



HEALTH
Department

2023

ALLEGAN COUNTY

**ORAL HEALTH, MENTAL HEALTH,
AND PRIMARY CARE PROVIDER
CAPACITY ASSESSMENT**



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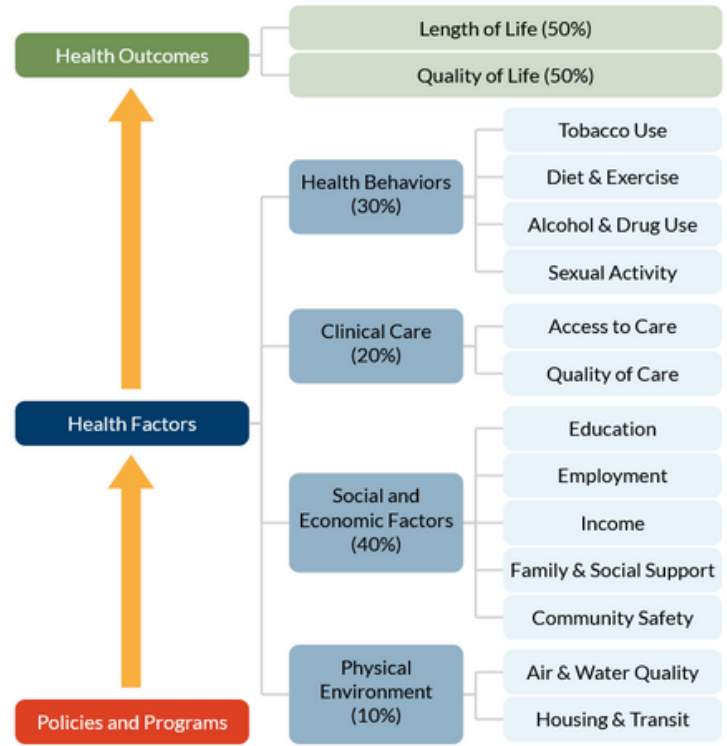
BACKGROUND

Access to Medical Care and Behavioral Health have been identified as 2 of 4 priority issues impacting health outcomes for residents in the [2022-2025 Allegan County Community Health Improvement Plan \(CHIP\)](#). Allegan County stakeholders recognize that collaborative community planning is essential to improving health outcomes.

According to the [County Health Rankings Model](#), which was followed when creating the 2022-2025 CHIP, Access to Care and Quality of Care has a 20% impact on community health outcomes, and Social and Economic Factors have the most significant impact on individual health outcomes at 40% (County Health Rankings, 2022). Working to address these factors will lead to better health outcomes (length of life and quality of life) for individuals in Allegan County.

In the 2022-2025 CHIP, an action step under both Access to Medical Care and Behavioral Health is to assess local healthcare providers in Allegan County to create a compiled resource report. A similar capacity assessment report of local oral, mental health, and primary care providers was conducted in Allegan County in 2016. The survey tool used in 2016 was updated, modified, and used for this 2023 assessment.

The 2022-2025 CHIP can be found on the Allegan County Community Foundation (ACCF) [Multi-Agency Collaborative Council \(MACC\) Data page](#).



County Health Rankings model

Access to Medical Care

Our Goal: Increase capacity and use of a patient-centered, community-integrated, and quality system of care for Allegan County residents.

Behavioral Health

Our Goal: Increase recognition and treatment of behavioral health conditions

2022-2025 CHIP Steering Committee Members: Ascension Borgess Allegan Hospital, Allegan County Health Department (ACHD), United Way of Ottawa and Allegan Counties, Allegan County Multi-Agency Collaborative Council (MACC), OnPoint, Allegan Area Educational Service Agency (ESA), Gun Lake Tribe, Allegan County Food Pantry Collaborative, Allegan County Migrant Resource Council, Michigan State University Extension (MSUE), Community Action Allegan.

EXECUTIVE SUMMARY

Report Overview

The data from this report shows that access issues are impacted differently depending on the discipline (mental health, oral health, and primary care) and the individual's insurance status. All facility types surveyed showed high acceptance of new patients and a wide range of patient ages accepted. However, appointment wait times may be an issue for some patients seeking services. Overall, Oral Health has access issues with the Straight Medicaid "Adult" and uninsured population. Mental Health has issues with appointment availability on weekends/weeknights, with 79% of facilities surveyed stating they do not offer evening or weekend appointments. Primary Care also struggles with insurance acceptance, and 45% of Primary Care Providers (PCPs) surveyed said they do not offer special provisions for the underinsured. Please read the area of this report for each discipline for more information.

Data Collection Method

This survey tool was sent to 18 Oral Health, 23 Mental Health, and 20 Primary Care provider offices in Allegan County. Health Resource Advocates (HRAs) researched active provider offices in Allegan County and previous offices that participated in the 2016 assessment to recruit for survey participation. Each office was contacted to participate, and data was collected via phone or email. Qualtrics and Microsoft Excel were utilized to aggregate the data. The Oral Health provider data was collected in March 2023, the Mental Health provider data was collected in July 2023, and the Primary Care Provider data was collected in October 2023.

Data Limitations

In conducting this assessment, several data limitations were encountered that should be considered in interpreting the findings. Data from many oral, mental, and primary health care providers was unavailable for Allegan County due to not receiving responses to requests for survey participation, and the information gathered from providers who did participate did not always come directly from the provider at the office surveyed, but from other staff members of the office. Another limitation of this data was the time of year data was collected. Given that some providers were surveyed earlier in the year and some were surveyed later in the year, data/responses could have changed from the provider surveyed. Lastly, the survey tool for each provider discipline was not 100% consistent or the same for each field, so oral/mental/primary care providers may have answered some questions that other disciplines were not asked. These limitations may impact the accuracy/generalizability of the findings. While the assessment provides valuable insights, caution should be exercised in drawing definitive conclusions. It is recommended that additional assessments be conducted routinely to help address these data gaps and enhance the robustness of future assessments.

Recommendations

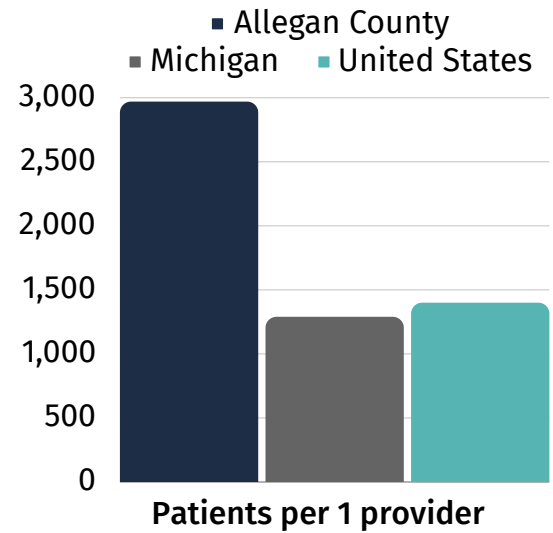
This survey data can help guide future community planning efforts to determine access issues from a provider perspective. **ACHD has provided some public health recommendations for oral health, mental health, and primary care providers based on the survey results.** Similar to public health recommendations offered in the 2016 assessment, these public health recommendations tie into some of the 2022-2025 CHIP cycle action steps identified to work toward the prioritized areas of Access to Medical Care and Behavioral Health. Other workgroups can consider this data and use it to develop future action steps to improve the prioritized Access to Medical Care and Behavioral Health areas.

ORAL HEALTH

Data to Consider

Allegan County Health Rankings data from 2022 shows a patient-to-oral healthcare provider ratio (how many patients per every oral healthcare provider) of 2,970:1, significantly higher than Michigan’s average of 1,290:1 and the United States average of 1,400:1 ([County Health Ranking Data, 2022](#)).

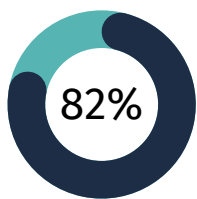
Allegan County’s percentage of the population under 65 without health insurance increased from 6% in 2018 to 8% in 2019 ([County Health Ranking Data, 2022](#)). In Allegan County, 12% of survey respondents said “insurance barriers” were one of their **top three** barriers to accessing healthcare ([Allegan County Community Health Survey, 2022](#)).



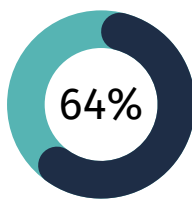
Data Collection

Oral Health Care providers with an office in Allegan County were contacted in March 2023 to participate in this survey. Those who preferred to take the survey online were emailed a link to the online survey with the same questions. Eighteen offices were contacted to participate in the survey. Of the 18 offices reached out to, six did not respond or declined to participate, and 1 of the offices was closed when this report was published. 11 offices participated in the survey.

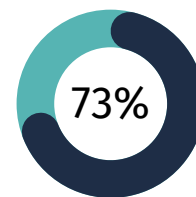
Data Highlights (N=11)



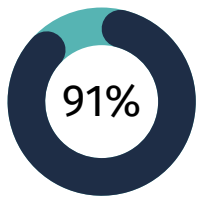
of offices do not offer interpreter services.



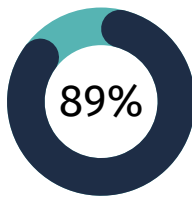
of facilities do not offer evening or weekend appointments.



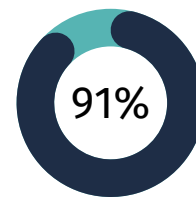
of facilities accept patients of all ages.



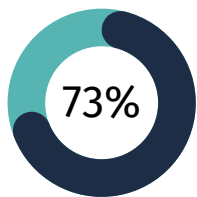
of facilities do not provide or assist patients with transportation.



