

The East Hampton Healthcare Foundation

East Hampton Healthcare Center
Key Informant Interviews

November 2006



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Purpose/Methodology

- One hour in-person or phone interviews with community leaders and medical professionals who have an interest in the strategic direction of EHHF and the community's health needs as a whole.
- Arrow Consultants developed an open-ended discussion guide designed to elicit input regarding perception and program planning recommendations

Key Informant Interviews

- **Barbara Borsack** - East Hampton Village Ambulance Corps; Deputy Mayor, Village of East Hampton
- **Ronald Marino, D.O, M.P.H.** - Associate Chairman, Department of Pediatrics Winthrop University Hospital; Director, Pediatric Residency, Good Samaritan Hospital Medical Center
- **Lynn Ryan** – Executive Assistant to East Hampton Town Supervisor Tom McGintee
- **Edna Steck** – Director of Human Services, East Hampton Township
- **Patricia Stern** - Clinic Administrator, Suffolk County Department of Health Services
- **Bill Springer** – President & CEO, In-Context Consulting. Strategic Planning Consultant to Southampton Hospital.

Edna Steck

MSW, Director of Human Services, East Hampton Township

Areas of Concern:

- Access to urgent and on-going mental health services (especially adolescent);
- Wait time for appointments at SCDOH satellite clinic (East Hampton);
- Local doctors no longer accepting insurance assignment (i.e. Medicaid/Medicare);

Areas of Opportunity:

- With SFCHI, facilitate meetings with Latino service providers to coordinate service delivery;
- Recruit physicians who accept insurance assignment;
- Support collaborative effort to create adolescent mental health clinic in EH;
- Expand grants provided through SFCHI.

Patricia Stern
Clinic Administrator
Suffolk County Department of Health Services

Areas of Concern:

- **Lack of available healthcare professionals (doctors & support staff) to work in the clinic (especially Spanish-speaking translators) due to high cost of living, salary issues etc...**
- **Long waiting times for appointments at the clinics due increased demand for services & staffing issues (30% increase each year),**
- **Residency documentation required to treat patients, and without it patients cannot receive care.**
- **Almost all patients are uninsured, 76% identify themselves as only Spanish-speaking.**

Areas of Opportunity for EHHF:

- **The number of uninsured (and/or undocumented) patients who become aware of the EHC (and benefits counseling at SFCHI) will bypass the SCDOH Clinic and seek care at EHC.**
- **Potential EHHF Walk-in or Urgent Care facility would most certainly be used by the population currently seeking care from SCDOH. This increase in demand should be anticipated when planning for staffing the expanded Urgent Care Facility.**

Lynn Ryan
Executive Assistant
East Hampton Town Supervisor

Areas of Concern:

- Access to pediatric and adolescent psychiatric care.
- FEMA Hazard Mitigation Planning.
- Long-term strategic planning for projected aging and growing population.
- Local access to Urgent Care

Areas of Opportunity:

- Work collaboratively with EH providers to address need for mental health services on East End.
- Work collaboratively with East Hampton Town incorporating EHC at part of FEMA Hazard Mitigation plan.
- Share data for benefit of entire community.
- Expand healthcare services.

Barbara Borsack
East Hampton Ambulance Corps
Deputy Mayor – Village of East Hampton

Areas of Concern:

- Providing quality healthcare services to residents of the East End (primary care, specialists and preventive care).
- Maintaining high levels of timely emergency care.
- Appropriate utilization of ambulance services.
- Meeting the needs of the growing population (both seasonal and year-round) while maintaining quality of life on East End.

Areas of Opportunity for EHHF:

- Community education program addressing appropriate use of ambulance services.
- Need to find a way to allow ambulances to get back to base more quickly during summer months.
- Development of health delivery programs at EHHF that meet needs of “average” East End families.

William Springer

President & CEO

In-Context Consulting Inc.

Areas of Concern:

- **Southampton Hospital is once again in a transition phase. There has not been any definitive strategic planning with outcomes measurement. The hospital is struggling to be financially solvent.**
- **Hospital affiliation continues to be a key discussion topic/issue.**
- **Physician retention and attraction to Southampton Hospital is an issue. The high cost of living in the East End is a barrier but not insurmountable.**
- **There is a need to bring order and financial stability to Southampton Hospital to provide better care to the residents of the East End.**
- **Community perception of Southampton Hospital varies.**

Areas of Opportunity:

- **Southampton Hospital and EHHF need to work collaboratively to data/information share and form a stronger working relationship.**
- **Physician and hospitalist recruitment should be a joint planning effort between the leadership at Southampton and EHHF.**
- **The missions of both organizations are comparable in terms of providing quality care to residents in the East End. Despite past issues between Southampton Hospital, healthcare delivery becomes stronger when Southampton Hospital and EHHF work collaboratively.**

Ronald Marino – D.O., M.P.H.
Associate Chairman, Department of Pediatrics
Winthrop University Hospital

Areas of Interest:

- Teaching pediatric residents at Winthrop the importance of practicing community-based medicine.
- Assisting young doctors with obtaining employment after graduation.

Areas of Opportunity:

- The EHHF can successfully recruit young doctors both regionally and nationally who will make a contractual commitment to the organization.
- Areas of greatest concern to young doctors?
 - Payor mix
 - On-call schedule
 - Cost of living allowances
 - Location