Who knows what and How?
Knowledge of Health Care & 
Education Systems among Hartford Parents

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Research Question

- What do Hartford parents:
  - Know about Education and Health Care and how involved are these parents?
    - Info on Husky, Saga, ConnPace, No Child Left Behind Act
  - How do they acquire this information?
  - Why is this the case?
Thesis

- Hartford parents were more involved with Health care as supposed to education
- Almost all parents were/are unaware of changes made in Health care and Education
- Much of the information was not easily accessible to Parents
- State aid (Husky, Saga, ConnPace) affects levels of knowledge and involvement
Significance

- Important to know what is going on in Community/nation.
  - “The Phi Delta Kappa/Gallup poll of the nation's attitudes toward public schools found that 40 percent of the respondents knew very little and 36 percent knew nothing at all about the legislation (NCLBA) passed nearly two years ago”. (9/2003, Education Week)

- Important for insurance companies to ensure better quality and service.
Methods

- Random sampling
  - Income not included
- IRB consent forms
- Interviewing
  - Health Centers
  - Health Clinics
  - Youth and community centers
  - Meeting people
Results

Knowledge (Out of 17 people):
- 11 have insurance (7 state, 4 private)
- 11 didn’t know about changes in Health Care
- 10 didn’t know about No Child Left Behind

Involvement (Out of 17 people):
- 14 stated involvement in their health care
- 8 stated involvement in schools
Results

- Acquisition of Information (Out of 17 people):
  - 9 first time in interview
  - 2 through brochures, packets, booklets…
  - 5 through centers, clinics, organizations…
  - 1 through other forms (internet)
What do Parents know?

- Overall, parents were unaware of changes/act
  - “I’m finding out right now”…. “I never heard of this”…. “I heard about it, but I don’t know what it is”

- Lack of knowledge does not equal lack of concern
  - “Damn! That sucks. I feel bad for all those people”
  - “It is a shame not a lot of people know about this”
How involved are these Parents?

- Parents more involved in Health Care
  - Health care more of a priority: “I have to use it (insurance) all the time. My son is always sick… and I have to take him to his doctor a lot.”
  - Lack of time/job & other commitments
  - Embarrassment: “I am too embarrassed to go (school activities) because I can’t read. I don’t want people to make fun of me.”

- Lack of involvement does not equal lack of concern
How do Parents receive information?

- Word of mouth is the primary way
- Lack of brochures, packets, booklets
  - Address changes
  - Literacy issues
- Lack of information at centers, clinics, etc..
  - Update of information needed
  - Not enough information supplied for distribution
  - Changes over time = less concern
Why is this the Case?

- State aid vs. Privatized Health Care affects:
  - Knowledge of changes
  - Levels of involvement and concern
    - “Why should I worry about that stuff? I have my own insurance for me and my kids.” (mother with privatized insurance on how she felt about changes)

- Health care a priority because it’s direct
  - “My kid’s education is important, but their health is much more important to me. How can they function in school if they’re sick?” (father talking about his views on which is a priority)
Conclusion

- Health care and Education two very important issues, especially in Hartford.
- Although evidence shows that Health care is a priority, both education and health care are high matters of concern.
- Lack of access to this knowledge shows that insurance companies need to do a better distributing job.
- More knowledge = More concern = More action = More change for the good

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