.4%
Difficulty getting to a medical appointment due to office hours	34.7%	29.3%	30.4%
Feeling like your provider does not understand you or your experience	26.5%	23.7%	21.7%
Feeling like your provider is not listening	29.6%	25.5%	21.7%
Feeling like your provider is not spending enough time with you	26.5%	27.2%	17.4%
Having difficulty finding a provider who accepts your insurance	24.5%	18.6%	13.0%
High cost prevented you from seeking needed medical care	28.6%	22.7%	21.7%
Long wait to get an appointment	55.1%	45.7%	34.8%
Not having health insurance prevented you from receiving needed medical care	4.1%	8.1%	8.7%
Not having your language or translations needs met	8.2%	0.8%	8.7%
Not understanding health information from your medical provider	10.2%	6.3%	17.4%
Seeing a different provider each time you go to the doctor's office	24.5%	16.9%	34.8%
Stigma or discrimination/feeling judged by your provider	16.3%	11.6%	17.4%
Wait time in the provider's office impacted your ability to meet you obligations (work, family, etc.)	32.7%	29.7%	34.8%
None of the above	17.3%	19.5%	21.7%

Source: Onondaga County Community Engagement Survey, 2019



## Table 7

### Health System Issues by Race, Onondaga County

	American Indian or Alaska Native (n=29)	Asian (n=36)	Black or African American (n=196)	Native Hawaiian or Pacific Islander*	White (n=2240)	More than 1 (n=49)	Don't know*	Other (n=54)
Access to a dentist	20.7%	13.9%	23.5%	-	20.1%	18.4%	-	24.1%
Access to a regular doctor or health care provider	31.0%	36.1%	42.9%	-	39.2%	28.6%	-	37.0%
Access to drug or alcohol abuse treatment	31.0%	44.4%	37.8%	-	47.7%	36.7%	-	42.6%
Access to language translators	13.8%	13.9%	13.3%	-	9.8%	22.4%	-	27.8%
Access to mental health services	72.4%	61.1%	62.2%	-	73.0%	69.4%	-	68.5%
Access to services that can prevent disease or find it earlier	31.0%	30.6%	23.0%	-	21.3%	20.4%	-	29.6%
Discrimination or bias from medical providers	13.8%	11.1%	32.1%	-	11.9%	22.4%	-	18.5%
High cost of health care	58.6%	80.6%	58.7%	-	76.4%	65.3%	-	68.5%
High cost of prescription medication	62.1%	41.7%	51.0%	-	63.1%	59.2%	-	44.4%
Lack of empathy among providers	31.0%	5.6%	29.1%	-	19.9%	22.4%	-	14.8%
Lack of health insurance coverage	24.1%	55.6%	37.2%	-	43.3%	46.9%	-	31.5%
Lack of transportation to medical appointments	44.8%	41.7%	30.1%	-	24.6%	24.5%	-	27.8%
Not understanding health information from a medical provider	27.6%	30.6%	29.6%	-	32.0%	24.5%	-	29.6%

Source: Onondaga County Community Engagement Survey, 2019

\*Data were suppressed for categories with fewer than 10 responses.



## Table 8

### Experiences Seeking Medical Care by Race, Onondaga County

	American Indian or Alaska Native (n=29)	Asian (n=36)	Black or African American (n=196)	Native Hawaiian or Pacific Islander*	White (n=2240)	More than 1 (n=49)	Don't know*	Other (n=54)
Difficulty getting to a medical appointment due to lack of transportation	20.7%	5.6%	20.4%	-	8.6%	28.6%	-	20.4%
Difficulty getting to a medical appointment due to location	13.8%	5.6%	15.8%	-	7.6%	16.3%	-	9.3%
Difficulty getting to a medical appointment due to lack of childcare	13.8%	0.0%	12.2%	-	6.0%	14.3%	-	16.7%
Difficulty getting to a medical appointment due to not having sick leave at work	24.1%	5.6%	17.9%	-	16.3%	28.6%	-	14.8%
Difficulty getting to a medical appointment due to office hours	24.1%	30.6%	19.4%	-	29.6%	34.7%	-	38.9%
Feeling like your provider does not understand you or your experience	27.6%	11.1%	21.4%	-	23.4%	40.8%	-	22.2%
Feeling like your provider is not listening	31.0%	13.9%	19.4%	-	25.5%	36.7%	-	27.8%
Feeling like your provider is not spending enough time with you	34.5%	30.6%	17.9%	-	27.5%	34.7%	-	18.5%
Having difficulty finding a provider who accepts your insurance	24.1%	13.9%	27.0%	-	18.2%	30.6%	-	27.8%
High cost prevented you from seeking needed medical care	37.9%	25.0%	16.8%	-	23.3%	28.6%	-	22.2%
Long wait to get an appointment	51.7%	38.9%	41.8%	-	45.7%	49.0%	-	44.4%
Not having health insurance prevented you from receiving needed medical care	17.2%	8.3%	8.7%	-	7.9%	14.3%	-	5.6%
Not having your language or translations needs met	20.7%	8.3%	2.6%	-	0.6%	6.1%	-	9.3%
Not understanding health information from your medical provider	20.7%	5.6%	9.7%	-	6.2%	8.2%	-	1.9%

