



Health Improvement Partnership of Maricopa County (HIPMC)

July 8, 2014 Meeting Notes

Location: Roosevelt Wellness Center 1030 E Baseline Rd. Phoenix, AZ. Special thanks to the Roosevelt School District for graciously providing this meeting space at no cost.

Attendees: There were 62 people that attended the meeting. A contact list of those who attended is provided as a separate attachment and is posted on MaricopaHealthMatters.org.

Welcome, Introductions, Updates

Opening remarks were made by Mary Mezey, Strategic Initiatives Coordinator for Maricopa County Dept. of Public Health (MCDPH). Mary welcomed partners, went over the morning agenda, and introduced Bob Nickerson, Executive Director of the Brooks Community School in the Roosevelt School District.

Mr. Nickerson gave an executive welcome and described the vision of the Roosevelt Wellness Center where the meeting was hosted.

- Roosevelt School District (RSD) just celebrated its 100 year centennial in 2013 and is now in the process of expanding what the school district does to more directly interact with the community through innovation.
- RSD has made a concerted effort to reach out from the classroom for more partnerships addressing all the spokes of the wellness wheel trying to better leverage South Phoenix assets to improve wellness.
- The RSD Wellness Center contains classroom space, a full service kitchen that can host cooking demonstrations as well as child nutrition education. RSD also has a technology center on 7th street with computers available to the public free of charge and has developed a Medical Reserve Corps that provides CPR and first aid trainings as well as teaching children how to react in an emergency. Additionally, the Wellness Center has the capacity to serve as an emergency relief location in the event of an emergency.
- The vision of these changes is to step beyond the role of traditional public education and engage parents, children and community members in health and wellness practices to help children get a healthy jumpstart on life and live healthier lives.
- If you would like to contact Bob regarding partnership opportunities with the Roosevelt School District please contact him at Robert.nickerson@rsd.k12.az.us or 602-243-4843.

Courtney Kreuzwiesner, Stakeholder Communications Coordinator for MCDPH discussed a pending grant opportunities that would support the HIPMC and its partners:

- In February 2014, MCDPH applied for the National Prevention Partnerships Award (NPPA) grant through US Health and Human Services Dept. which supports partnership development for specific activities. MCDPH is waiting to hear if it was awarded this month.

- MCDPH is also applying for the Partnerships in Community Health grant through the Centers for Disease Control and Prevention (CDC) that would be \$1-4 million over 3 years. 50% of those funds would be dispersed to partner agencies. The grant is due 7/22/14 and if awarded, would begin 9/30/14.

Celebrate Our Successes

Becky Henry, Program Improvement Coordinator for MCDPH, gave a brief overview of the re-designed Community Health Improvement Plan (CHIP) workplan (available on Maricopa Health Matters at www.hipmc.org).

- Within the first year and a half of CHIP implementation, 108 objectives have been completed including 74 so far in 2014. This represents the work of 20 different entities.
- The CHIP workplan includes 85 additional objectives or goals in progress and an additional 14 HIPMC champions.
- We welcome continual submissions by any of our community partners. If you need assistance in creating measureable objectives or other types of technical assistance please contact hipmc@mail.maricopa.gov.

Mary Mezey introduced nine new HIPMC champions for the 3rd Quarter. Criteria for becoming a HIPMC Champion can be found at <http://www.arizonahealthmatters.org/index.php?module=htmlpages&func=display&pid=5021>. Organization descriptions and aligned objectives can be found in the Initiative Centers on maricopahealthmatters.org.

Champions recognized included:

- Aetna
- Anthony Bates Foundation
- Banner Health
- Crisis Preparation and Recovery
- Esperança
- Mercy Care Plan
- Mission of Mercy
- University of Arizona – College of Medicine
- Valley Permaculture Alliance

A Closer Look: What Story Does the Data Tell?

Courtney Kreuzwiesner provided an overview of updates to Maricopa Health Matters.org.

- Maricopa Health Matters is a website specifically devoted to provide users with data and information about health and quality of life in their community. The site is hosted under the Arizona Health Matters site developed by Healthy Communities Institute.
- On the site one can find the CHIP tracker, which tracks community wide health indicators related to the 5 health priorities on the CHIP. A more in-depth look at the health indicators HIPMC is using to measure health impact will be given at the 10/14/24 HIPMC meeting.
- Initiative centers are sector or cloud based pages that tell the story of various work being done in sectors such as worksites, healthcare, education and community. Partners can submit information to be included in these community initiative centers to hipmc@mail.maricopa.gov.
- Updates to look forward to on this site include modifying the current CHIP tracker to show the beginning baseline, our current measure and the goal target and highlighting data for specific sub-populations that may experience health disparities.

