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# Community Health Needs Assessment

## Town Meeting Agenda

Location: Signature Healthcare's Greene Cancer Center

Date: August 29, 2018

Time: 11:30am -1:00pm

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### Agenda details:

- I. Opening /Introductions
- II. What is Signature Healthcare's role in the community?
- III. Review Community Benefit Mission Statement
- IV. Overview of 2013 and 2016 Community Health Needs Assessments
  - a. 2013 CHNA
  - b. 2016 CHNA
  - c. Implementation Strategies
- V. Collect Community health perspectives
  - a. Determine important health areas



SIGNATURE HEALTHCARE

[www.MySignatureCare.org](http://www.MySignatureCare.org)

## Community Benefit Mission Statement

*Signature Healthcare Brockton Hospital's Community Benefits mission is to provide high quality low cost healthcare to all individuals in the Brockton and surrounding communities.*

*We continually evaluate and research the healthcare needs of the patients in our community. In order to improve an individual's health, we consider the whole person.*

*Signature Healthcare Brockton Hospital is also committed to collaborating with our community partners who can aid in our mission to identify and meet the healthcare needs of our community.*

- The above mission statement was reviewed during the Stakeholder Town Hall Meeting. All feedback was positive, with many commenting on the statements focused on “the whole person” and “collaborating with community partners” as wonderful, echoing our need to work together towards a healthier community to make a larger impact.

## **Stakeholder Meeting Attendance**

The following community members attended in person or via e-mail/phone call and provided feedback related to Signature Healthcare's Community Health Needs Assessment and Implementation strategy:

<u>Name</u>	<u>Title</u>	<u>Organization</u>	<u>Address</u>
Dottie Slack	Health Educator	Mary Cruise Kennedy Senior Center	10 Father Kenney Way, Brockton, MA. 02301
Dave Gorman	Race Director	Kids Road Races	65 Van Cliff Ave. Brockton, MA. 02301
Amanda Sandoval	Assistant Director of Prevention Services	High Point Treatment Center	30 Meadowbrook Road, Brockton, MA. 02301
Jen White	Vice President Community and Public Relations	Harbor One Bank	770 Oak St. Brockton, MA. 02301
Zico Antunes	Intake/Outreach Coordinator	Cape Verdean Adult Day Health Center	764 North Main St. Brockton, MA. 02301
Mary Ellen Kirrane	Director of Wellness K-12	Brockton Public Schools	43 Crescent St. Brockton, MA. 02301
Jane Feroli	Parent Engagement Specialist	Brockton Public Schools	43 Crescent St. Brockton, MA. 02301
Karen MacDonald	Director of Council on Aging and Youth Commission	Stoughton COA and Youth Commission	110 Rockland St. Stoughton, MA. 02072
Kendall Bennett	REACH Program Coordinator	Old Colony YMCA	445 Central St. Stoughton, MA.
Dennis Carman	Executive Director	United Way of Plymouth County	934 West Chestnut St. Brockton, MA. 02301
Marline Amadee	President & Executive Director	Haitian Community Partners	71 Legion Parkway #22 Brockton, MA. 02301
Evelyn Lebrun	Public Health Nurse	City of Brockton Health Dept.	45 School St. Brockton, MA. 02301

## **Stakeholder Town Meeting Discussion**

### **What are the priority Health concerns in your organization?**

- Health and wellness issues amongst young parents and seniors. Depression, chronic illness, maternal and child health and social isolation shorten one's life by 7 years.
- Cost of medications, particularly for seniors. If they are working they have access, once they are on Medicare, the cost skyrockets (insulin, inhalers, etc). No access.
- Chronic disease, obesity, how mental health relates to the list (CHNA sections: Demographics, Housing & Homelessness, Health Care Access, Safety, Substance Use & Behavioral Health, Maternal and Child Health, Sexually Transmitted Infections and HIV/AIDS, Risky Behaviors and Health Screenings, Chronic Illnesses) lack of resources, youth prevention for substance misuse.
- Obesity and Healthy lifestyles amongst youth. The schools now offer a healthy breakfast and snacks. Changed food service lines to be healthier. Wellness grant focused on staff changed

their water fountains to allow for water bottles, fitness activities during the work day. Farmers market vouchers to be used at City Hall Farmers Market.

