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Putting Health Equity Front and Center in Community Health Improvement by Empowering, Listening to, and Respecting Community Voices

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Keywords
Greater Worcester, Community Health Improvement Plan (CHIP), health equity

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Putting Health Equity Front and Center in Community Health Improvement by Empowering, Listening to, and Respecting Community Voices
AGENDA

- Engaging community from CHA to CHIP
- CHIP priority area engagement strategies
- The Coalition for a Healthy Greater Worcester
- Collaborating with academia
- Getting involved – CHIP In!
THE ROAD TO THE 2016 CHIP
THE VISION

- To be the healthiest City and Region in New England by 2020.

The healthiest you in the healthiest city in the healthiest region

#Healthy2020
HOW DO WE ACHIEVE THIS?

Community Health Assessment & Improvement Plan

Resources

Data

Experience
COMMUNITY HEALTH ASSESSMENT

UMass

Common Pathways

WDPH

Fallon Health

CHA
Community Participation

Those who are affected by a decision have a right to be involved in the decision-making process.
ORGANIZE FOR SUCCESS & PARTNERSHIPS

Core support Team

MAPP Committee

Subcommittees

Community

•9 priorities
COMMUNITY PARTICIPATION

Increasing Level of Engagement

- **Inform**
  - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, or solutions
  - Examples: Email newsletters, send press releases announcing progress milestones

- **Consult**
  - To gather feedback from targeted stakeholders on the project’s goals, processes, shared metrics, or strategies for change
  - Examples: Ask for input on initiative strategies, invite to small group or individual presentations about initiative

- **Involve**
  - To work directly with stakeholders continuously to ensure that concerns are consistently understood and considered
  - Examples: Invite to join Working Groups or an advisory body for the initiative, partner in policy advocacy

- **Collaborate**
  - To partner with stakeholders in each aspect of the decision including the development of alternatives and priorities
  - Examples: Appoint to a leadership role on a Working Group to help shape strategies

- **Co-Lead**
  - To place final decision-making in the hands of stakeholders so that they drive decisions and implementation of the work
  - Examples: Invite to join the Steering Committee and/or similar body with decision making power in the initiative

Source: Collective Impact Forum, adapted from Tamarack Institute and IAP2
COMMUNITY HEALTH ASSESSMENT

Quantitative Data

Focus Groups & Key Informants

Surveys
• 24 stakeholder interviews and 23 focus groups totaling 221 participants
• 1,250 respondents completed the CHA Public Survey
• 219 surveys from the Worcester Free Clinics Coalition survey process
• “Sticky note” exercises conducted at multiple community events
• Neighborhood Conversations
• 30 individuals participated in Lunch & Learn sessions
• 33 members of the Advisory Committee completed a survey as a part of the Local Public Health System and Forces of Change Assessment
Greater Worcester
Community Health Improvement Plan
2016 CHIP

Coalition for a Healthy Greater Worcester

Central MA Regional Public Health Alliance | June 2016
COMMUNITY HEALTH IMPROVEMENT PLAN

1 Goal
Health Equity

3 Core Principles
- Invest first in the community
- Empower, listen to, and respect community voice
- Eliminate gaps between services

9 Priority Areas
- Racism & Discrimination
- Substance Use
- Access to Care
- Mental Health
- Economic Opportunity
- Cultural Responsiveness
- Access to Healthy Food
- Physical Activity
- Safety
All members of our community should have the opportunity to make the choices that allow them to live a long, healthy life, regardless of their income, education, or ethnic background.
Invest first in the community

Empower, listen to, and respect community voice

There is no wrong door to accessing services

Access first to the community

Empower, listen to, and respect community voice

There is no wrong door to accessing services

Access to Healthy Food

Cultural Responsiveness

Economic Opportunity

Mental Health

Access to Care

Substance Use

Health Equity

Health Equity

Racism and Discrimination

Safety

Physical Activity
“THE COALITION” – A FRAMEWORK FOR SUCCESSFUL IMPLEMENTATION
COALITION FOR A HEALTHY GREATER WORCESTER

• Expertise in community engagement, dedicated staff
• Shares in accountability with WDPH
• Conduit for resources
• Greater opportunity for transparency
Co-chairs
- Community rep (Laurie Ross)
- WDPH rep (Zach Dyer)

Priority Area Reps
- 9
  - Selected by recommendation during CHIP planning process