- Items of note on Maricopa Health Matters include HIPMC newsletter and meeting notes archive, the CHIP summary report, updated versions of the CHIP workplan and yearly accomplishments report as well as a number of additional data reports.
- For questions on maricopahealthmatters.org or a training orientation on how to use the website, please contact Courtney Kreuzwiesner at 602-506-6098 or courtneykreuzwiesner@mail.maricopa.gov

Keely Clary, an Epidemiologist for MCDPH, discussed how the Maricopa County Department of Public Health can assist partners in collecting demographic data for a subset of Maricopa County.

- An example of effective use of local data is in the South Central Neighborhood Transit Health Impact Assessment (SCNTHIA). The MCDPH Department of Epidemiology looked at demographics and other statistics specific to the south central phoenix area in comparison to the overall Maricopa County statistics. This comparison highlighted ethnic and socio-demographic disparities that were important to the conversations happening around the SCNTHIA project.
- If you have a project in mind that would benefit from local data analysis, please submit a data request to <http://www.maricopa.gov/epi/>
- Keely's presentation is provided as separate attachments on MaricopaHealthMatters.org on the Quarterly Meetings page <http://www.arizonahealthmatters.org/index.php?module=htmlpages&func=display&pid=5020>

Panel: Community Health Improvement in South Phoenix

Mary Mezey led a panel discussion that was specifically designed to bring the CHIP to life by highlighting some of the great work that is being done in the South Phoenix Community to address disparities and local health needs.

Panelists included:

- Vincent Lopez, Policy Office Health Educator, Maricopa County Department of Public Health
- Lorraine Moya Salas, Executive Director, Unlimited Potential
- Dianne Aguilar, Community Connections Coordinator, Mission of Mercy
- Robert Young, Executive Director, Tanner Community Development Corporation

Question One: Please provide an overview of your organization/initiative.

Vincent: Working on SCNTHIA. A health impact assessment is a public health tool to make recommendations to decision makers on various options when considering possibilities to implement policy, systems or environmental changes.

Lorraine: Unlimited Potential is a small family center that's been around for about 30 years that started as a volunteer effort helping moms in the Roosevelt School district with their literacy. They subsequently got funded through the City of Phoenix after moms engaged in the program advocated for the services at City Council meetings. Currently the organization works primarily with 2nd or 3rd generation Mexican immigrants and focuses on literacy as well as empowering individuals to engage in their community as well as provides a promotoras program and various other wellness programs and works closely with cultivate South Phoenix

Dianne: Mission of Mercy provides free primary healthcare for the uninsured through mobile clinics located throughout the community. The organization is privately funded and thus has no pre-qualification process. Volunteers operate the bulk of the programs. Community Connections is an initiative to connect with the community through health fairs and other community events to raise awareness about the program and provide health education and preventative services by providing services and linking patients to other community resources.

Robert: Tanner Community Development Corporation was an outgrowth of Tanner Community Church when the pastor formed a 501c3 organization to manage the mission outreach work. Intergenerational programs from early childhood

development to elder services provide youth development, substance abuse prevention, help to families in crisis and other services that relate to the CHIP framework. One project currently being worked on is smoke-free multi-tenant housing properties. Several Tanner properties are smoke-free properties or are in the process of going smoke-free.

Question Two: What do you believe are some of the key areas of need in South Phoenix? How did you determine the needs?

Vincent: SCNTHIA project is in response to the observed need to look at transportation as a consideration to access to healthy environments by looking at economic development and transit options.

Lorraine: Data is an important way to see what the needs are, but listening to the stories is just as important. Promotoras working with Unlimited Potential's substance abuse program observed that there were many issues related to a lack of social connection and not feeling empowered to be able to create social change in their community. The program found that they want to be engaged and it's important for participants to realize that it's their own behaviors and their environment that affect their health and that they can have an impact on both.