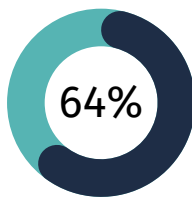
of facilities do not accept Medicaid.



of facilities are accepting new patients.



of facilities think access to medical care is an issue in Allegan County.

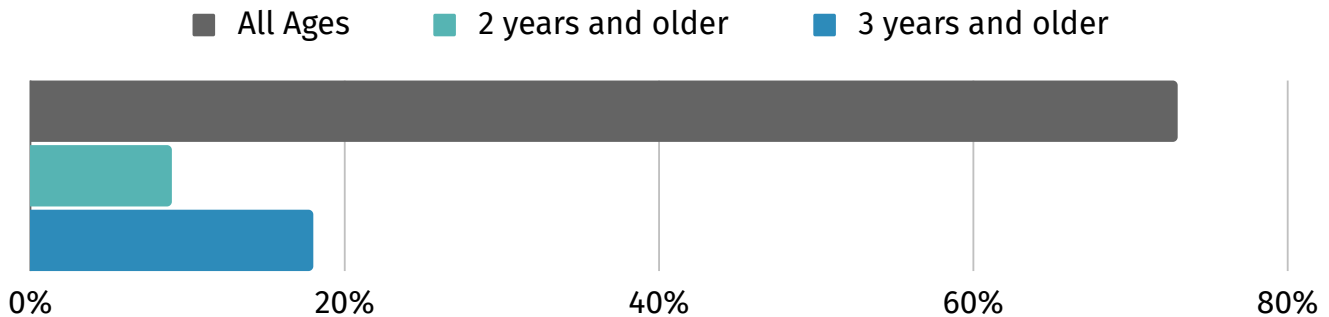


of facilities offer special provisions for the underinsured.

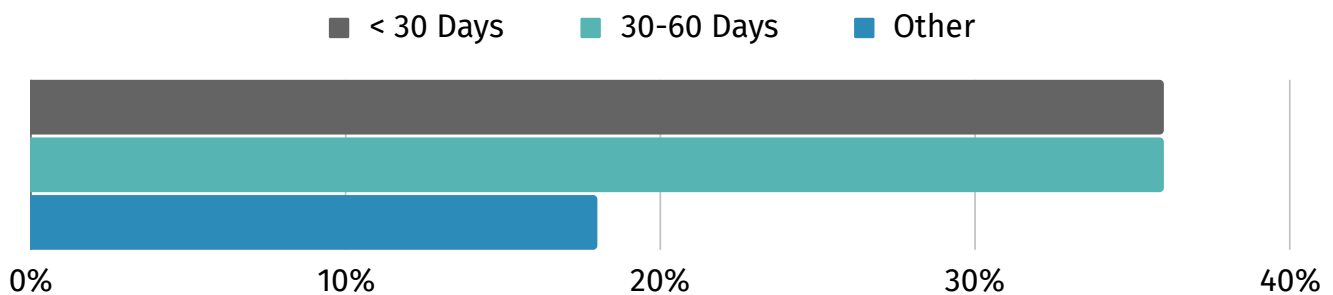
ORAL HEALTH

All Oral Health Survey Responses: Data as of March 2023

Q1: What is the age range of patients you accept/see? (N=11)



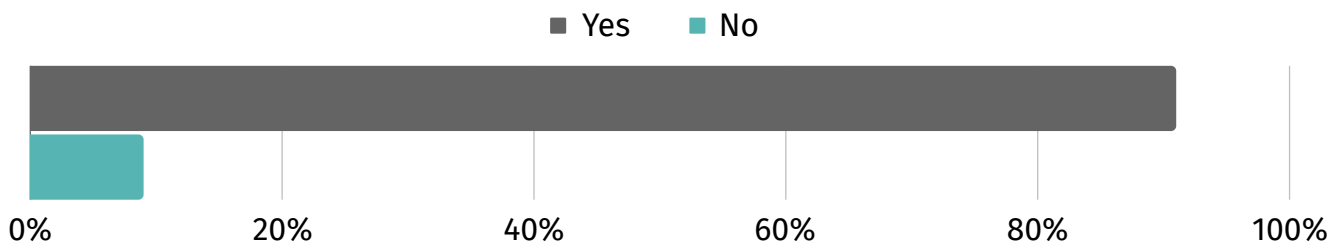
Q2: What is the wait time for current patients to obtain an appointment? (N=11)



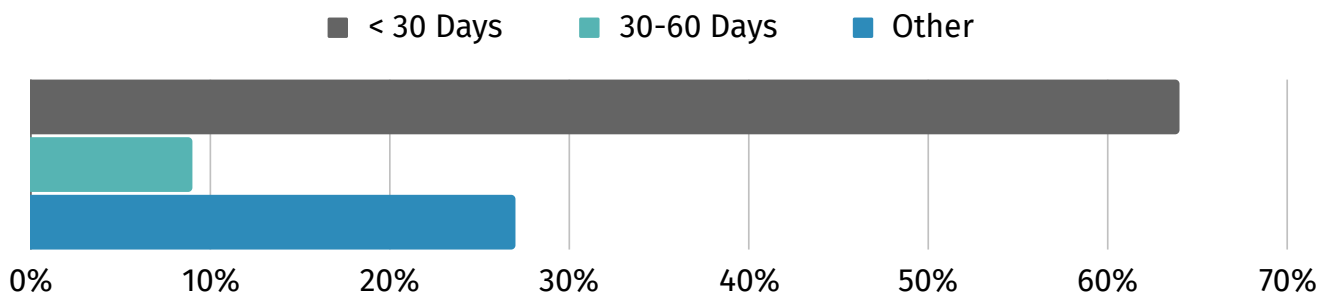
“Other” responses included:

- 6 to 7 months
- 2 weeks, but cleaning is 6 to 7 months
- 3 to 4 months

Q3: Are you accepting new patients? (N=11)



Q4: What is the wait time for new patients to obtain an appointment? (N=11)



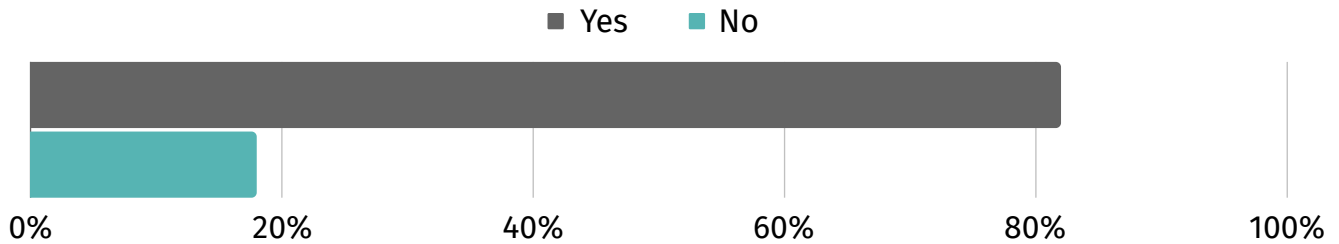
“Other” responses included:

- 4 to 5 months due to waitlist, sooner if there are multiple cancelations
- 3 to 4 months

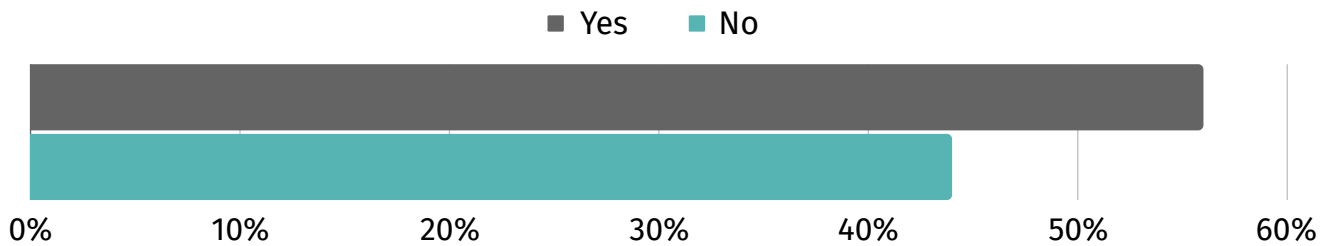
ORAL HEALTH

All Oral Health Survey Responses (Continued)

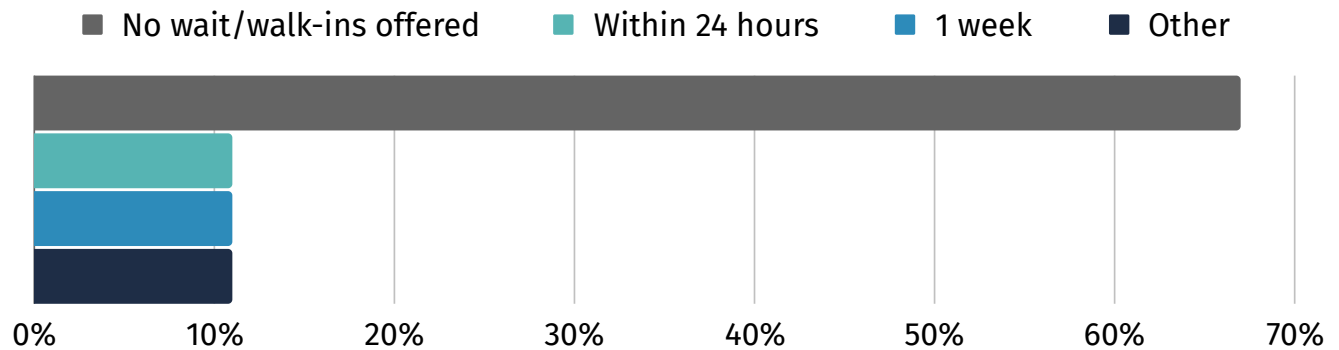
Q5: Do you offer emergency appointments? (N=11)