Seeing a different provider each time you go to the doctor's office	24.1%	22.2%	17.9%	-	16.9%	26.5%	-	24.1%
Stigma or discrimination/feeling judged by your provider	17.2%	16.7%	18.9%	-	10.3%	38.8%	-	14.8%
Wait time in the provider's office impacted your ability to meet you obligations (work, family, etc.)	27.6%	27.8%	30.1%	-	29.7%	38.8%	-	33.3%
None of the above	13.8%	19.4%	19.4%	-	19.9%	8.2%	-	18.5%

Source: Onondaga County Community Engagement Survey, 2019.

\*Data were suppressed for categories with fewer than 10 responses.



**Table 9**

**Health System Issues by Gender, Onondaga County**

	<b>Female (n=2095)</b>	<b>Male (n=628)</b>	<b>Transgender Female*</b>	<b>Transgender Male*</b>	<b>Gender Nonconforming*</b>	<b>Genderqueer/ Non-binary*</b>
Access to a dentist	21.1%	19.3%	-	-	-	-
Access to a regular doctor or health care provider	38.2%	40.6%	-	-	-	-
Access to drug or alcohol abuse treatment	48.5%	37.9%	-	-	-	-
Access to language translators	10.6%	10.8%	-	-	-	-
Access to mental health services	74.5%	61.5%	-	-	-	-
Access to services that can prevent disease or find it earlier	20.1%	27.4%	-	-	-	-
Discrimination or bias from medical providers	14.0%	13.1%	-	-	-	-
High cost of health care	73.4%	77.5%	-	-	-	-
High cost of prescription medication	60.2%	65.0%	-	-	-	-
Lack of empathy among providers	20.6%	20.7%	-	-	-	-
Lack of health insurance coverage	41.6%	44.7%	-	-	-	-
Lack of transportation to medical appointments	27.4%	20.9%	-	-	-	-
Not understanding health information from a medical provider	32.2%	31.8%	-	-	-	-

Source: Onondaga County Community Engagement Survey, 2019

\*Data were suppressed for categories with fewer than 10 responses.

**Table 10**

**Experiences Seeking Medical Care by Gender, Onondaga County**

	Female (n=2095)	Male (n=628)	Transgender Female*	Transgender Male*	Gender Nonconforming*	Genderqueer/ Non-binary*
Difficulty getting to a medical appointment due to lack of transportation	9.6%	12.3%	-	-	-	-
Difficulty getting to a medical appointment due to location	8.1%	9.4%	-	-	-	-
Difficulty getting to a medical appointment due to lack of childcare	7.1%	6.1%	-	-	-	-
Difficulty getting to a medical appointment due to not having sick leave at work	18.1%	11.5%	-	-	-	-
Difficulty getting to a medical appointment due to office hours	31.3%	21.8%	-	-	-	-
Feeling like your provider does not understand you or your experience	24.3%	21.2%	-	-	-	-
Feeling like your provider is not listening	27.3%	19.4%	-	-	-	-
Feeling like your provider is not spending enough time with you	27.9%	22.9%	-	-	-	-
Having difficulty finding a provider who accepts your insurance	19.7%	19.1%	-	-	-	-
High cost prevented you from seeking needed medical care	24.2%	18.8%	-	-	-	-
Long wait to get an appointment	46.7%	40.8%	-	-	-	-
Not having health insurance prevented you from receiving needed medical care	7.5%	9.6%	-	-	-	-
Not having your language or translations needs met	1.3%	1.3%	-	-	-	-
Not understanding health information from your medical provider	5.5%	9.9%	-	-	-	-
Seeing a different provider each time you go to the doctor's office	18.3%	13.4%	-	-	-	-

Stigma or discrimination/feeling judged by your provider	11.7%	10.4%	-	-	-	-
Wait time in the provider's office impacted your ability to meet your obligations (work, family, etc.)	31.5%	24.0%	-	-	-	-
None of the above	18.3%	23.7%	-	-	-	-

Source: Onondaga County Community Engagement Survey, 2019

\*Data were suppressed for categories with fewer than 10 responses.