- Employee Health is a concern. Removed all vending machines and installed Lean Box. More coordination on wellness changes coordinated between all locations.
- Employee Health and learning how to talk to your insurance company (self insured), trying to figure out the aggregate data, what chronic issues are employees having.
- Substance use and exposure to trauma at an early age. A solution has been utilizing ACEs (adverse childhood experiences) to help those with exposure at an early age.

**What do you see as a barrier and/or a way to work towards fixing some of the issues discussed above?**

- Think systemically. How do we get from a good needs assessment to being a useful tool to direct all of us? What specific language are we using...needs vs. barriers...transportation outside of Brockton? The Southeast is a large geography, serving well beyond the boundaries of Brockton. How do we thread the work all of the agencies are doing? Collaboration!
- Focused on the need...instead of the nature of the community that allows for safe communication...there is unintended competition between non-profits, should be directing them to where they can get the appropriate needed services...our community is so diverse...what is the neighborhood like?
- Educate your kids about sports; connect with exercise, eating habits.

**How have you measured success?**

- Picking strategies that are measureable in the first place. Pick something you have data around already. We should share between our organizations.
- Unable to track outcomes with their diabetes, because there is no baseline...not as tangible. Think about how to evaluate what prevention looks like. What prevents abuse, easier to measure?
- Prevention can be monitored...we don't talk enough about "down the road" systemic challenges – 14 organizations doing the same thing. Bigger isn't always better but "big enough" to do the job. Reduce communication barriers. How do we solve this? Looking for outcomes and looking for measures...what would we like to see when you get to the other side?
- Institute a yearlong diabetes prevention program, CDC provides a score. Seeing scores go down would be helpful.
- Monitor ER usage – share data of this usage, could show real community impact. Community wide sharing would help us access more funding.
- BKDD has an impact on consumers...they have tendency to forget and this serves as a reminder.

**How do people get information about health?**

- From my PCP. Awareness generated from regular appointments.
- Seniors use Signature Healthcare clinics as their primary care physician.
- Immigrant population gets information differently; they cancel physician appointments because they are afraid. Through the radio, internet radio stations, word of mouth, messaging apps like What's App, churches.

- Service providers like barbershops, get misinformation from their social networks (biased health info). A personal connection is more believable - coming from a trusted source. A Pastor you know vs. a doctor you don't know.
- Through REACH, Haitian pastor will announce he's going to the doctor, before he is sick. Teaching through storytelling about the American healthcare system would be helpful. Some cultures don't believe in going to the hospital.
- EB Hope has been a good resource, coupled with the Plymouth County outreach. All police depts. provide follow up visits to families after overdose...plain clothes officer and recovery coach. Safe space. Real time database with info about overdoses in your community. So many people who were falling through the gaps aren't anymore. A Drop in center is also available for education, a very concerted effort in the battle of Opioid addiction.

**Based on your organizations' missions, do you see your audience member being those who walk into your facilities or the community at large?**

- Seniors that come through our doors, but also responsible for the seniors in our town. Applied to become "age friendly"...employees are also an audience member, because the better they do the better they can serve the seniors. All ships rise with the tide. A lot of communities around Brockton get lost in its "city" shadow.
- If people have a good experience in your facility then they tell someone else. Need to tout what you are doing for others. I would disagree with the shadow statement, because we are lower income and have a challenge to get the funding. Use the Tufts aging community profile – you can find out how many people have diabetes, how many have been readmitted.
- You are your brother and your sister's keeper. We need shared ownership.
- Employees who are our stakeholders, customers, and then financial education product. There's a General concern for the communities where our employees live.
- Most referrals are coming from family and friends.

**Additional comments:**

- Prevention buckets (mentioned by Stoughton earlier) seems like a way to create synergies, good strategy. Align transportation with a bucket, would be a good thing to combine them.
- Once people are at the shelter, what do you do with them? Are more or less people at the shelter a good thing? Are people being properly redirected? What is success?
- Can learn something from the substance misuse epidemic – more data collection, more communication. Coordination is so important.
- "Kid in need" program, in many schools, police called to the home, a card goes to the school with the kid's name so that they can be "handled with care"...community policing.