Q6: Are emergency appointments only available for current patients? (N=9, question not applicable 2 facilities)



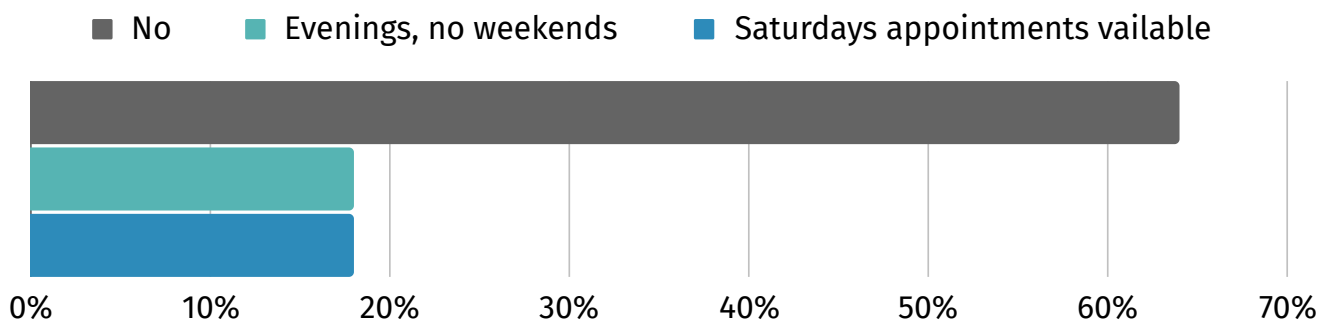
Q7: What is the wait time for an emergency appointment? (N=9, question not applicable to 2 facilities)



“Other” responses included:

- Varies depending on the emergency

Q8: Do you offer evening or weekend appointments? (N=11)



ORAL HEALTH

All Oral Health Survey Responses (Continued)

Q9: What groups in your practice do not seek preventative care (early intervention)? (N=11)

Answers included:

- No specific groups (4)
- 5-8% do not seek preventative care, of all ages
- Those who are low-income and/or have Medicaid (2)
- Those on Government assistance
- Unsure
- Those on Medicaid, as in most places, do not accept Medicaid
- Low income, lack of access

Q10: Which insurance does your practice accept? (N=11)

Answers included:

- All (2)
- Delta Dental Premier (2)
- Delta Dental Premier - Will work with others, but the patient would be responsible for the cost
- All but straight Medicaid
- All but Medicaid (2)
- Delta Dental Premier - will try to work with other insurance that is not Medicaid
- Fee for service - will submit to insurance companies per request (2)

Q11: If you do not accept “straight” Medicaid, what is your reasoning? (N=9, not applicable to two facilities)

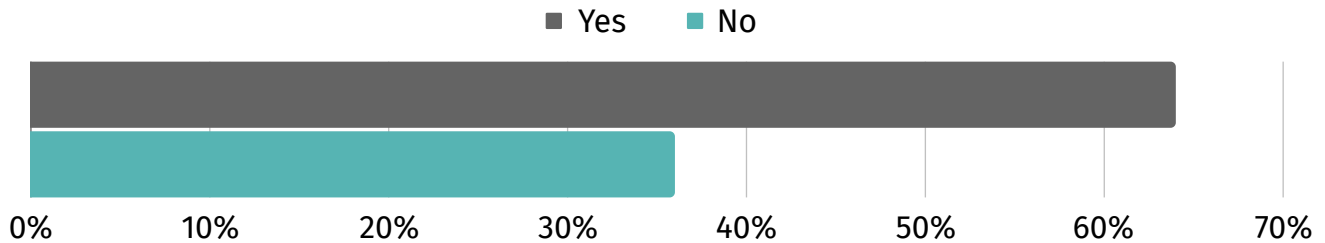
Answers included:

- Do not currently accept it. Used to, but the ratio of patients who have accepted insurance is higher than those with Medicaid. Therefore, was not able to make room with appointments for Medicaid. Also, the reimbursement from Medicaid is too low.
- The doctor’s choice. There were issues with the office not getting paid those with Medicaid, and the Doctor ended acceptance of Medicaid for adults and pediatric patients.
- Straight Medicaid payment is too low
- Write-offs
- Too much hassle
- Unsure of the reasoning (3)
- Unable to bill Medicaid

ORAL HEALTH

All Oral Health Survey Responses (Continued)

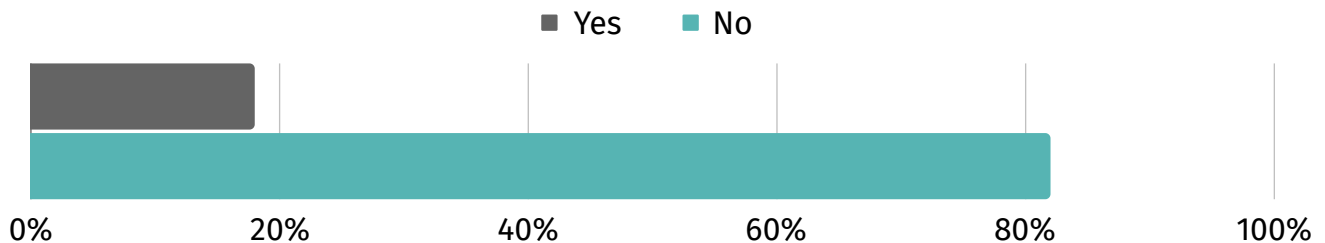
Q12: Do you have special provisions for the underinsured? (N=11)



Those who answered “Yes” specified:

- Yes. Sliding scale payment is available. First-time visits can do a special for \$39, which includes x-rays and scans.
- Yes. 10% senior discount and 10% discount for patients who have no insurance and are paying with cash/check.
- Yes. Sliding scale based on household size and income.
- Yes. Care credit with no interest if paid by 6 months, 15% discount for major care.
- Yes. Care credit is available. (3)

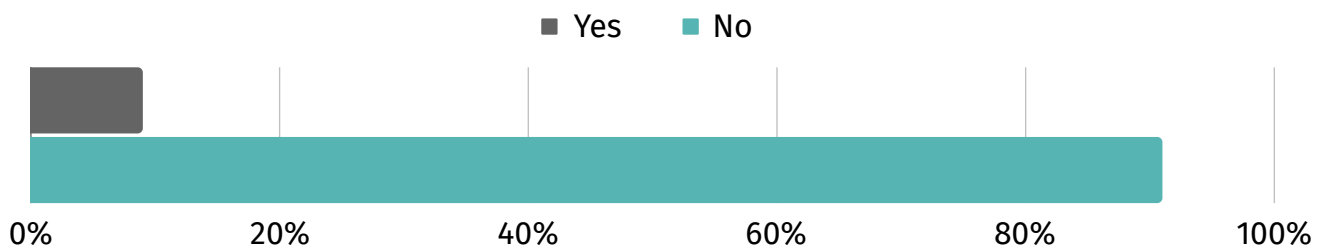
Q13: Do you have interpreter services available for new and current patients? (N=11)



Those who answered “Yes” specified:

- Yes, by phone. No interpreter onsite.
- Yes. Bilingual employees are present. Also, have services to assist those who are visual/hearing impaired.

Q14: Do you provide or assist patients with transportation? (N=11)



One facility who answered “yes” specified:

- Yes, we provide limited transportation, not for everyone. Medicaid health plans provide non-emergency rides.

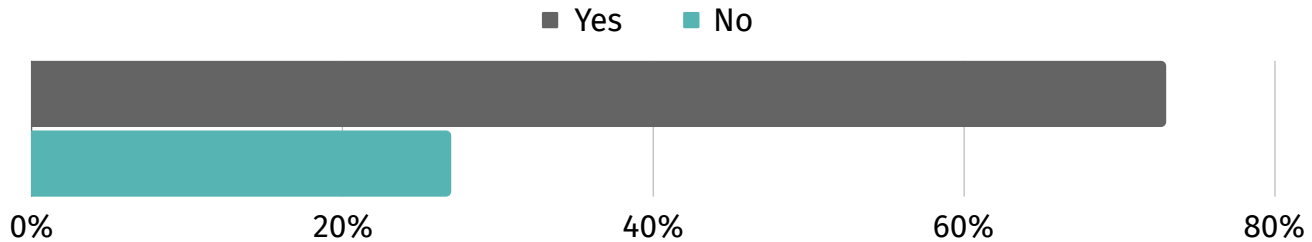
One facility that answered “No” specified:

- No but we refer them to insurance that offers transportation for those 62 and older.

ORAL HEALTH

All Oral Health Survey Responses (Continued)

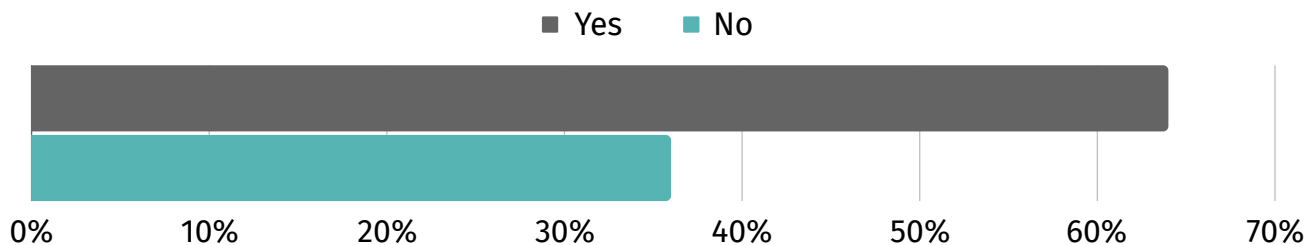
Q15: Do you think access to primary care is an issue in Allegan County? (N=11)



One facility that answered “No” specified:

- No, but there is an issue with access to pediatric dentistry.

