

Barriers to Healthcare Navigation: An Inter-Organizational Analysis of Key Cincinnati Community Stakeholders

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Introduction

- People experiencing homelessness (PEH) are at greater risk for concerning health issues.
- Supportive housing organizations such as Over-the-Rhine Community Housing (OTRCH) attempt to connect residents to providers who can address immediate and chronic health needs and social determinants of health.
- Because of inter-organizational communication barriers preventing adequate access to care, we aimed to characterize the complex social relationships between residents of Jimmy Heath House (JHH), local health providers, and local community organizations.

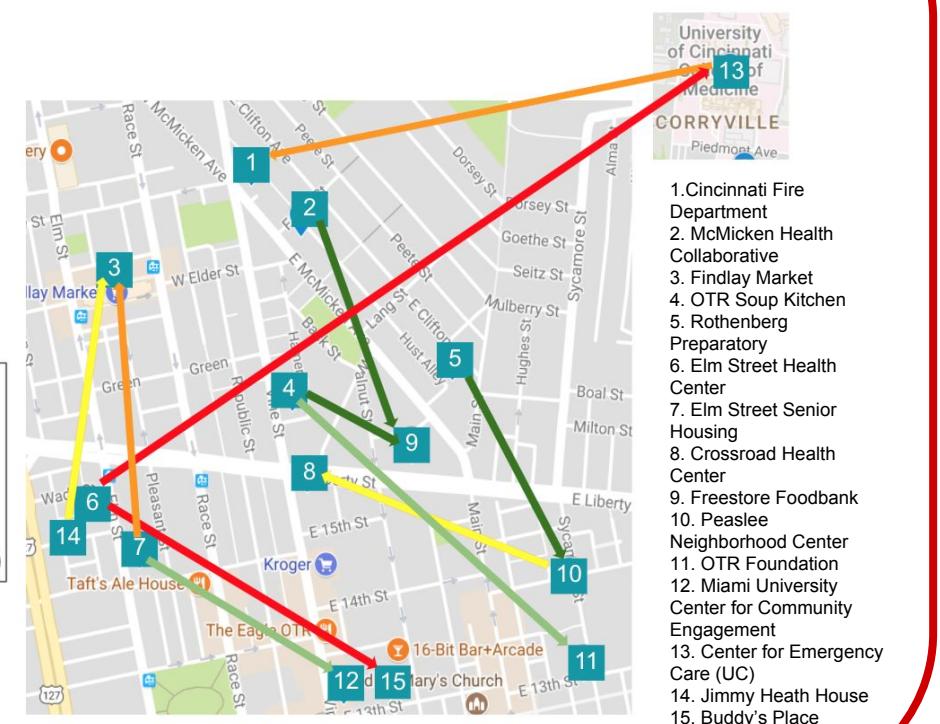
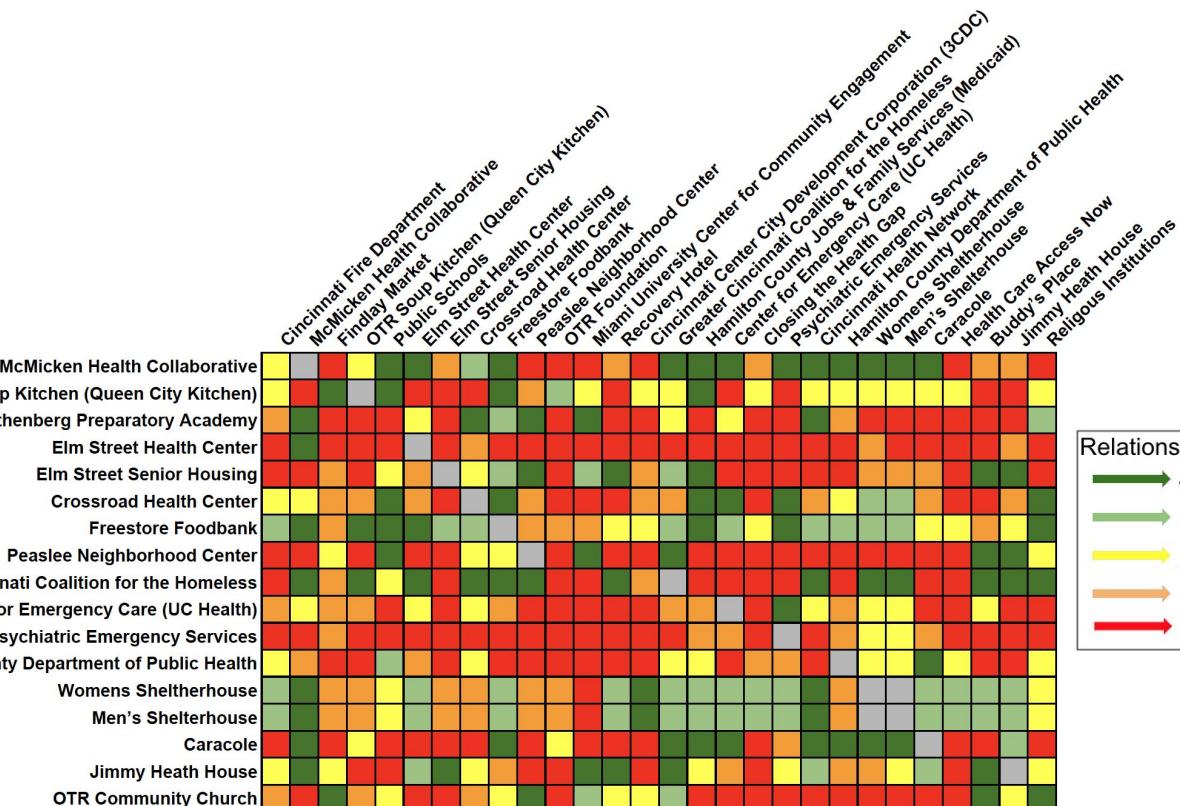
Methods

