

Appendix B
HEALTH CARE PROVIDER SURVEY

Centers for Medicare and Medicaid Services
HEALTH CARE PROVIDER SURVEY
American Indian and Alaska Native Transportation Barriers

Please answer all of the following questions as honestly and completely as you can. The survey should take you no longer than 30 minutes to complete.

DEMOGRAPHIC INFORMATION

001. Please indicate your gender.

- 1 Male
- 2 Female

002. What is the month and year of your birth?

____ MONTH 19 ____ YEAR

003. What languages do you understand and/or speak? **Please indicate all that apply.**

	<u>Understand</u>	<u>Speak</u>
1 English	1	2
2 Native language (specify) _____	1	2
3 Spanish	1	2
4 Other (specify) _____	1	2

004. What is your race? **Please circle and complete all that apply.**

- 1 American Indian or Alaska Native (tribal affiliation(s)): _____

- 2 Native Hawaiian or other Pacific Islander
- 3 Black or African American
- 4 Asian
- 5 White
- 6 Other: _____

005. What type of position do you hold at your facility?

- 1 Primary Care Physician
- 2 Other Physician (specialty) _____
- 3 Nurse Practitioner
- 4 Registered Nurse
- 5 Physician's Assistant
- 6 Health Educator
- 7 Laboratory Technician
- 8 Registered Dietician

- 9 Community Health Representative
- 10 Clinic Administrator
- 11 Hospital Administrator
- 12 Contract Health Services Manager
- 13 Other (specify) _____

006. How long have you been in your current position?

- 1 Less than 1 year
- 2 1 – 2 years
- 3 3 – 4 years
- 4 5 – 6 years
- 5 7 years and more

007a. What is your facility's Zip Code?

____ _

007b. Your facility serves American Indian and Alaska Native Medicare beneficiaries in which of the following capacities? **Please choose one of the following.**

- 1 Indian Health Service (IHS) Clinic
- 2 Tribal health center
- 3 Contractor for primary care
- 4 IHS referral source or contractor for specialty services
- 5 Outpatient surgeries
- 6 IHS referral source or contractor for behavioral health services
- 7 An IHS referral source or contractor for rehabilitation services
- 8 Other (specify) _____

008. What are the **primary** services accessed by American Indian and Alaska Native Medicare beneficiaries at your facility? **Please indicate all that apply.**

- 1 Primary care
- 2 Diagnostic tests
- 3 Pharmacy services
- 4 Specialist services
- 5 Surgeries
- 6 Mental health care
- 7 Substance abuse treatment
- 8 Urgent care
- 9 Emergency care
- 10 Dialysis
- 11 Physical therapy
- 12 Therapeutic services
- 13 Health education

009. In your estimation, American Indians and Alaska Natives represent the following percentage of patients seen at your health care facility.

- 1 4 % or under
- 2 5 – 25 %
- 3 26 – 50 %
- 4 51 – 75 %
- 5 76 – 100 %

8 Don't know/not sure

010. In your estimation, American Indian and Alaska Native patients enrolled in Medicare represent the following percentage of patients seen at your health care facility.

- 1 4 % or under
- 2 5 – 25 %
- 3 26 – 50 %
- 4 51 – 75 %
- 5 76 – 100 %

8 Don't know/not sure

011. Approximately how many of the Medicare beneficiaries seen at your facility are also Medicaid recipients?

- 1 4 % or under
- 2 5 – 25 %
- 3 26 – 50 %
- 4 51 – 75 %
- 5 76 – 100 %

8 Don't know/not sure

012. Approximately how many Medicare beneficiaries receive Medicaid-funded transportation services?

- 1 4 % or under
- 2 5 – 25 %
- 3 26 – 50 %
- 4 51 – 75 %
- 5 76 – 100 %

8 Don't know/not sure

ENVIRONMENT

013. Approximately how far away do most American Indian and Alaska Native Medicare beneficiaries live from your facility?
- 1 Within a half mile
 - 2 Between a half mile to 5 miles
 - 3 Between 5 to 10 miles
 - 4 Between 10 to 50 miles
 - 5 Over 50 miles

