Poverty and Social Isolation Are More Prevalent Among High-Need Patients

Notes: Social isolation = Reported often feeling left out, lacking companionship, or feeling isolated from others. Any material hardship = Reported worry or stress about having enough money to pay rent/mortgage, pay gas/oil/electric, or buy nutritious meals in the past year.
* Significantly different from not high-need adults at the p<0.05 level.

**Exhibit 2**

**High-Need Patients Experience Disparities in Timely Access to Care**

<table>
<thead>
<tr>
<th>Percent reporting</th>
<th>Not high-need adults</th>
<th>High-need adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delayed care because of any of the following access issues:</td>
<td>21</td>
<td>44*</td>
</tr>
<tr>
<td>Didn't have transportation</td>
<td>4</td>
<td>22*</td>
</tr>
<tr>
<td>Provider's office wasn't open when you could get there</td>
<td>13</td>
<td>24*</td>
</tr>
<tr>
<td>Couldn't get appointment soon enough</td>
<td>17</td>
<td>29*</td>
</tr>
</tbody>
</table>

*Significantly different from not high-need adults at the p<0.05 level.


High-Need Patients Report Problems with Convenient Access to Care

Percent reporting . . .

<table>
<thead>
<tr>
<th></th>
<th>Not high-need adults</th>
<th>High-need adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has regular doctor or place of care</td>
<td>88</td>
<td>95*</td>
</tr>
<tr>
<td>Usually/always can get same-day answer</td>
<td>68</td>
<td>65</td>
</tr>
<tr>
<td>Somewhat/very easy to get after-hours care without going to the emergency department</td>
<td>53</td>
<td>35*</td>
</tr>
</tbody>
</table>

* Significantly different from not high-need adults at the p<0.05 level.


Less Than Half of Distressed High-Need Patients Can Usually or Always Get an Appointment for Emotional Counseling as Soon as Needed

In the past two years, experienced emotional distress that was difficult to cope with alone

Can get an appointment for counseling as soon as needed

- Yes 53%
- Sometimes/never 55%
- Usually/always 39%
- Did not seek help 6%
- Did not seek help 6%

Base: High-need adults.

Exhibit 5

Less Than Half of High-Need Patients Who Might Need One Have an Informed Care Coordinator

In the past two years, visited multiple doctors’ offices or used multiple health care services

Has a care coordinator

No care coordinator 43%
Informed care coordinator 42%
Uninformed care coordinator 15%

Base: High-need adults.

Few High-Need Patients with Functional Limitations Have Adequate Help with Activities of Daily Living

Exhibit 6

Has difficulty with ADLs or IADLs because of a health or memory problem

No 43%
Yes 57%

Has someone to help with these activities

Usually/always 38%
Sometimes/never 62%

Base: High-need adults.
Note: ADLs = activities of daily living (e.g., eating, bathing, dressing); IADLs = instrumental activities of daily living (e.g., housework, preparing meals).

Exhibit 7
There Is Room for Improvement in Patient-Centered Communication for High-Need Patients

<table>
<thead>
<tr>
<th>Percent reporting . . .</th>
<th>Not high-need adults</th>
<th>High-need adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular provider engages in patient-centered communication, including all of the following:</td>
<td>52</td>
<td>60*</td>
</tr>
<tr>
<td>Usually/always knows important information about patient's medical history</td>
<td>88</td>
<td>85</td>
</tr>
<tr>
<td>Usually/always involves patient in treatment and care decisions</td>
<td>90</td>
<td>82*</td>
</tr>
<tr>
<td>Usually/always listens carefully to patient</td>
<td>91</td>
<td>85*</td>
</tr>
</tbody>
</table>

* Significantly different from not high-need adults at the p<0.05 level.


For High-Need Patients, Good Access to Care and Communication with Provider Are Associated with Fewer Nonurgent Emergency Department Visits

Percent of high-need patients who reported using the emergency department for a condition that could have been treated in the doctor’s office

- **Patient-centered communication**
  - Has: 13*
  - Does not have: 24

- **Easy access to after-hours care**
  - Has: 12*
  - Does not have: 21

- **Same-day answer to medical question**
  - Has: 14*
  - Does not have: 23

Base: High-need adults.
* Significantly different at the p<0.05 level.

High-Need Patients with Good Physician Communication and Timely Access to Care Have Lower Rates of Delaying Care

Percent of high-need patients who reported delaying care in past year because of access issue

<table>
<thead>
<tr>
<th>Feature</th>
<th>Has . . .</th>
<th>Does not have . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient-centered communication</td>
<td>39*</td>
<td>45</td>
</tr>
<tr>
<td>Easy access to after-hours care</td>
<td>33*</td>
<td>46</td>
</tr>
<tr>
<td>Same-day answer to medical question</td>
<td>35*</td>
<td>60</td>
</tr>
</tbody>
</table>

Base: High-need adults.
* Significantly different at the p<0.05 level.
Exhibit M1

Distribution of Survey Respondents with High Needs

- **Total high-need sample: N=1,805**
  - Multiple complex chronic: Multiple major chronic conditions; most also have some functional limitation (n=1,274)
  - Under-65 disabled: Generally, Medicare-eligible population younger than age 65, with some functional limitation (n=379)
  - Frail elderly: Age 65 or older with multiple functional limitations (n=152)


Exhibit M2

Distribution of Survey Respondents with High Needs by Chronic Conditions, Functional Limitations, Age, and Insurance Status

- Asthma, lung disease, or emphysema
- Depression, anxiety, or other mental health problems
- Diabetes requiring insulin
- Heart failure or heart attack
- Stroke
- Chronic kidney disease or kidney failure
- Cancer, not including skin cancer

Have health problems that require you to use special equipment, such as a cane, wheelchair, special bed, or special telephone

Because of a health or memory problem, have difficulty preparing meals, shopping for groceries, making telephone calls, or taking medication

Because of a health or memory problem, have difficulty getting across a room, dressing, bathing, eating, getting in/out of bed, or using toilet

- Age 65+
- 0 or 1
- 2 or more
- Has Medicare, ages 18–64
- 0 or 1
- 1 or more
- Under-65 disabled

3 or more

Multiple complex chronic

OR

1 or more

Frail elderly

OR

2 or more

No Medicare, ages 18–64

2 or more

OR

0 or 1
