



Voices of the Community

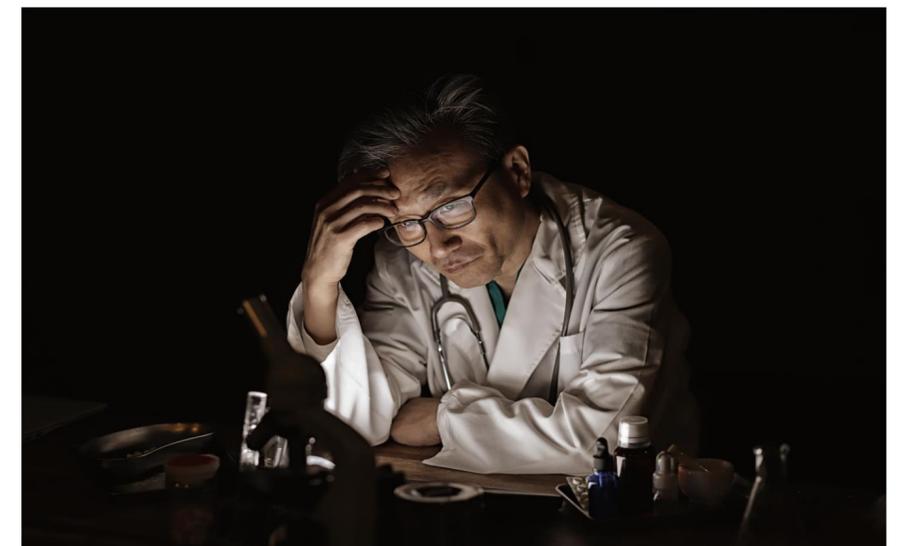


Impacting the health of our neighbors through community engagement.

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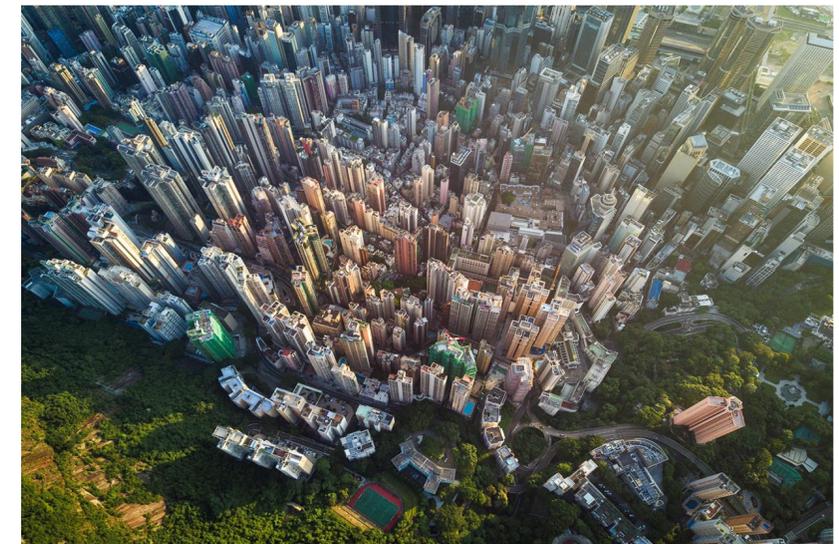
The Why...

- Engaging the community and giving them a voice fosters more trust with the healthcare system
- A top-down approach can worsen inequities due to lack of understanding of community culture and social norms
- Care delivery has a higher likelihood of success when the community is involved



The How...

- Recruit from the communities you serve to provide health education and engagement from a trusted source
- Partner with trusted community leaders and organizations to get community input
- Utilize the Community Health Needs Assessment (CHNA) to gain REAL insights from the community



The How (Continued)...

- Have community representation on health system committees
- Establish a cadence of regular community meetings or participate consistently in existing community meetings
- Create an intentional feedback loop and bring back models once designed and discuss transparently



The How behind the CHNA

- The process in which the CHNA is completed matters
 1. True participation for ALL parts of the community
 2. Transparent sharing of data
 3. Active listening to understand what the community identifies as their needs
 4. Sharing publicly the outcomes of the assessment



Key Take Aways...

- Community engagement can be key in creating successful models of care that can positively impact both outcomes and reducing disparities
- Partnerships will thrive through trust that can be built with consistent and transparent community engagement
- Health systems **MUST** be open to receiving honest feedback with defensive reactions





Thank You!!