 - 8 Don't know/not sure
014. Other than roadways, how would you describe most means of travel Medicare beneficiaries have to use to get to your facility?
- 1 Excellent
 - 2 Good
 - 3 Fair
 - 4 Poor

 - 7 Not applicable
 - 8 Don't know/not sure
 - 9 No response

TRANSPORTATION AVAILABILITY FOR MEDICARE BENEFICIARIES

015. What kinds of transportation services, public and/or private, are available to Medicare beneficiaries to bring them to a medical appointment or procedure? **Please answer each item.**

	<u>YES</u>	<u>NO</u>
A. Public transportation	1	2
B. Tribal transportation	1	2
C. Private transportation service	1	2
D. Clinic or social service agency vans	1	2
E. Other (specify) _____	1	2

016. What kinds of transportation services, public and/or private, are available to Medicare beneficiaries with disabilities to bring them to a medical appointment or procedure? **Please answer each item.**

	<u>YES</u>	<u>NO</u>
A. Handicap-equipped public transportation	1	2
B. Handicap-equipped Tribal transportation	1	2
C. Handicap-equipped private transportation service	1	2
D. Specialty vans for people with disabilities	1	2
E. Handicap-equipped clinic or social service agency vans	1	2
F. Other (specify) _____	1	2

017. Are you or is your facility or staff accommodating transportation barriers by providing home visits?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

018. Through vouchers, reduced rates, or subsidies, how much of the cost of the following is defrayed through IHS or tribal health care budgets? Using a scale of 0 to 5, with 1 = "not at all" and 5 = "a lot," please rate each of the following transportation options for Medicare beneficiaries. **Please mark the number that best agrees with your answer. If a service is not available, mark "N/A."**

	<i>A lot</i>					<i>Not at all</i>
A. Public transportation	4	3	2	1	0	N/A
B. Tribal transportation	4	3	2	1	0	N/A
C. Private transportation service (e.g., shuttle)	4	3	2	1	0	N/A
D. Specialty vans for people with disabilities	4	3	2	1	0	N/A
E. Clinic or social service agency vans	4	3	2	1	0	N/A
F. Other (specify) _____	4	3	2	1	0	N/A

-----If respondent answered "N/A" to all of the above, GO TO Q 019b-----

019a. How familiar are you and/or your staff with the transportation schedules of the service(s) available to Medicare beneficiaries?

- 1 Very familiar
- 2 Somewhat familiar
- 3 Slightly familiar
- 4 Not at all familiar

- 9 No response

019b. How familiar are you and/or your staff with the transportation assistance available to beneficiaries who are dually eligible for Medicare and Medicaid?

- 1 Very familiar
- 2 Somewhat familiar
- 3 Slightly familiar
- 4 Not at all familiar

- 9 No response

020. Overall, how would you rate the public and/or private transportation services available to Medicare beneficiaries (without disabilities) using your facility?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

} GO TO Q 022

- 8 Don't know/not sure
- 9 No response

021. Generally, what are the most significant problems with the existing transportation services available to Medicare beneficiaries? **Please indicate all that apply.**

- 1 Schedules are erratic
- 2 Schedules are limited
- 3 Drivers are untrained to work with people with serious medical conditions
- 4 Transportation services are inadequate for the number of people needing to be served
- 5 Vehicles are frequently breaking down
- 6 Transportation is underfunded
- 7 Transportation services are not linked or coordinated
- 8 Other (Please specify: _____)
- 9 There are no significant problems with the existing transportation services available to Medicare beneficiaries using our facility

- 88 Don't know/not sure
- 99 No response

022. Overall, how would you rate the public and/or private transportation services available to Medicare beneficiaries with disabilities using your facility?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

} GO TO Q 024

- 8 Don't know/not sure
- 9 No response

023. Generally, what are the most significant problems with the existing transportation services available to disabled Medicare beneficiaries? **Please indicate all that apply.**

- 1 Schedules are erratic
- 2 Schedules are limited

- 3 Transportation services are inadequate for people with disabilities
- 4 Transportation services are inadequate for the number of people with disabilities
- 5 Drivers are untrained to work with people with disabilities
- 6 Drivers are untrained to work with people with serious medical conditions
- 7 Vehicles frequently breaking down
- 8 Transportation is underfunded
- 9 Transportation services not linked or coordinated
- 10 Transportation services not linked or coordinated appropriately for people with disabilities
- 11 Other _____
- 12 There are no significant problems with the existing transportation services available to disabled Medicare beneficiaries

