

Barriers to ACL Care

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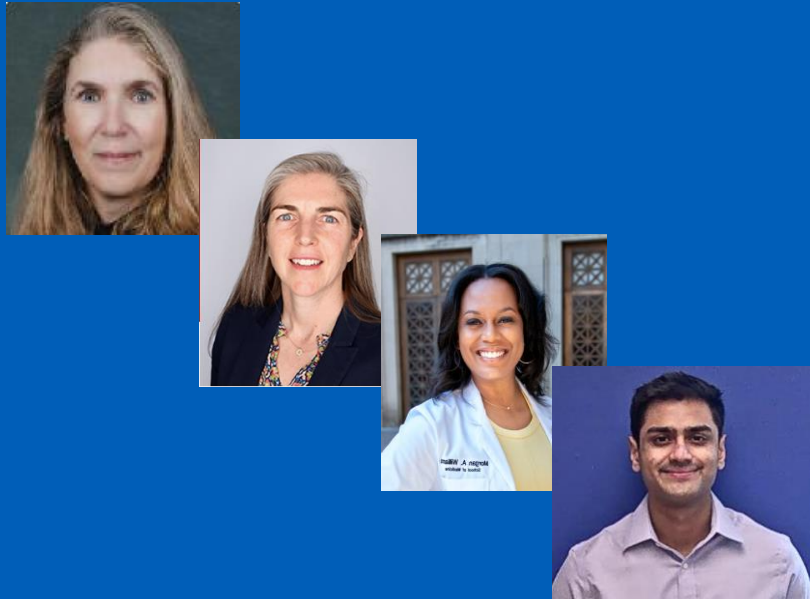


Sports Medicine Center



The Why

- Building on the work of Donna Pacicca, MD, Micah Sinclair, MD, Morgan Williams, MD and George Thomas, MD.



- Pacicca/Williams identified delays to care from injury to MRI at CMH



- Sinclair/Thomas proposed QSVI study to solve for barriers to care



- Awarded the AAP 2023 CATCH Grant (Community Access to Child Health)



Please scan and
share ideas as we talk through barriers and
solutions



Work of Pacicca/Williams: Black patients have reduced MRI accessibility

		Exp(B) (95% CI) ¹	p-value	Exp(B) (95% CI) ¹	p-value
Gender	Female (vs. male)	1.12 (0.73, 1.76)	0.601	0.95 (0.77, 1.17)	0.707
	Black	2.78 (1.32, 5.85)	0.004	1.36 (0.96, 1.97)	0.084
Race	Other/Mixed	1.85 (1.21, 2.93)	0.003	0.98 (0.73, 1.32)	0.920
	White	Referent		Referent	
Age		0.96 (0.83, 1.12)	0.533	0.96 (0.88, 1.05)	0.398
Insurance	Private (vs. public/self-pay)	0.93 (0.59, 1.46)	0.741	0.90 (0.71, 1.14)	0.395

Linear regression modeling , data log transformed*

Work of Pacicca/Williams: Black patients have reduced MRI accessibility

Race	Days to MRI	p	Days to OR	p
Black	57.57 (SEM 23.6)	0.003	62 (SEM 6.5)	0.23
Other/Mixed	21 (SEM 5.7)	0.05	68 (SEM 13.1)	0.66
White	14.39 (SEM 3)	0.83	52.89 (SEM 3.3)	0.88

*Descriptive statistics for mean/std error of mean; one way ANOVA with multiple comparisons for p



The Process: Overview

- Phase 1
 - Identifying Barriers
 - Surveys
 - Meetings: families, community providers
- Phase 2
 - Finding Solutions
- Phase 3
 - Implementation
 - Task Force



The Process: Phase 1

Identifying Barriers

- Nine virtual meetings with CMH and community healthcare providers to discuss barriers to care.
- Surveys offered to patient families presenting to CMH sports medicine who experienced delay to care defined as > 30 days for MRI; > 90 days for surgery (n= 39)
- Qualitative interpretation of results utilizing Dedoose qualitative coding software



Patient Family Surveys: Barriers Question

What do you feel contributed to your child's delay in care after their ACL injury?