Q16: Are you aware of the Michigan Kindergarten Oral Health Assessment Program? (N=11)



Two facilities who answered “Yes” specified:

- Yes, with no turnouts by the public when have hosted an event.
- Yes, part of the community has utilized this.

Q17: Is there any other information regarding your practice that would be relevant to this survey? (N=11)

- 10 facilities did not want to provide other information.
- One facility would like the community to be aware of their services, including acceptance of Medicaid and a sliding scale for payments and services offered. (My Community Dental Centers of Allegan).



ORAL HEALTH

Allegan County Oral Health Offices that Participated in the Survey

- **My Community Dental Centers of Allegan:** 1535 Lincoln Rd, Allegan, 269-673-3619
- **Allegan Dental Care PC:** 425 Cutler St, Allegan, 269-673-8000
- **Otsego Family Dentistry:** 338 W Allegan St, Otsego, 269-694-2074
- **Greater Michigan Dental Associate:** 133 E Allegan St, Otsego, 269-694-2800
- **Plainwell Dentists:** 353 Naomi St, Plainwell, 269-685-6826
- **Skyview Dental Studio PC:** 1003 Skyview Dr, Plainwell, 269-685-0003
- **Dr. Samuel McGuire:** 380 Oaks Cross, Plainwell, 269-888-6686
- **Intercare Pullman:** 5498 109th Ave, Pullman, 855-869-6900
- **Yankee Springs Dental:** 12715 W M179 Hwy, Wayland, 269-792-9723
- **Robinson Dental:** 899 Reno Dr., Wayland, 269-509-4155
- **Dr. Bruce Sexton:** 145 S Main St. Ste 1, Wayland, 269-241-2114



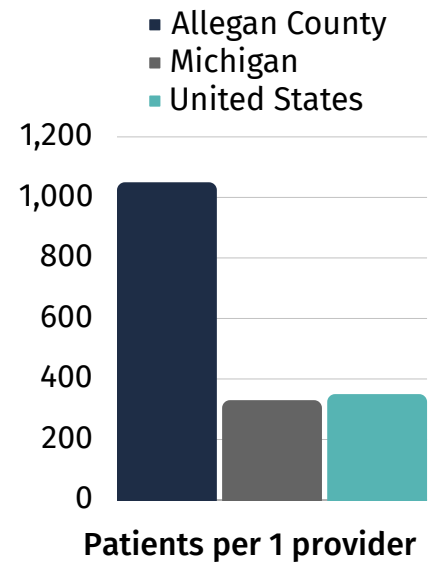
MENTAL HEALTH

Data to Consider

Allegan County Health Rankings data from 2022 shows a patient-to-mental healthcare provider ratio (how many patients per every mental healthcare provider) of 1,050:1, significantly higher than Michigan's average of 330:1 and the United States average of 350:1 ([County Health Ranking Data, 2022](#)).

In the [2022 Allegan County Community Health Survey](#), Mental and Behavioral Health was listed as the **greatest** health concern. In the 2019 County Health Rankings Survey, 17% of Allegan County adults reported experiencing poor mental health for 14 or more of the last 30 days ([County Health Rankings Data, 2022](#)).

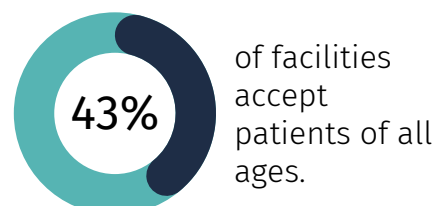
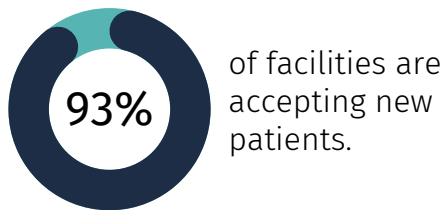
In the [2022 National Community Survey](#), 27% of Allegan County survey respondents rated the "Availability of affordable quality mental health care" in Allegan County as "excellent" or "good".



Data Collection

Mental Health Care providers who have an office in Allegan County were contacted in July 2023 to participate in this survey. Those who preferred to take the survey online were emailed a link to the Qualtrics survey with the same questions. Twenty-three offices were contacted to participate in the survey. Of the 23 offices reached out to, 9 did not respond or declined to participate. 14 offices participated in the survey.

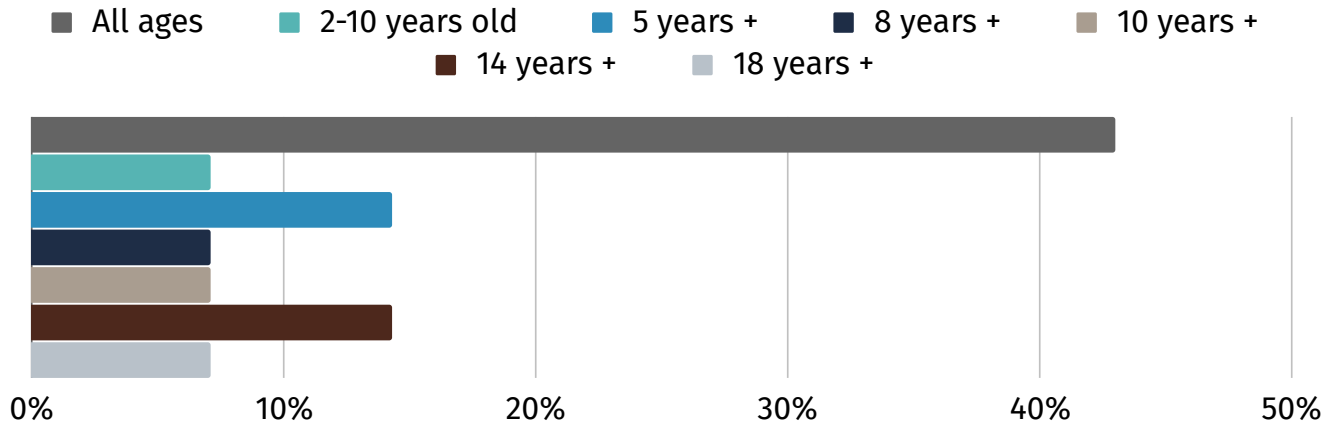
Data Highlights (N=14)



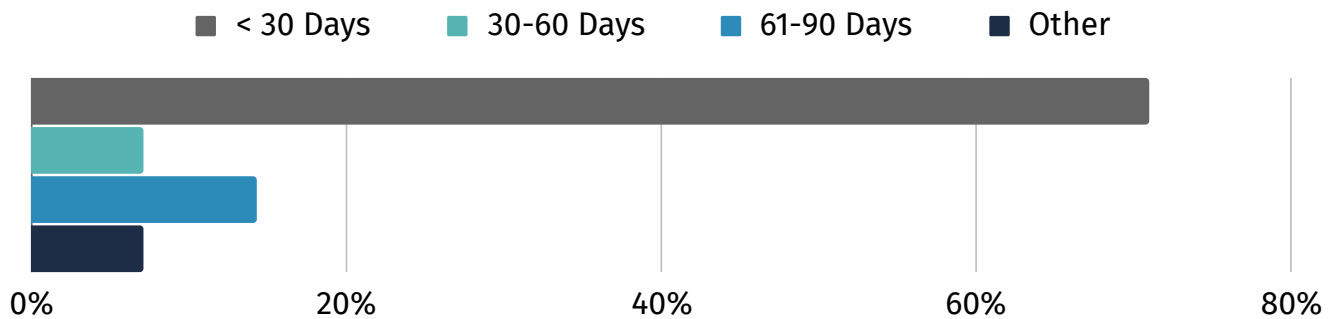
MENTAL HEALTH

All Mental Health Survey Responses: data as of July 2023

Q1: What is the age range of patients you accept/see? (N=14)



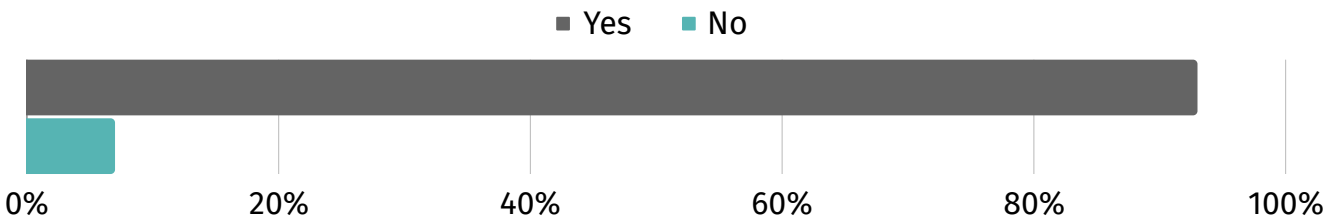
Q2: What is the wait time for current patients to obtain an appointment? (N=14)



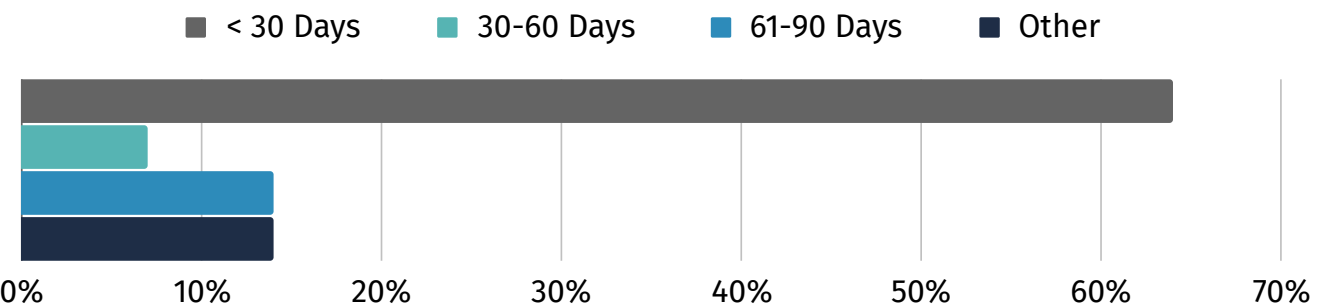
“Other” response included:

- Depends on several factors

Q3: Are you accepting new patients? (N=14)



Q4: What is the wait time for new patients to obtain an appointment? (N=14)



“Other” response included:

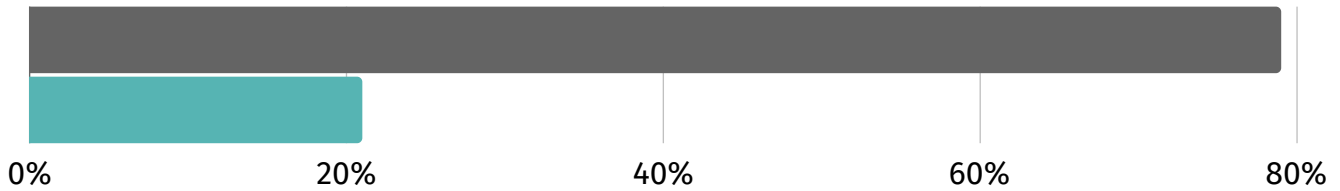
- Depends on several factors
- New patients put on a closed waitlist due to maternity leave starting end of September

MENTAL HEALTH

All Mental Health Survey Responses (Continued)

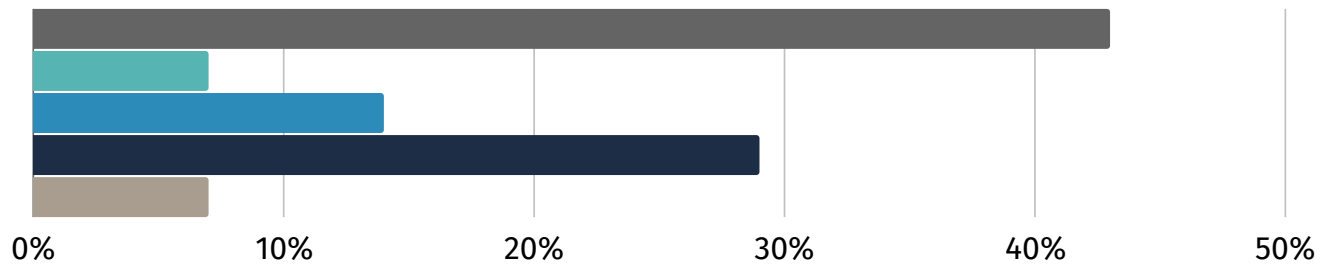
Q5: Do you offer evening or weekend appointments? (N=14)

■ Yes ■ No



Q6: What insurance do you accept? (N=14)

■ All ■ All Private ■ All Except Medicaid
 ■ All Except Straight Medicaid ■ None



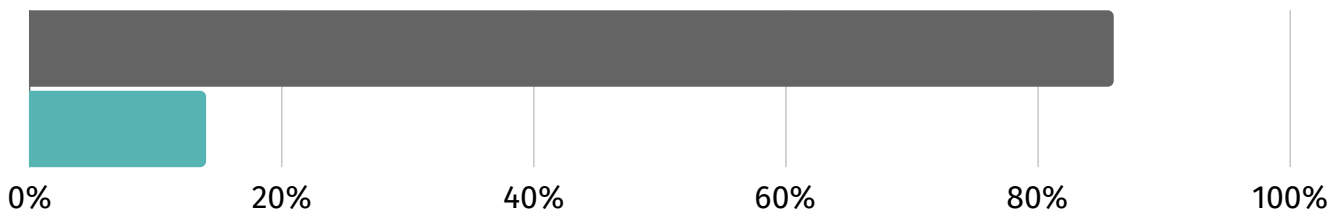
Q7: If you don't accept "straight" Medicaid, what is the reasoning? (N=7)

Of the 7 facilities that do not accept straight Medicaid, they said:

- Reimbursement not sufficient (3)
- Not allowed due to services provided, but will look into it
- Have never accepted it
- The office stays busy enough that they do not need to accept Medicaid
- Out of network for all insurances, including Medicaid

Q8: Do you have special provisions for the underinsured? (N=14)

■ Yes ■ No



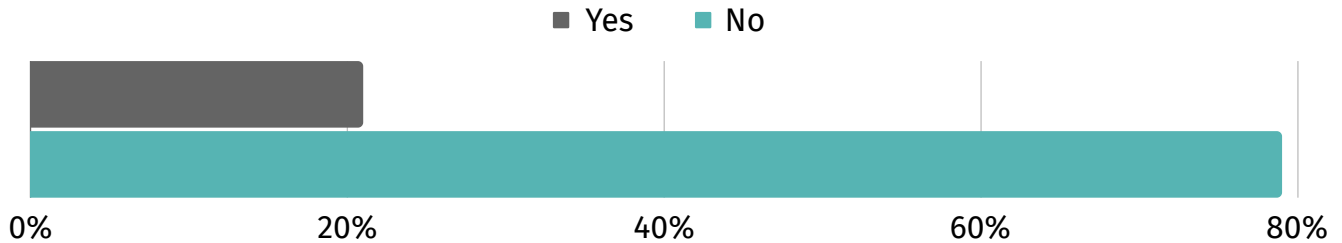
Those who responded yes specified:

- Private pay options
- 50% off office rate
- Self-pay
- Sliding scale (5)
- Sliding scale, nonprofit that can support
- Charge by ability to pay
- Cash rate is \$75/visit
- Those who are not insured can get a discount but have to see a student counselor.

MENTAL HEALTH

All Mental Health Survey Responses (Continued)

Q9: Do you offer interpreter services for patients? (N=14)



Q10: Is there any other information regarding your practice that would be relevant to this survey? (N=7, 7 did not provide any feedback)

- **Paige Hanley:** Paige is with Grand Rapids Counseling right now but is opening up her own practice in Otsego in October 2023. She is willing to help out where she can.
- **Kate Smaller/Forward Edge Services:** There are just three therapists currently, but we are bringing on a new one in September 2023.
- **Plainwell Counseling Center:** We are a private practice with 5-6 therapists
- **Sensory Systems Clinic West:** Have business cards and are willing to send them to organizations to share if needed.
- **Sherry Petro & Associates:** Have business cards and handicap accessible ramp.
- **Solutions Counseling Services:** Have business cards and specialize in special therapy on top of the original therapy others seek.
- **Wimer Therapy:** They have business cards they are willing to share. Ann is willing to be contacted and is willing to help in any way she can with us and the community.



MENTAL HEALTH

Allegan County Mental Healthcare Offices that Participated in the Survey

- **Acorn Health:** 115 W Allegan St, Otsego, (786) 206-6154
- **Allegan Psychological Medicine:** 551 Linn Ste, Ste, 2030, Allegan, (269) 686-4110
- **Desert Streams Christian Services:** 995 E. Miller Rd, Plainwell, (269) 345-0909
- **Holland Hospital Behavioral Health:** 854 Washington Ave, Ste 330, Holland, (616) 355-3926
- **Kate Smaller/Forward Edge Services:** 6541 Blue Star Hwy., Saugatuck, (312) 771-9826
- **OnPoint Allegan:** 540 Jenner Dr, Allegan (269) 686-5124
- **Paige Hanley:** 132 W Allegan St, Otsego, (616) 236-6248
- **Pathways Psychological Associates:** 1590 10th St, Martin, (269) 685-6363
- **Plainwell Counseling Center:** 319 Park St, Plainwell, (269) 685-9401
- **Schug Counseling Services:** 117 S Main St, Ste 7, Wayland, (269) 716-1705
- **Sensory Systems Clinic West:** 145 S Main St, #4, Wayland, (269) 792-2353
- **Sherry Petro & Associates:** 3493 Blue Star Hwy., Saugatuck, (616) 836-1555
- **Solutions Counseling Services:** 320 Spruce St, Allegan, (269) 655-5871
- **Wimer Therapy:** 10 1/2 Blue Star Hwy., Douglas, (616) 416-4030



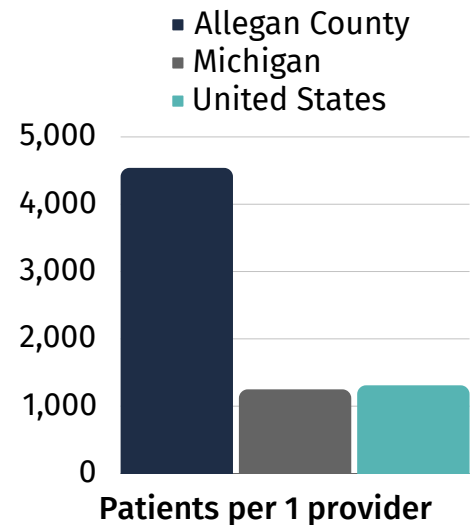
PRIMARY CARE

Data to Consider

Allegan County Health Rankings data from 2022 shows a patient-to-primary healthcare provider ratio (how many patients per every primary healthcare provider) of 4,540:1, significantly higher than Michigan’s average of 1,250:1 and the United States average of 1,310:1 ([County Health Ranking Data, 2022](#)).

In the [2022 National Community Survey](#), 56% of Allegan County residents feel the availability of affordable, quality healthcare is “fair” or “poor.”