- 88 Don't know/not sure
- 99 No response

TRANSPORTATION BARRIERS AND PATIENT UNMET NEEDS

- 024. What do you see as the biggest transportation problem affecting Medicare beneficiaries (without disabilities)? **Please choose one item.**
 - 1 Cost
 - 2 Road/weather conditions
 - 3 Distance
 - 4 Not having a family member available to take them
 - 5 Inadequate transportation schedules
 - 6 Poor or no public or Tribal transportation
 - 7 Other _____
 - 8 There are no significant transportation barriers

- 025. During the past 12 months, how frequently have Medicare beneficiaries in your practice or at your clinic been unable to follow through with a prescribed medical regimen because of transportation barriers?
 - 1 Always
 - 2 Most of the time
 - 3 Sometimes
 - 4 Rarely
 - 5 Not at all

 - 8 Don't know/not sure
 - 9 No response

- 026. Transportation problems prevent Medicare beneficiaries from receiving the following treatment or services in a timely manner. **Please indicate all that apply.**
 - 1 Medical devices
 - 2 Outpatient surgery

- 3 Diagnostic services
- 4 Therapeutic services
- 5 Self-care training
- 6 Dialysis
- 7 Referral to a specialist
- 8 Monitoring of medical condition
- 9 Regular checkups
- 10 Health and nutrition programs
- 11 Other _____
- 12 Transportation is never a barrier to receiving treatment or services in a timely manner for Medicare beneficiaries

027. During the past 12 months, approximately how frequently has an unmet need due to transportation barriers resulted in a Medicare beneficiary's condition worsening?

- 0 Never -----GO TO Q 029
- 1 1 time
- 2 2 - 3 times
- 3 4 - 5 times
- 4 6 - 7 times
- 5 8 - 9 times
- 6 10 or more times

028a. How often did these occasions result in the Medicare beneficiary getting sicker?

- 1 Very often
- 2 Often
- 3 Not often
- 4 Not at all often

- 8 Don't know/not sure
- 9 No response

028b. How often did these occasions result in the Medicare beneficiary getting hospitalized?

- 1 Very often
- 2 Often
- 3 Not often
- 4 Not at all often

- 8 Don't know/not sure
- 9 No response

- 028c. During the past 12 months, how many times did this result in a Medicare beneficiary's death?
- 0 Never
 - 1 1 time
 - 2 2 - 3 times
 - 3 4 - 5 times
 - 4 6 - 7 times
 - 5 8 - 9 times
 - 6 10 or more times
- 028d. How often has an unmet need that was caused by a transportation barrier resulted in a change in the relationship between you and the patient?
- 1 Very often
 - 2 Often
 - 3 Not often
 - 4 Not at all often
- 8 Don't know/not sure
- 9 No response
- 028e. How often has an unmet need that was caused by a transportation barrier resulted in a change in the relationship between you and a referral source?
- 1 Very often
 - 2 Often
 - 3 Not often
 - 4 Not at all often
- 8 Don't know/not sure
- 9 No response
029. What do you see as the biggest transportation problem affecting Medicare beneficiaries with disabilities, End Stage Renal Disease (ESRD), or ALS ("Lou Gehrig's Disease")? **Please choose one item.**
- 1 Cost
 - 2 Road/weather conditions
 - 3 Distance
 - 4 Not having a family member available to take them to an appointment
 - 5 Inadequate transportation schedules
 - 6 Poor or no public or Tribal transportation
 - 7 Other _____
 - 8 There are no significant transportation barriers