- Insufficient insurance coverage
- Delay in insurance approval
- Financial constraints
- Long wait to get an appt with doc
- Long wait to get an appt for MRI
- Transportation difficulties
- Inability to get off work
- Language Barrier
- Lack of trust of healthcare system
- Chose to wait and see
- Other (please describe)



Patient Family Surveys: Solutions Question

What would help to your child's access to healthcare?

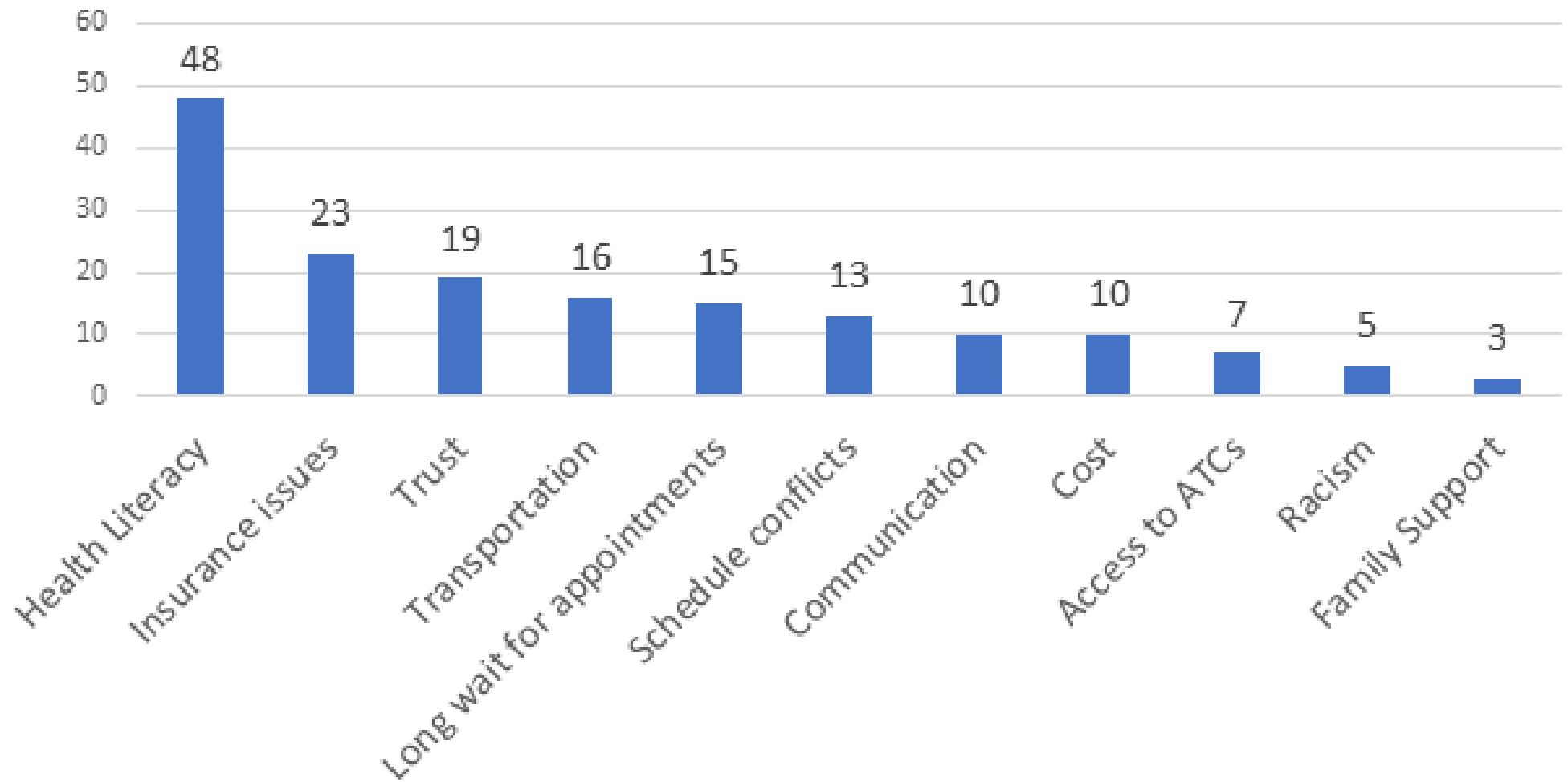
- Expand insurance to cover more healthcare costs
- Extend telehealth services
- Provide more convenient locations
- Provide transportation services
- Diminish wait time for appt
- Other (please describe)