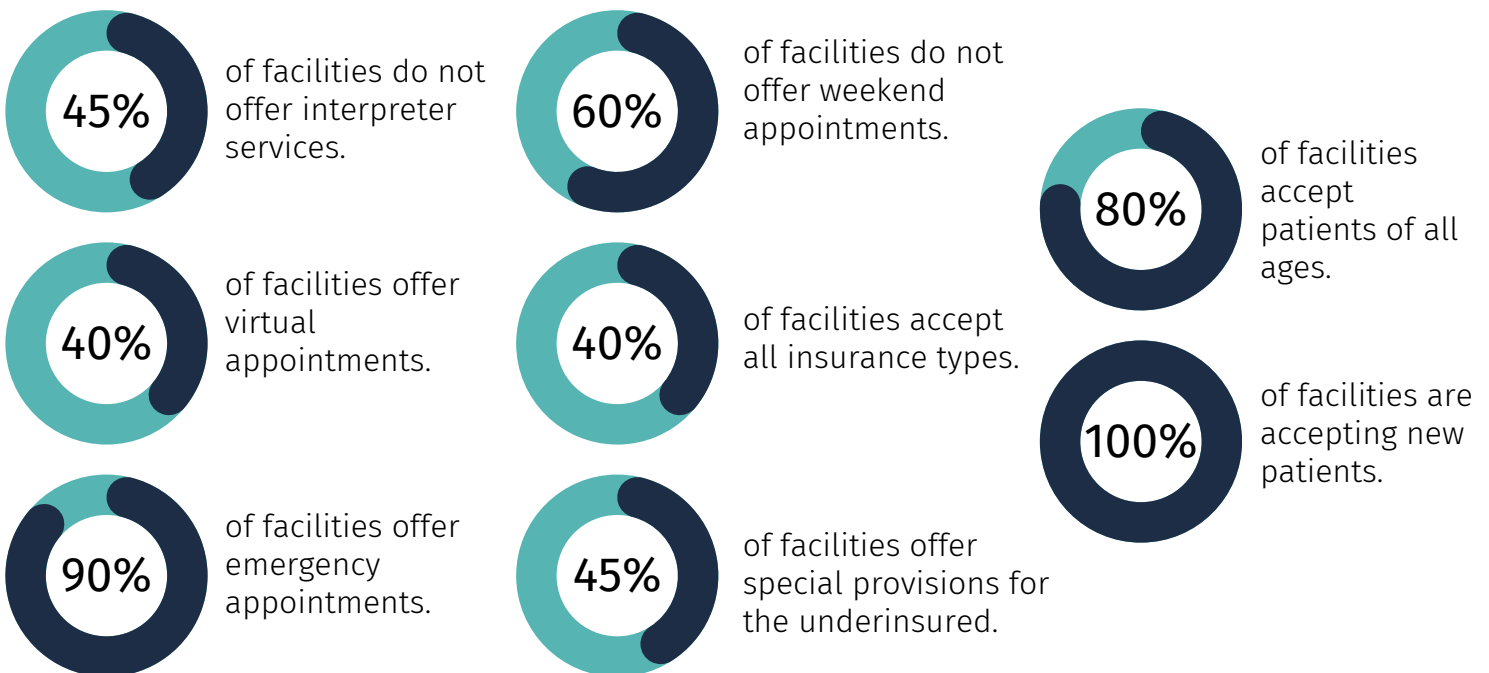
The quality of healthcare services available was one of the **top three** barriers to accessing healthcare for residents of Allegan County in the [2022 Allegan County Community Health Survey](#).



Data Collection

Primary Care Providers (PCPs) who have an office in Allegan County were contacted in October 2023 to participate in this survey. Those who preferred to take the survey online were emailed a link to the Qualtrics survey with the same questions. 20 offices were contacted to participate in the survey. Of the 20 offices reached out to, 10 did not respond or declined to participate. 10 offices participated in the survey.

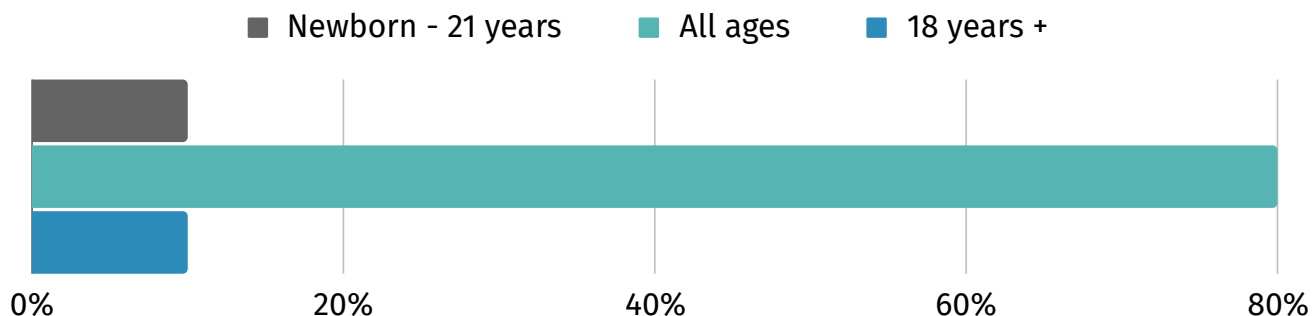
Data Highlights (N=10)



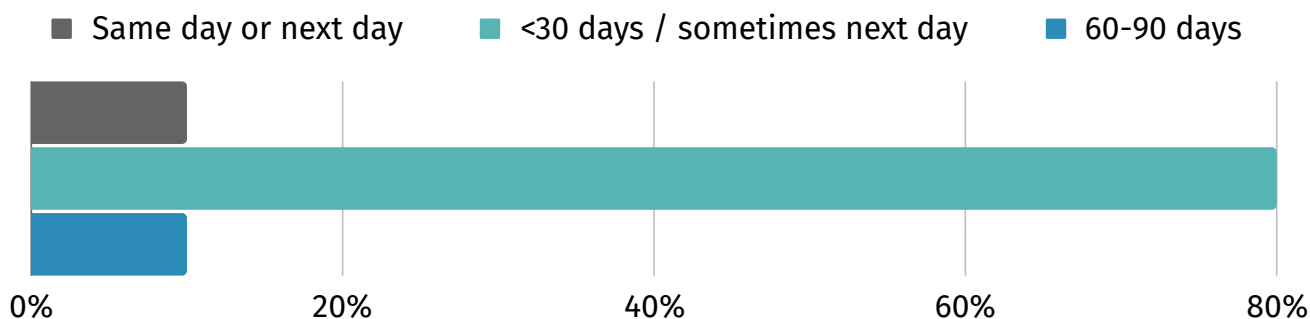
PRIMARY CARE

All Primary Care Survey Responses: Data as of October 2023

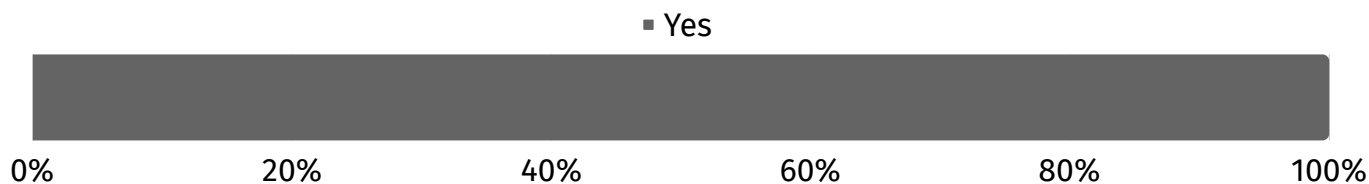
Q1: What is the age range of patients you accept/see? (N=10)



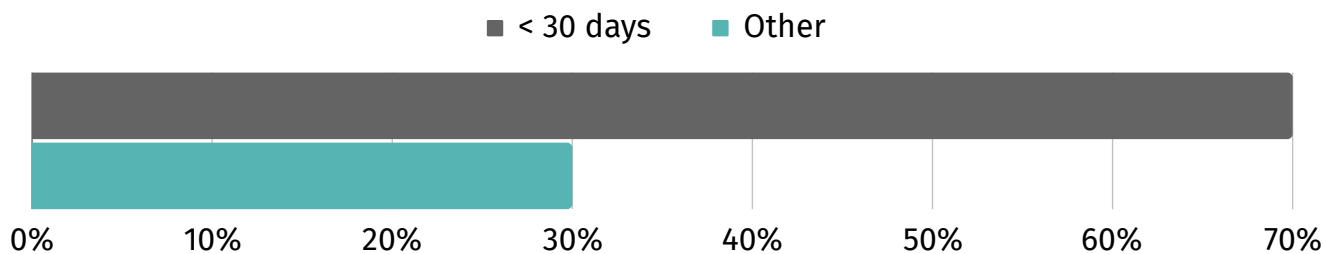
Q2: What is the wait time for current patients to obtain an appointment? (N=10)



Q3: Are you accepting new patients? (N=10)



Q4: What is the wait time for new patients to obtain an appointment? (N=10)



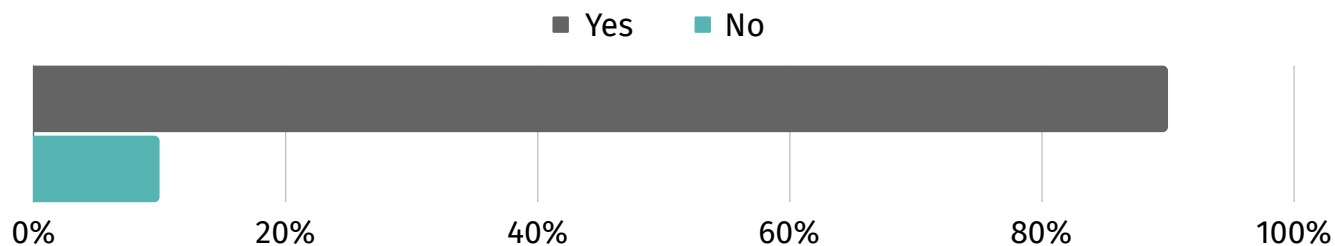
Other responses included:

- Depends on insurance and age
- Depends on Provider
- Newborns right away, others less than 30 days

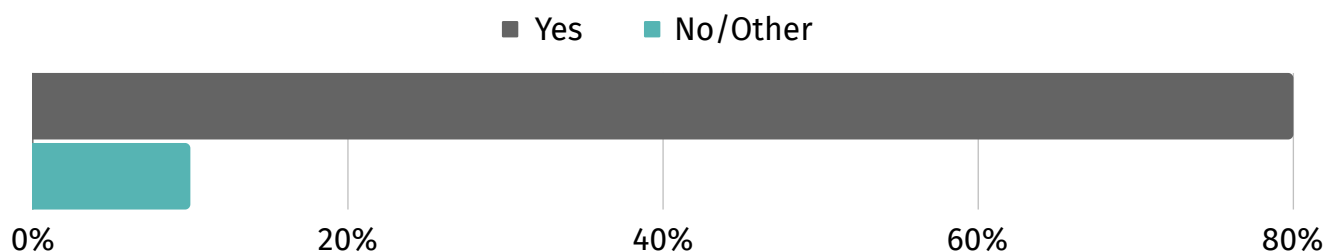
PRIMARY CARE

All Primary Care Survey Responses (Continued)

Q5: Do you offer emergency appointments? (N=10)



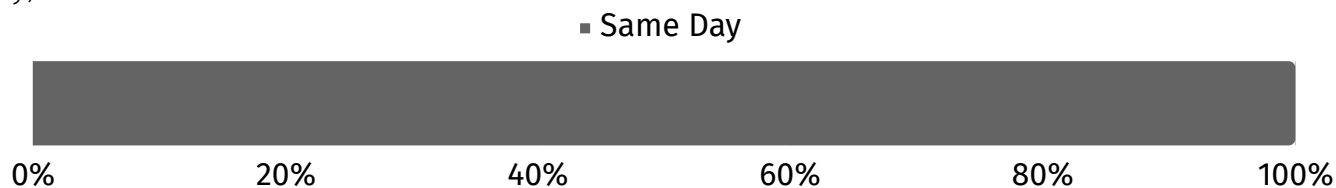
Q6: If yes, are they only for existing patients? (N=9, question not applicable to one facility)



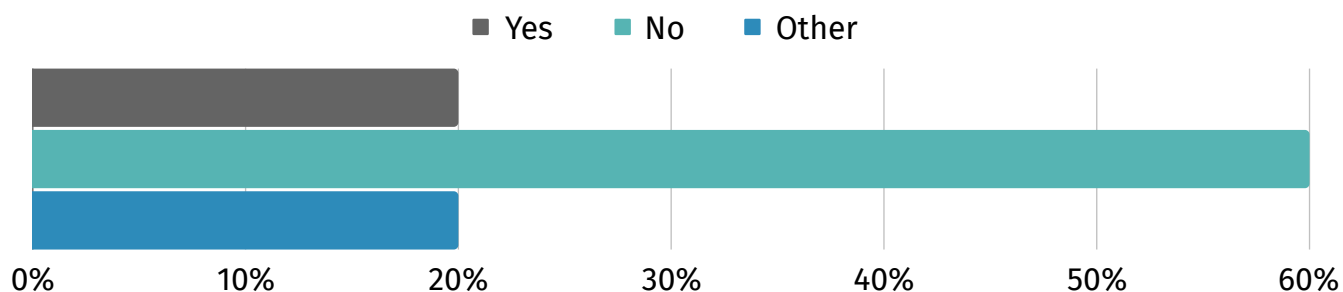
No/Other response included:

- They have a questionnaire over the phone to determine emergency needs

Q7: What is the wait time for an emergency appointment? (N=9, question not applicable to one facility)



Q8: Do you offer weekend appointments? (N=10)



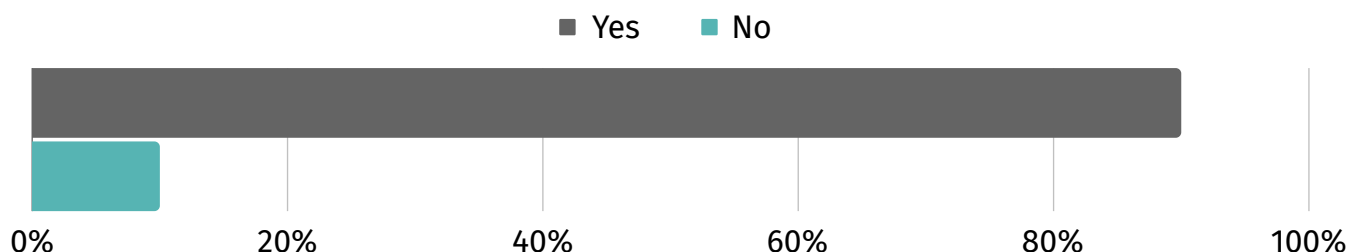
Those who answered "yes" specified:

- 8 Saturdays a year
- Occasionally

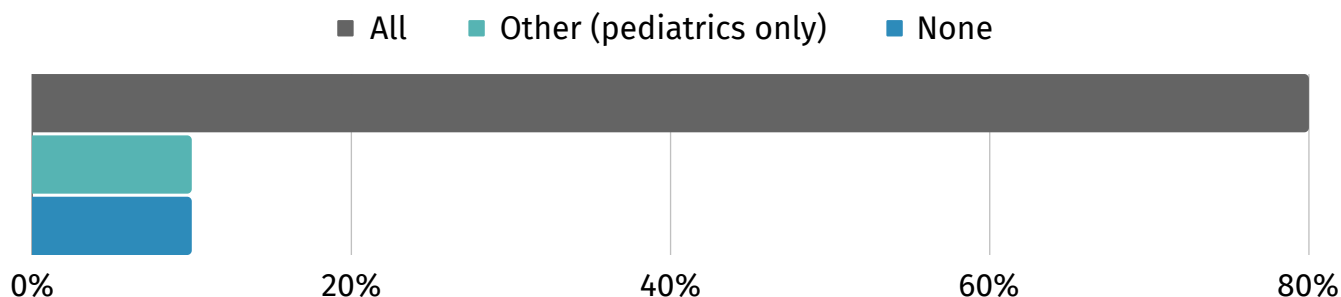
PRIMARY CARE

All Primary Care Survey Responses (Continued)

Q9: Do you offer virtual appointments? (N=10)



Q10: What insurance do you accept? (N=10)

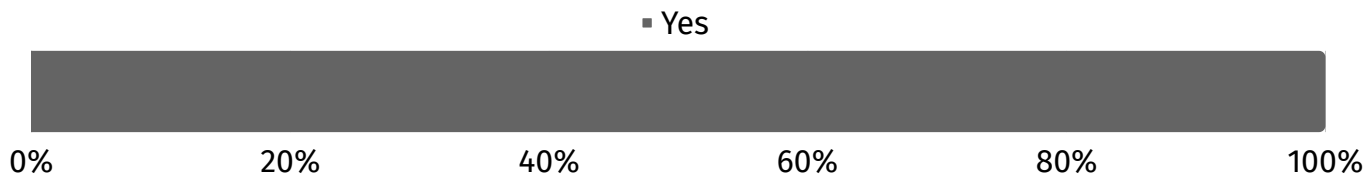


Q11: If you don't accept "straight" Medicaid, what is your reasoning? (N=2, question not applicable to 8 facilities.)

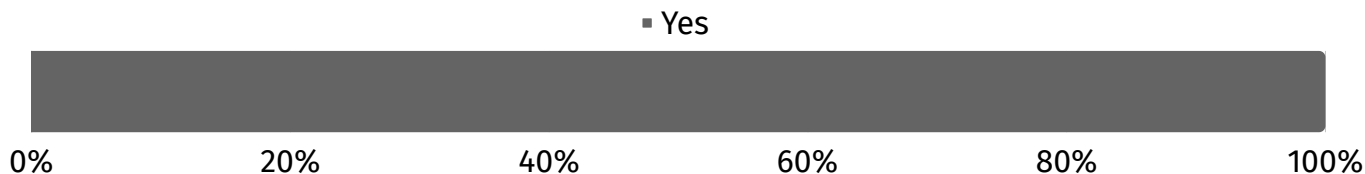
The facility that does not accept straight Medicaid said:

- Because we service Pediatric Patients only
- None - nonprofit

Q12: Do you have special provisions for the underinsured? (N=10)



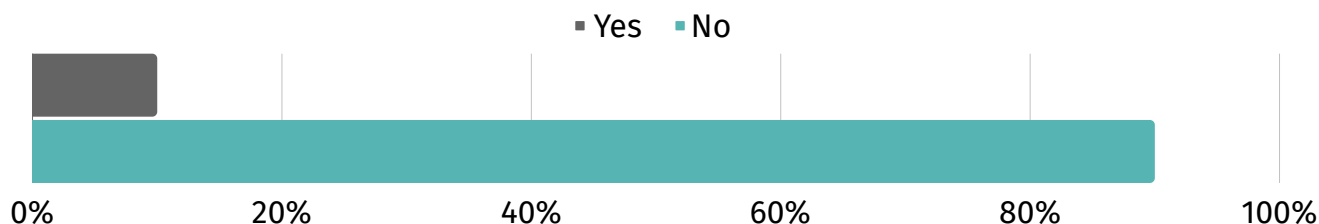
Q13: Do you have interpreter services available for new and current patients? (N=10)



PRIMARY CARE

All Primary Care Survey Responses (Continued)

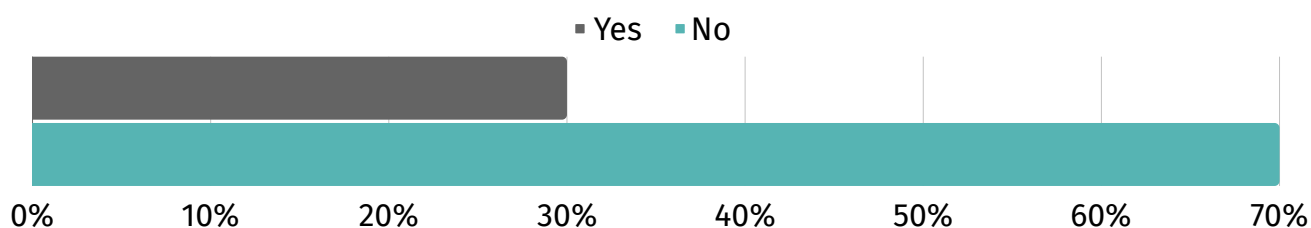
Q14: Do you provide or assist patients with transportation? (N=10)



Of those who responded no, two specified:

- We refer them to Allegan County Transportation
- We refer them to community resources

Q15: Do you think access to primary care is an issue in Allegan County? (N=10)



Q16: Is there any other information regarding your practice that would be relevant to this survey? (N=0, no facilities wished to provide any other information.)