030. During the past 12 months, how frequently have Medicare beneficiaries with disabilities, in your practice or at your clinic, been unable to follow through with a prescribed medical regimen because of transportation barriers?
- 1 Always
 - 2 Most of the time
 - 3 Sometimes
 - 4 Rarely
 - 5 Not at all
 - 8 Don't know/not sure
 - 9 No response
031. Transportation problems prevent Medicare beneficiaries with disabilities from receiving the following treatment or services in a timely manner. **Please indicate all that apply.**
- 1 Medical devices (including prostheses and wheelchairs)
 - 2 Outpatient surgery
 - 3 Diagnostic services
 - 4 Therapeutic services
 - 5 Self-care training
 - 6 Dialysis
 - 7 Referral to a specialist
 - 8 Monitoring of medical condition
 - 9 Other _____
 - 10 Transportation is never a barrier to Medicare beneficiaries receiving treatment or services in a timely manner
032. During the past 12 months, approximately how often has an unmet need due to transportation barriers resulted in a disabled Medicare beneficiary's condition worsening?
- 0 Never -----**GO TO Q 034**
 - 1 1 time
 - 2 2 - 3 times
 - 3 4 - 5 times
 - 4 6 - 7 times
 - 5 8 - 9 times
 - 6 10 or more times

- 033a. How often did these occasions result in the disabled Medicare beneficiary getting sicker?
- 1 Very often
 - 2 Often
 - 3 Not often
 - 4 Not at all often
- 8 Don't know/not sure
- 9 No response
- 033b. How often did these occasions result in the disabled Medicare beneficiary getting hospitalized?
- 1 Very often
 - 2 Often
 - 3 Not often
 - 4 Not at all often
- 8 Don't know/not sure
- 9 No response
- 033c. During the past 12 months, how many times did this result in a disabled Medicare beneficiary's death?
- 0 Never
 - 1 1 time
 - 2 2 - 3 times
 - 3 4 - 5 times
 - 4 6 - 7 times
 - 5 8 - 9 times
 - 6 10 or more times
- 8 Don't know/not sure
- 9 No response
- 033d. How often has an unmet need that was caused by a transportation barrier resulted in a change in the relationship between you and the patient?
- 1 Very often
 - 2 Often
 - 3 Not often
 - 4 Not at all often
- 8 Don't know/not sure
- 9 No response

033e. How often has an unmet need that was caused by a transportation barrier resulted in a change in the relationship between you and a referral source?

- 1 Very often
- 2 Often
- 3 Not often
- 4 Not at all often

- 8 Don't know/not sure
- 9 No response

TRANSPORTATION DECISIONS AND HEALTH CONSEQUENCES

034a. During the past 12 months, how often did you feel that the Medicare beneficiaries you see decided not to go to a medical appointment or get a procedure done because they did not want to deal with transportation issues?

- 1 Very often
- 2 Often
- 3 Not often
- 4 Not at all often

034b. Did any of these decisions result in the beneficiary's condition getting worse?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

034c. Did any of these decisions result in the beneficiary getting hospitalized?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

034d. Did any of these decisions result in you or a staff member limiting or refusing to see a beneficiary in the future?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

035a. During the past 12 months, how often do you feel that the Medicare beneficiaries you see decided not to go to a medical appointment or get a procedure done because they did not want to go without a family member?

- 1 Very often
- 2 Often
- 3 Not often
- 4 Not at all often

035b. Did any of these decisions result in the beneficiary's condition getting worse?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

035c. Did any of these decisions result in the beneficiary getting hospitalized?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

035d. Did any of these decisions result in you or a staff member limiting or refusing to see a beneficiary in the future?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

036a. During the past 12 months, how often do you feel that the Medicare beneficiaries you see decided not to go to a medical appointment or get a procedure done because of the cost of the trip?

- 1 Very often
- 2 Often
- 3 Not often
- 4 Not at all often

036b. Did any of these decisions result in the beneficiary's condition getting worse?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

036c. Did any of these decisions result in the beneficiary getting hospitalized?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

036d. Did any of these decisions result in you or a staff member limiting or refusing to see a beneficiary in the future?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

TRANSPORTATION BARRIERS AND MEDICAL CARE DECISIONS

037. Do you consider transportation when making referrals?

- 1 Yes
- 2 No
- 3 Sometimes

038. In your estimation, how significant a role does the cost of transportation play in Medicare beneficiaries canceling or not scheduling regular medical appointments?

- 1 Very significant
- 2 Significant
- 3 Not significant
- 4 Not significant at all

039. How often do you consider the cost of transportation when referring a patient for treatment or a procedure for a non-life-threatening problem?