- We conducted qualitative interviews with 13 OTRCH residents.
- We interviewed 17 community partners, including local administrators and healthcare providers, and collected their opinions of their current relationship to other OTR community partners on a Likert-type scale of 0 to 4.
- We transferred this data into a grid comparison, and mapped notable relationships onto a map of OTR.

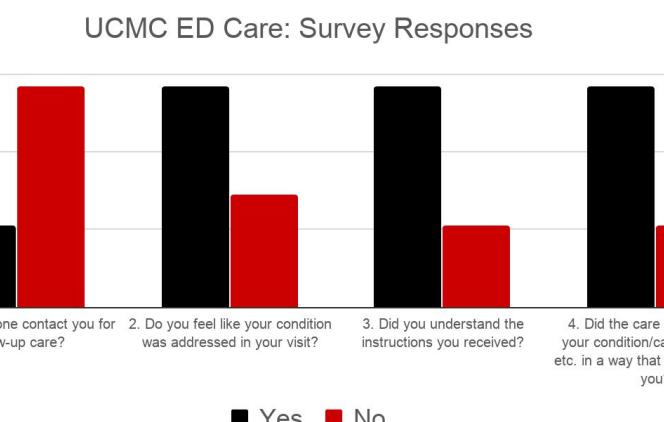
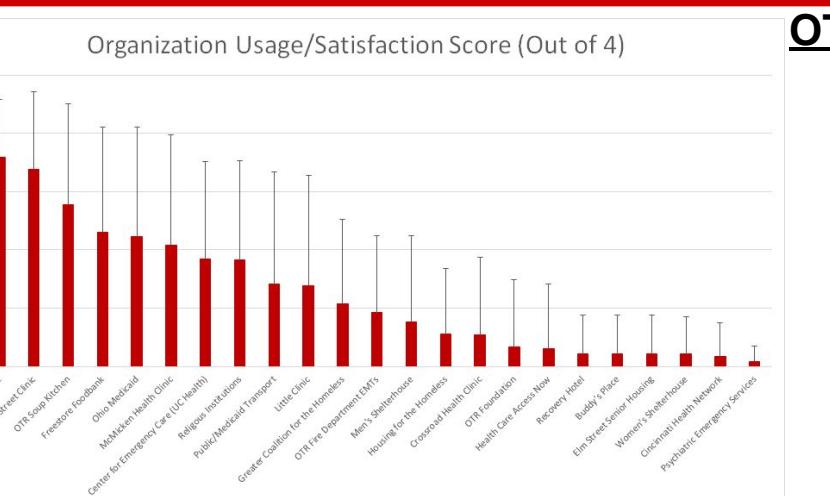
Objectives

- **Service Objective** - To create an ecomap to reveal gaps in the healthcare network for people in OTR in the hope that this ecomap may provide the basis for grant applications and stakeholder community presentations.
- **Learning Objective** - To better understand where barriers to healthcare navigation exist in the OTR community by qualitatively interviewing and surveying various healthcare navigation community stakeholders.

Community Organization Results



OTRCH Resident Results



Discussion

- Our results suggest that communication barriers do exist with interviewees confirming that such barriers affect the quality of healthcare for PEH. While smartphone applications and contact directories are helping to address such issues, future projects should seek to further understand and rectify current communication barriers.
- Among the OTR organizations, the significant lack of communication between key community players reflects the need for further research into the causality of these barriers in order to properly address and improve community cohesiveness.
- Our results show that 18.5% of community organization relationships have been rated as strong and 40.0% were rated as absent. These statistics serve as good measures against which future reassessments of community communication can be compared.

Acknowledgements and References

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