# Table 11

## Health System Issues by Education Level, Onondaga County

	Less than HS (n=49)	HS or GED (n=319)	Some College (n=393)	2 year degree (n=402)	4+ year degree (n=1584)
Access to a dentist	26.5%	27.6%	22.6%	20.9%	18.6%
Access to a regular doctor or health care provider	46.9%	35.7%	36.4%	37.3%	40.2%
Access to drug or alcohol abuse treatment	34.7%	42.9%	44.5%	53.0%	45.4%
Access to language translators	8.2%	8.5%	8.4%	10.4%	11.6%
Access to mental health services	55.1%	58.6%	67.2%	73.1%	75.3%
Access to services that can prevent disease or find it earlier	24.5%	23.2%	23.4%	19.7%	21.5%
Discrimination or bias from medical providers	14.3%	18.8%	18.1%	10.4%	12.8%
High cost of health care	55.1%	74.0%	77.1%	78.1%	73.4%
High cost of prescription medication	51.0%	55.2%	67.9%	67.9%	59.4%
Lack of empathy among providers	32.7%	28.5%	24.2%	19.7%	18.4%
Lack of health insurance coverage	28.6%	46.7%	47.1%	42.8%	40.9%
Lack of transportation to medical appointments	36.7%	21.6%	20.4%	19.9%	28.9%
Not understanding health information from a medical provider	28.6%	27.3%	29.5%	29.1%	34.3%

Source: Onondaga County Community Engagement Survey, 2019

Note: HS refers to High School



## Table 12

### Experiences Seeking Medical Care by Education Level, Onondaga County

	Less than HS (n=49)	HS or GED (n=319)	Some College (n=393)	2 year degree (n=402)	4+ year degree (n=1584)
Difficulty getting to a medical appointment due to lack of transportation	46.9%	25.7%	15.3%	8.2%	5.6%
Difficulty getting to a medical appointment due to location	28.6%	15.0%	14.2%	9.0%	5.2%
Difficulty getting to a medical appointment due to lack of childcare	24.5%	9.4%	6.6%	7.7%	6.2%
Difficulty getting to a medical appointment due to not having sick leave at work	12.2%	15.7%	23.9%	17.7%	15.1%
Difficulty getting to a medical appointment due to office hours	20.4%	20.4%	24.4%	30.1%	32.5%
Feeling like your provider does not understand you or your experience	26.5%	24.1%	27.2%	20.9%	23.6%
Feeling like your provider is not listening	26.5%	20.4%	29.3%	23.1%	26.3%
Feeling like your provider is not spending enough time with you	12.2%	21.9%	28.0%	25.1%	28.3%
Having difficulty finding a provider who accepts your insurance	22.4%	24.5%	23.4%	20.9%	17.6%
High cost prevented you from seeking needed medical care	40.8%	21.0%	26.7%	25.4%	21.5%
Long wait to get an appointment	36.7%	45.1%	46.3%	42.5%	46.3%
Not having health insurance prevented you from receiving needed medical care	16.3%	10.0%	12.5%	10.0%	6.1%
Not having your language or translations needs met	8.2%	2.8%	1.5%	1.2%	0.8%
Not understanding health information from your medical provider	16.3%	12.2%	6.9%	4.7%	5.6%
Seeing a different provider each time you go to the doctor's office	26.5%	18.5%	18.1%	16.4%	16.9%
Stigma or discrimination/feeling judged by your provider	12.2%	14.7%	15.3%	10.7%	10.4%
Wait time in the provider's office impacted your ability to meet you obligations (work, family, etc.)	38.8%	24.5%	29.3%	29.1%	31.3%
None of the above	20.4%	16.9%	18.1%	20.6%	19.8%

Source: Onondaga County Community Engagement Survey, 2019

Note: HS refers to High School