Barrier Themes Developed From Virtual Meetings and Surveys

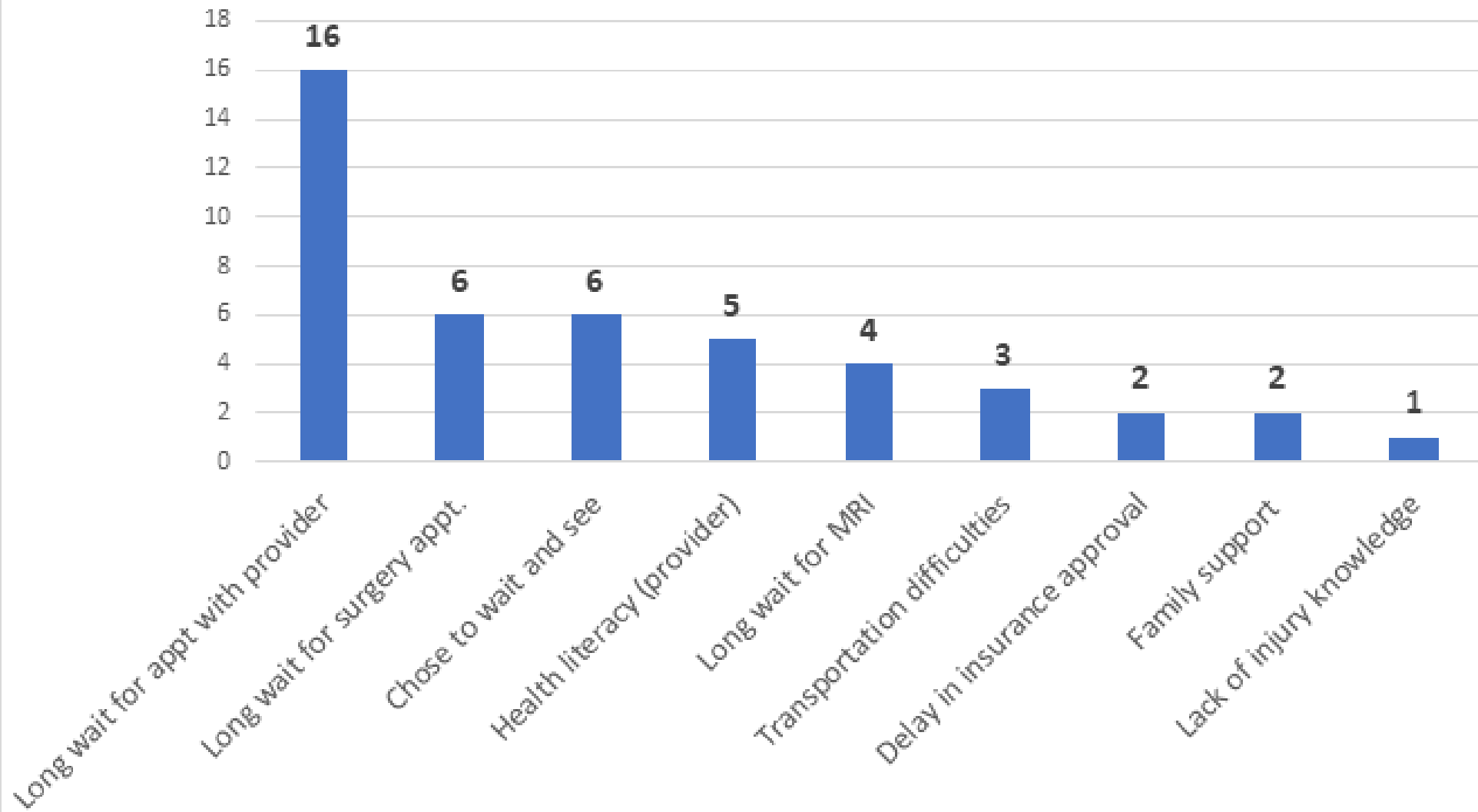
- **Health literacy**: subdivided:
 - Lack of injury knowledge by family
 - Wait and see approach
 - Health system navigation
 - Language barriers,
 - Lack of provider knowledge
- **Insurance issues**: subdivided:
 - Approval for services
 - Coverage
 - Lack of understanding of insurance process
- **Long wait for appointment**: subdivided:
 - For schedulers to call family
 - For provider, imaging and surgery appts
- **Trust**: subdivided:
 - Initially told incorrect information
 - Lack of community relationships established



