Supporting Health Care Workers

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Texas Department of State Health Services
What is “Working Well”?

- The Texas Demonstration to Maintain Independence and Employment (DMIE)
- One of the largest DMIE studies
- $22.1 million federal grant
- Partnership with Harris County Hospital District, which provides in-kind match
- University of Texas at Austin is independent evaluator and operates the data system.
Adults (21 – 60) with
- Severe mental illness (schizophrenia, bi-polar disorder, major depression) – 11%,

or

- Major physical conditions (e.g., diabetes, heart disease, MS, etc.) PLUS a behavioral health condition (depression, etc.) – 89%
• No co-payments for services
• Preventative and restorative dental treatment
• Improved access to outpatient mental health services (expedited office or outpatient visits)
• Community-based chemical dependency treatment services (full complement)
• Expanded Durable Medical Equipment
• Enhanced psychological and neuropsychological assessments
Case Management

- Master’s Level Vocational Counselors and RNs
- Individual planning for life and health issues
- Advocacy, direct services, motivational interviewing, coordination and intervention
- Connecting to community resources
- Employment/Vocational Supports
Low Income

- 30% are below the SSI income limit
- 89% are below the HCBS income limit
- 95% are too poor to buy their own insurance

<table>
<thead>
<tr>
<th>Federal Poverty Level (FPL)</th>
<th>Percent at or Below FPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>73% (SSI Level)</td>
<td>30%</td>
</tr>
<tr>
<td>100%</td>
<td>48%</td>
</tr>
<tr>
<td>219% (HCBS Level)</td>
<td>89%</td>
</tr>
<tr>
<td>250%</td>
<td>95%</td>
</tr>
</tbody>
</table>
Most Common Jobs

- Health Care Support: 225 Participants
- Office and Administrative Support: 212 Participants
- Food Preparation and Service: 161 Participants
- Sales and Related: 153 Participants
- Buildings and Grounds Cleaning and Maintenance: 125 Participants
Health Care Support Workers

- Largest job group in *Working Well* (14%)
- Includes:
  - personal care attendants
  - home health workers
  - nursing aides, and
  - nursing facility workers
Health Care Worker Disparities

- % Female: 95%
- % Below FPL: 60%
- % African American: 70%
- % Access to Employer Health Insurance: 23%
**ADLs**: assess difficulties with: Bathing; Dressing; Eating; Getting in/out of bed; Walking; Getting Outside; Toileting

**IADLs**: assess difficulties with: Meal Preparation; Grocery Shopping; Money Management; Using Telephone; Heavy Housework; Light Housework; Getting to Places Outside Walking Distance; Managing Medications

04/22/09
Past Use of Public Assistance

- HCS Workers: 45%
- Other Workers: 35%

Assistance includes TANF, food stamps, subsidized housing, Medicaid, vocational rehab or unemployment.
## Health Issues

<table>
<thead>
<tr>
<th>Self-reported Health Issue</th>
<th>HCS Workers</th>
<th>All Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Blood Pressure</td>
<td>65%</td>
<td>57%</td>
</tr>
<tr>
<td>Depression</td>
<td>53%</td>
<td>51%</td>
</tr>
<tr>
<td>Chronic Back/Neck Pain</td>
<td>54%</td>
<td>45%</td>
</tr>
<tr>
<td>Arthritis or Rheumatism</td>
<td>55%</td>
<td>42%</td>
</tr>
<tr>
<td>Anxiety Disorder</td>
<td>33%</td>
<td>32%</td>
</tr>
<tr>
<td>Obesity</td>
<td>34%</td>
<td>30%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>28%</td>
<td>29%</td>
</tr>
</tbody>
</table>
Home vs. Institutional Workers

Working Well Baseline

Access to employer health insurance
- Community Workers: 4%
- Institutional Workers: 27%

Not a high school graduate
- Community Workers: 34%
- Institutional Workers: 13%
• Work an average of 29 hrs/wk
• 31% work full time or more
• 90% have strong desire to continue working (positive work goals)
• Motivation is equally strong for the HCS participants with severe mental illness (11% of HCS workers)
Barriers to Independence

- Medical care can be difficult for workers to access (wait times, distances)
- Lack of benefits - health care, leave, career ladder
- Cost of transportation to work may exceed pay
- Lack of confidence / skills to advocate better working conditions and pay
- Often paid for less hours than actually worked
- Physical danger / challenges of job
After one year in *Working Well*: 
• Intervention group reported significantly more: 
  — Routine medical checkups, dental and optician visits 
  — Mental health visits (psychiatrist, psychologist, etc.)
Improving Access

Healthcare Use After One Year in Study

- **Inpatient**: 6% HCS: Intervention, 16% HCS: Control
- **Emergency**: 12% HCS: Intervention, 16% HCS: Control
- **Outpatient**: 97% HCS: Intervention, 86% HCS: Control

04/22/09
• Intervention group had significantly better adherence to –

— medication therapy for chronic conditions (hypertension, depression, heart disease, GERD, diabetes) overall

— Angiostatin-converting enzymes (ACEs)
### Comparing Occupations

#### Number of Positive Trends

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Intervention</th>
<th>Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Occupations</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>Sales/ Service</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Health Support*</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Industry/Trades</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Professional</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Office Support</td>
<td>3</td>
<td>0</td>
</tr>
</tbody>
</table>

* HS workers also reported marginally higher income than control*
Janie is a home health aide. She has diabetes, epilepsy, Hepatitis C, hypertension, chronic depression, anxiety disorder and suffers from debilitating headaches. Janie’s case manager obtained *Working Well* vision, dental and medical services for her. The case manager also provided employment counseling and medical education. Janie has been able to start and maintain a diabetic diet. Her symptoms have greatly improved and she is now earning significantly more for her work.