

# “Walk a Mile” - Navigating the Healthcare System: The Patient & Provider Perspective

## Logic Model

### Resources

- Support from team member organizations—staff and supervisors
- Provider contacts—Medical Societies
- Patient contacts—Patient Advocacy groups, human service providers, health facility support staff, community members
- Supplies—paper, DVDs
- Printing
- Production/Film Crew
- Funding for supplies, production, postage, refreshments
- Space to film and hold sessions
- Equipment
- Colleges and Universities
- Local Foundations
- NYS Department of Health and Office of Mental Health
- Local health coalitions
- Local media outlets
- County Leadership
- Local Health and Social Services Departments
- Insurance companies

### Activities

#### Video Production

- Contact production/film company, college programs or other organizations
- Contact providers and patients to secure interviewees
- Develop budget
- Request funds
- Develop interview script
- Conduct interviews
- Develop video content including patient tips, data on insurance status and health outcomes
- Produce video
- Pilot with providers and patients
- Revise video as needed

#### Evaluation

- Develop evaluation tool for team members, facilitated sessions and distribution contacts

#### Promotion & Marketing

- Develop informational flyer to promote video
- Develop 3 minute elevator speech to promote project
- Contact organizations to secure participation in facilitated sessions
- Develop script for facilitated sessions
- Conduct facilitated sessions

#### Distribution

- Distribute video to other contacts for use with providers and patients
- Distribute project information to organizations for newsletters, websites
- Post video to You Tube

### Outputs

- Informational video

- 3 evaluation tools for use with target groups

- 5 facilitated sessions for providers with approximately 100 participants
- 5 facilitated sessions for patients with approximately 50 participants

- 50 video distribution points
- 3 county area exposure through media, website, newsletters

### Outcomes

#### Short Term

- Team members will have a better understanding of the local health system and barriers for patients and providers.
- Providers and the community will better understand the challenges of the uninsured/underinsured/publicly insured.
- Increased awareness and knowledge may lead providers to change personal and organizational practices to encourage access to healthcare and reduce barriers to care.
- The uninsured will better understand how to obtain health insurance coverage and health services.
- Patients will better understand how to obtain health services, challenges for providers, and how individual behavior affects access to health services and health outcomes.

#### Long Term

- Team members will enhance identified leadership development areas through action learning.
- Providers and patients within the health system will have new perspectives better allowing them to work in partnership to maintain wellness.
- Increased understanding may lead to increased access to care and reduce the burden of disease and disability in the region.

### Impact

Improve access to healthcare and the overall health and quality of life in the region