Subcommittee Chairs
- 4
  - Members of transitional steering committee

Ex-officio members
- YWCA (fiscal agent)
- WDPH Chief
- MDPH
- Treasurer
• Grow fiscal capacity of Coalition
• Develop mechanism for grantmaking

• Promote the policy change work necessary to move CHIP forward
• Engage policymakers

• Best practices
• How to measure success
• Community Health Assessment

• Engage community to participate in CHIP
• Conduct focus groups and interviews
• Bring voice of community to Coalition work

• Research & Evaluation
• Policy & Advocacy
• Community Engagement
• Resource & Development

• How to measure success
• Community Health Assessment
• Quarterly report-outs to collect information
• No new work groups unless gap exists
FLOW OF INFORMATION

Coalition Steering Committee

- R&E
- R&D
- CE
- P&A

Coalition Subcommittees

Priority Area Partners

Quarterly Report Out

Workplan → Action → Outcome

Workplan → Action → Outcome

Workplan → Action → Outcome

Workplan → Action → Outcome
EXISTING COALITIONS

- In some cases (Worcester Food Policy Council, Worcester Partnership for Racial & Ethnic Health Equity, Regional Response to Addiction Partnership) existing groups will hold quarterly report-outs
- Responsible for keeping pulse of priority area
- Not responsible for implementing every strategy, but may choose to implement some
ACADEMIC HEALTH COLLABORATIVE

Academic Partners

Public Health Projects

Mutual benefit

UMass Med
Clark University
Worcester State
WDPH
CHIP Partners
Improved Health + Experienced workforce

Mutual benefit

Experienced workforce

Improved Health + Experienced workforce

Mutual benefit
Gaps and needs identified

Plan and design

Gather data

Findings shared with WDPH

Reports archived

- Minimize duplication
- Evidence-based policy
- Documented and replicable research process
- Increased transparency
- Faculty-driven research
- Joint publications
- Joint grants
GETTING INVOLVED
GETTING INVOLVED

Role of the Coalition:
To ensure continuous community engagement that is universally inclusive and representative of the diverse organizations and residents of the region.

Considerations:
1. Open and Transparent
   - Everything posted
   - All welcome
2. Accessible
   - Written and online materials (design for diverse audiences, multi-communication techniques)
   - Meetings and events (timing, locations, child care, video and phone conferencing)
3. Levels of Engagement
4. Full Circle
GETTING INVOLVED

Communication and Collaboration Structure and Tools:

1. Coalition Staffing
   - Community Engagement Specialist
   - Partnership Manager

2. Collaboration Structure
   - Partnership between WDPH-Coalition (shared leadership)
   - Steering committee, subcommittees, priority areas
   - Engagement points
   - Information flow

3. Communication/Collaboration Tools
   - Website as community access point
   - Coalition drive with shared documents
   - CRM software (future)
Coalition for a Healthy Greater Worcester
www.healthygreaterworcester.org

What you will find:
- Coalition mission, vision, people and organizations involved
- 2016 CHIP document and 2016 CHIP strategy matrix
- CHIP In forms – individual and organization
- Coalition calendar of meetings and events
- Access point to Coalition drive – all meeting minutes and other info.
- Mailing list sign-up to receive the Coalition Connection newsletter
Coalition for a Healthy Greater Worcester

ELIMINATING HEALTH DISPARITIES
IMPROVING QUALITY OF LIFE
BUILDING COMMUNITY

Building a healthy community together...
join the movement!

JOIN OUR MAILING LIST
CHIP IN AS AN
CHIP IN AS AN
SHARE NEWS & EVENTS
THE COALITION CONNECTION

Building a Healthy Community Together

February 2017

Update from the Coalition

Hello Friends,

We would like to announce the addition of Jeffry Wright, Community Engagement Specialist, to the Coalition team. Originally from Jamaica, he worked for the Red Cross and as a primary school teacher. Most recently, he interned with the YWCA of Central MA after successful completion of a Massachusetts Community Health Worker program. Jeffry will be based at the YWCA but will spend most of his time out of the office and connecting with the community. He looks forward to meeting many of you!
GETTING INVOLVED

Next Steps to Involvement:

1. **Learn More**
   - Coalition Website
   - Coalition Connection Newsletter
   - CHIP In Orientation

2. **Complete a CHIP In Form**
   - Paper or Online
   - Individual and/or Organization

3. **Get Connected**
   - Attend Meetings and Events

4. **Spread the Word**
How does your work fit within the CHIP?
QUESTIONS?
THANK YOU FOR JOINING US!

We CHIP in! Do you?

#Healthy2020