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Not at all

040. How often do you consider the distance a beneficiary will have to travel when referring a patient for treatment or a procedure for a non-life-threatening problem?

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Not at all

041. How often do you consider the logistics of travel for the beneficiary when referring a patient for treatment or a procedure for a non-life-threatening problem?

- 1 Always
- 2 Most of the time
- 3 Sometimes
- 4 Rarely
- 5 Not at all

042a. During the past 12 months, what kinds of treatment and/or medical service have you not referred a Medicare beneficiary to because you thought there would be a transportation problem?

- 1 _____
- 2 _____
- 3 _____
- 4 _____

8 There has never a situation in which I did not refer a beneficiary for treatment because I felt there would be a transportation problem. ----- **GO TO Q 043**

042b. What did you do instead?

- 1 Monitored the condition
- 2 Referred patient to someone/place that was not your first choice
- 3 Consulted with a specialist regarding care of patient
- 4 Did nothing

043. During the past 12 months, how frequently do you feel Medicare beneficiaries at your health center cancelled or missed medical appointments because of transportation problems?

- 1 Very often
- 2 Often
- 3 Not often
- 4 Not at all often

- 8 Don't know/not sure
- 9 No response

044. Do you sometimes feel beneficiaries use “transportation problems” as an excuse for not making or keeping an appointment?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

045. How much do you feel transportation barriers affect a beneficiary's ability to comply with prescribed medical procedures or directives?

- 1 Very much
- 2 Much
- 3 Somewhat
- 4 Slightly
- 5 Not at all

046. How much do transportation barriers affect beneficiaries' ability to access optimal services available at another location?

- 1 Very much
- 2 Much
- 3 Somewhat
- 4 Slightly
- 5 Not at all

047. How much do transportation barriers affect the ongoing treatment of beneficiaries' medical condition?

- 1 Very much
- 2 Much
- 3 Somewhat
- 4 Slightly
- 5 Not at all

} GO TO Q 049

048. What kinds of procedures or treatments are most affected by beneficiaries' transportation problems? **Please indicate all that apply.**

- 1 Monitoring of chronic conditions
- 2 Catching acute medical problems early enough to treat them
- 3 Getting regular checkups
- 4 Having lab tests completed and x rays done in a timely manner
- 5 Getting prescriptions filled
- 6 Other _____

049a. What do you do when it appears that the Medicare beneficiary's transportation barriers have compromised the care of the patient?

049b. Do you feel this is an adequate handling of the medical situation?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

050. Overall, using a scale of 1 to 5, with 1 = "not at all difficult" and 5 = "extremely difficult," how difficult is it for you to provide good medical care for beneficiaries who have difficulties with transportation?

1	2	3	4	5
not at all difficult				extremely difficult

051. Have transportation concerns from prior patients—being late for, missing, or cancelling appointments—interfered with your ability to refer subsequent patients?

- 1 Yes
- 2 No

- 8 Don't know/not sure
- 9 No response

TRANSPORTATION BARRIERS AND THE USE OF TELEMEDICINE

The following questions are concerned with telemedicine and its use in addressing transportation barriers.

052. Have you ever used telemedicine to communicate with another health professional about a patient?

- 1 Yes
- 2 No

053. Did you ever use this method because you thought your patient would not be able to meet in person with the health professional because of transportation difficulties?

- 1 Yes
- 2 No
- 3 Maybe

054. Do you think your patients would have been able to see the health professional if you did not use this method of consulting?

- 1 Yes
- 2 No
- 3 Maybe

055. How many times during the past 12 months have you used telemedicine to talk to a health professional because of a patient's transportation access issues?

- 1 Never
- 2 1 - 2 times
- 3 3 - 4 times
- 4 5 - 6 times
- 5 7 - 8 times
- 6 9 or more times

ANY ADDITIONAL COMMENTS

056. Are there any transportation problems related to delivering health care that we have not mentioned that you feel are important and need addressing?

- 1 Yes
- 2 No
- 9 No response



Thank you for your participation!

057. Please explain.

- 1 _____
- 2 _____
- 3 _____

Thank you for your participation!