Allegan County PCP that Participated in the Survey

- **Ascension Borgess Allegan - Otsego Clinic:** 900 Dix St, Otsego, (269) 694-9640
- **InterCare Pullman:** 5498 109th Ave, Pullman, (855) 869-6900
- **Ascension Medical Group Borgess Family Medicine:** 345 Naomi St, Plainwell, (269) 552-0100
- **Metro Health Wayland:** 893 E Superior St, Wayland, (616) 252-3400
- **Holland Pediatric Associates:** 926 Washington Ave, Bldg C, Holland, (616) 393-0166
- **Gun Lake Tribal Health Center:** 2880 Mission Dr., Shelbyville, (269) 397-1760
- **Renewed Hope Health Clinic:** 894 Marshall St, Allegan, (269) 355-3053
- **Douglas Family Medicine:** 451 Wiley Rd, Ste 102, Douglas, (269) 857-3208
- **12th Street Family Medical & Pediatrics, Dr. Joel Veldthouse:** 3587 12th St, Wayland, (269) 792-2263
- **Wayland Health Center - U of M Health-West:** 893 E Superior St, Wayland, (616) 252-3428

PUBLIC HEALTH RECOMMENDATIONS

Oral Health

Meeting Individuals in the Community

- One way to work towards the goal of utilizing non-traditional healthcare services to reach adults and youth in Allegan County could be to provide oral healthcare opportunities at community events. ACHD's mobile health clinic is available if offices want to partner at upcoming community events. Please contact healthed@allegancounty.org if interested.

Promotion of Oral Kindergarten Health Assessment

- The Kindergarten Oral Health Assessment (KOHA) law [[Public Health Code Act 368 Section 333.9316](#)] was passed to ensure that children entering their first year of school are able to receive an oral health assessment (dental screening) before starting school. The KOHA Program aims to improve school readiness and raise awareness of the importance of good oral health. As 36% of facilities surveyed stated they did not know about KOHA, there is a need for increased awareness and community engagement opportunities.

Medicaid Acceptance & Provisions for the Underinsured

- Almost all facilities accept new patients, but patients with Medicaid and lower income may have trouble finding a provider. Most who stated they have "special provisions" for the underinsured mentioned CareCredit. While CareCredit helps spread the payment out and reduce interest, it does not lower the cost of the services. Medicaid was only accepted fully at two of the 11 participating locations, with most facilities mentioning difficulty billing and receiving low payments back as reasons for not accepting it. Identifying practice improvements and considering opening up acceptance to Medicaid to assist families with lower socioeconomic status in receiving oral care can help bridge this gap and increase accessibility to Allegan County residents.

Evening & Weekend Appointments

- Most of the facilities do not offer weekend or evening appointments. Individuals may avoid care when they have difficulty attending weekday appointments. Those working Monday-Friday may find it difficult to find time in their work schedule to go to an appointment and may have to use PTO or sick time to make it to a routine care visit. Identifying practice improvements that could increase the accessibility of appointments for patients is recommended.

Transportation Needs

- An additional barrier for individuals to seek oral health services includes transportation, as only one facility offers transportation to qualifying patients. [Allegan County Transportation \(ACT\)](#) has expanded services as of January 2022, with services available 5:30 a.m. to 7 p.m. Monday-Friday and 8 a.m. to 3 p.m. on Saturdays. ACHD recommends promoting ACT transportation services to Allegan County residents experiencing barriers. [Allegan County Community Action Agency](#) also offers transportation assistance to seniors needing rides to and from appointments. The promotion of services available in Allegan County can help assist residents experiencing transportation barriers to accessing oral care.

PUBLIC HEALTH RECOMMENDATIONS

Mental Health

Community Outreach and Education

- Mental health providers could engage in community outreach programs to raise awareness about mental health issues and reduce stigma while engaging in non-traditional health care services to reach individuals across Allegan County.
- Conducting educational sessions in schools, workplaces, and community centers could promote mental health awareness and the availability of services within Allegan County.

Telehealth Services

- Expanding non-traditional healthcare services, such as telehealth services, can help to reach individuals who may face barriers to in-person care, such as those in rural areas, individuals with mobility issues, or those without reliable transportation.

Collaboration with Primary Care Providers

- Collaborating with primary care providers to integrate mental health services into primary care settings and routine healthcare services by encouraging screening for mental health issues during regular medical check-ups will help facilitate communication and information sharing between mental health providers and primary care physicians to ensure comprehensive patient care.

Medicaid Acceptance

- Only 43% of mental health care providers that responded to the survey accepted Medicaid fully, with most facilities mentioning reimbursements not being sufficient as reasons for not accepting it. Identifying practice improvements and considering opening up acceptance to Medicaid to assist families with lower socioeconomic status in receiving mental health care can help bridge this gap and increase accessibility to Allegan County residents.



PUBLIC HEALTH RECOMMENDATIONS

Primary Care

Community Partnerships & Outreach

- Collaborating with local community organizations, schools, employers, and ACHD to provide healthcare information, screenings, and preventive services in community settings and outreach events can bring non-traditional healthcare services to community members who may face barriers to receiving care.
- Establishing relationships with social service agencies can help address social determinants of health that may impact access to care.
- Engaging in conducting community health screenings for conditions such as diabetes, hypertension, and infectious diseases. Using screenings as an opportunity to engage with the community and promote primary care services. Educational materials, workshops, and community outreach can help enhance health literacy for Allegan County residents.

Care Coordination and Navigation

- Improve care coordination by working closely with mental and oral health care providers.
- Provide patient navigation services to help individuals navigate complex healthcare systems and access the appropriate services. The [Allegan County Community Links Program](#) can assist residents in navigating health services available to them.

Extended Hours and Weekend Appointment Availability

- 60% of PCPs who responded to the survey said they do not offer weekend appointment availability. Extending clinic hours, including evenings and weekends, to accommodate individuals with busy schedules or those who cannot take time off during regular business hours can help increase accessibility to primary care services for Allegan County residents.

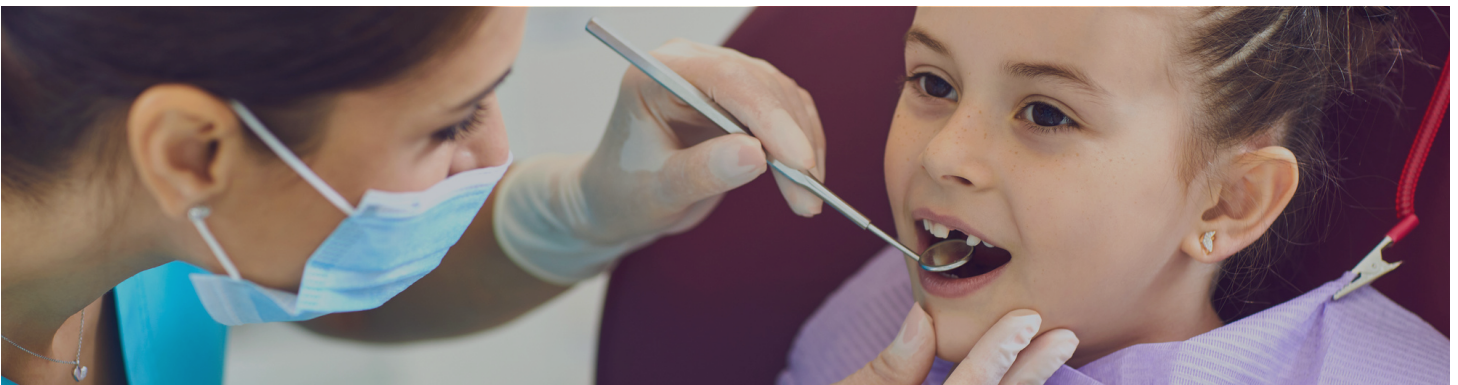
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REFERENCES

- [2022 Allegan County Community Health Survey](#)
- [2022-2025 Allegan County Community Health Improvement Plan \(CHIP\)](#)
- [2022 County Health Ranking Data](#)
- [2022 National Community Survey](#)
- [Allegan County Community Action Agency](#)
- [Allegan County Community Links](#)
- [Allegan County Health Department \(ACHD\)](#)
- [Allegan County Transportation \(ACT\)](#)
- [County Health Rankings Model](#)
- [Healthy People 2030](#)



2023 Allegan County Provider Capacity Assessment



HEALTH
Department