Occurrence of Themes in Healthcare Provider Conversations



Occurrence of Themes in Patient Family Surveys



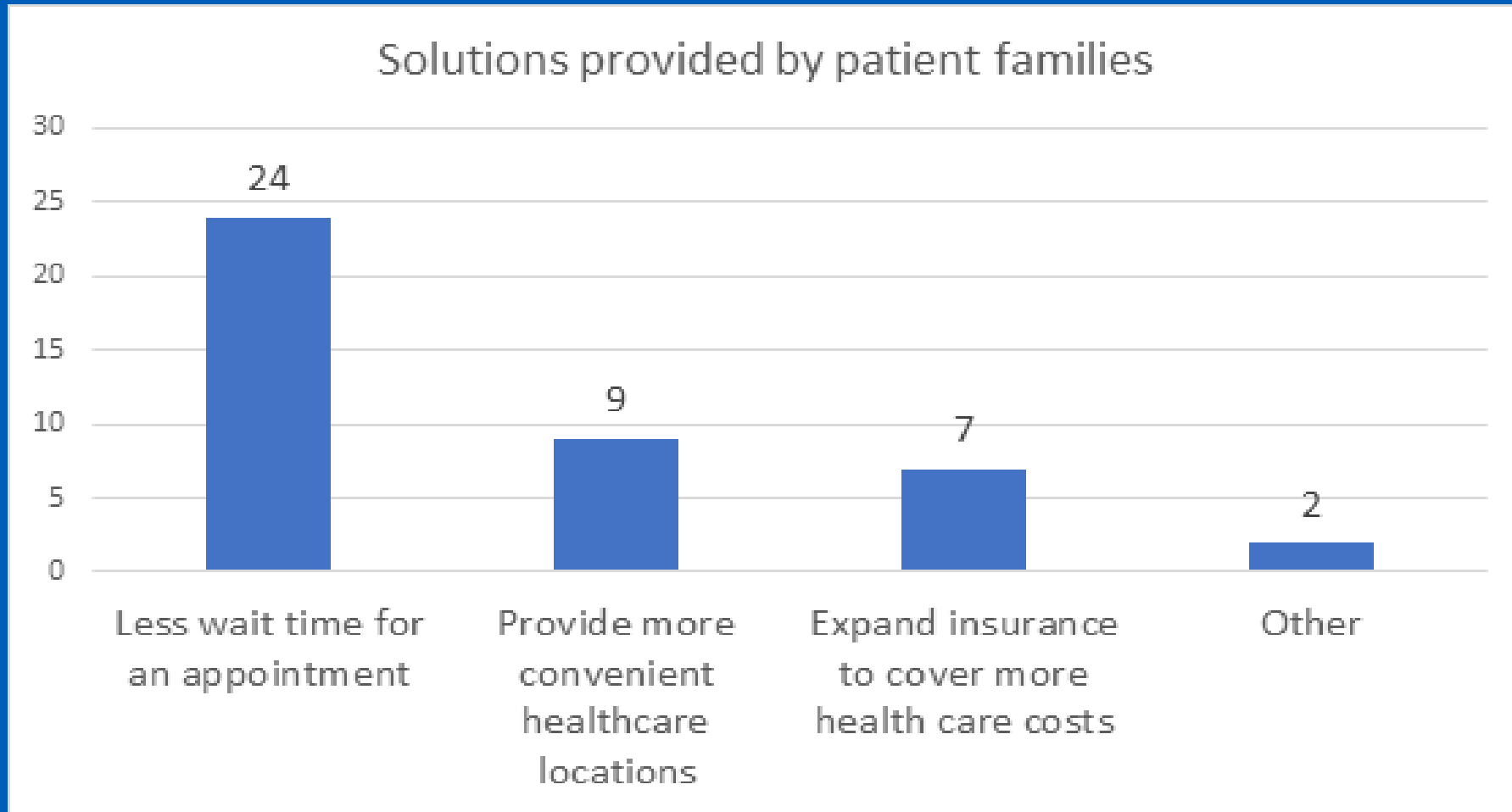
The Process: Phase 2 Finding Solutions



- Meet with interested participants from previous focus group meetings and family surveys to review qualitative data
- Gather information from you all here today.
- Propose/identify solutions to identified barriers



Solution Ideas from Initial Patient Survey



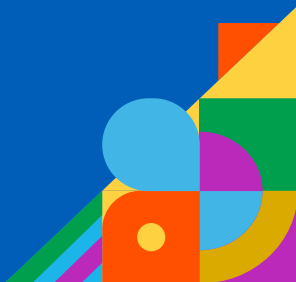
Solution Ideas: Health Literacy

- Create a sports med phone line staffed by ATC or nurse for family to call for advice, help with health system navigation
- Written document of timeline, what to expect, how long it takes.
- Educational campaign for youth and high school programs—focus on preseason education



Solution Ideas: Health Literacy

- Language Barriers:
 - All written information available in Spanish
 - In-person interpreter who talks to both provider and schedulers until the appointments are set.
- Lack of provider knowledge:
 - sports med docs meet with ER/Urgent Care and PCP clinics, pediatric clinics in the community; lunch and learns
- Communicate with non-traditional healers in the community



Solution Ideas: Transportation/Schedule

- ATCs in schools; weekly physician school visits
- More education to families on public transport/ride share options
- Telehealth options in ATC rooms at schools
- Longer clinic hours
- Get social work involved
- Physician has direct phone line with ATC/coach for them to contact after injury. Physician lets the schedulers know to call.
- Create electronic communication other than phones for schedulers

Solution Ideas: Trust

- “We can’t sit on our high horses here in the office. We gotta get in the community.” *KU Sports Med surgeon*
- Truly get to know the athlete in front of you on a personal level, not just on an injury level. Know their situation.
- Build a diverse healthcare team. Include more women and more minority healthcare providers.
- Use a school ATC, who has already built trust relationship, to help communicate and show that other providers can be trusted



Phase 3: Implementation

- Develop a task force to implement recommendations both at CMH and throughout the community
- Members thus far:
 - Kevin Latz, MD
 - David Smith, MD
 - Megan Burki, ATC
 - Doug Wiesner, ATC
 - Julie Perrini, DPT
 - Sean Galey, DPT
 - Jessica Mitchell, ATC



LET'S CHAT!!