Dianne: Mission of Mercy refers to Dignity Health Community Needs Index to determine services. Their clinics serve areas that average at least a 4.7 on that scale. This is supplemented by looking at the needs of their patients and focusing efforts towards health conditions in high prevalence. Patient surveys also inform health education needs.

Robert: A primary focus point when working with seniors is affordable housing especially among low-income families. Access to affordable healthcare is also a huge issue for this population as is the fact that many of them have poor nutritional plans. The SCNTHIA project will help in this area. Many elderly also seem to feel that they are going to a facility just to die. Finding partnerships and ways to engage these residents such as having a senior's roundtable to help these individuals engage and feel empowered to help others, learn from others and help themselves.

Question Three: As members of the HIPMC, we know that community engagement is critical to implementing health improvement strategies, what techniques have you found to be most effective in engaging community members and key stakeholders in your work?

Vincent: The SCNTHIA insight committee developed research questions and determined the best methods to gather than information and who would be responsible for it. They ended up doing community surveys, key informant interviews as well as walkability audits where groups walked the proposed light rail route to assess the immediate vicinity. Participants were recruited through community events and ASU classes.

Lorraine: Unlimited Potential has a reputation in the community and relies heavily on word of mouth referrals. They work to honor the culture, language and values of the families they serve. Using promotoras has been a powerful way to engage with the community in non-traditional ways such as hosting neighborhood parties and doing a parade in honor of loved ones who died from alcohol abuse. These promotoras meeting participants where they are instead of always in the center supports their underlying principle of making it a mutual exchange where everyone brings something to the table.

Dianne: Mission of Mercy conducts tours of their clinics to engage the community and provide awareness about their services. They also participate in community events and get involved in community meetings to build trust and participate in things that are already happening in that community.

Robert: Tanner has both structured and unstructured community engagement. Some engagement is structured by participating in various coalitions and the Faith Opportunity Zone where the organization is able to promote programs and gain volunteers by engaging with them during the time around when they are attending church.

Question Four: Where do you see more health improvement efforts needed in South Phoenix? How do you think the HIPMC can support these efforts?

Vincent: Health Impact Assessments are a great opportunity to bring awareness of areas where the community needs help. For example, MCDPH is working with Roosevelt school district to complete an HIA on the best locations to open school grounds for physical activity.

Lorraine: Mental Health is a huge need observed in the community and is sometimes difficult to get services for. Chronic Disease and Mental Health are often correlated and we really need to address both to make an impact on either. Unlimited Potential is involved with Cultivate South Phoenix (CUSP) in order to support the whole school idea. CUSP will need data and other partners that want to engage in collective impact initiatives. It's important but difficult to work together, so CUSP has worked hard to identify a clear vision and who needs to be involved. Any interested partners can contact Lorraine directly.

Dianne: Mission of Mercy is working to put together monthly health topics that any HIPMC partner is welcome to bring to their clinics. Partners can also help raise awareness about the presence of these free services as we all know that not everyone is covered through the Affordable Care Act, so there is still a need for these services. Contact Dianne to come on a tour and learn more.

Robert: Everything that's in the CHIP is so important to the underserved populations in south phoenix. He sees a need to translate information that we collect into stories and visuals that can be used and understood by the average community individual. We need to become the trusted messengers to our respective communities so that we are trusted to bring in other partners and involve the people we serve in coming up with community based solutions involving the people we serve.

Audience Question: For Mission of Mercy – after you treat a patient, how is follow up conducted?

Dianne: Most patients come back 3 times a year and use the clinic for primary care seeing the same doctor multiple times to do follow-up. Mission of Mercy also has a relationship with Dignity Health to refer and connect patients to services we need.

Audience Question: Thank you to the panel for highlighting the importance of mental health.

Vincent: SCNTHIA key informant interviews brought some personal stories about mental health.

Audience Question: Mental health treatment among seniors is expensive; does anyone have any ideas on low or affordable mental health care for seniors?

Robert: Wesley Community Health Center is a resource that Tanner has used. Unlimited Potential has a kinship care program that can connect elderly who are caring for family members to a variety of services.

Audience Question: Do you have any insight on the cultural considerations to getting help for mental health issues?

Lorraine: Many practitioners are culturally competent, so the issue seems to be getting them the affordable care.

Final thoughts from panel:

Lorraine: The impact of race doesn't get talked about much. Many times we look at socio-economic factors and ignore the disparities of race among individuals in the same socio-economic demographic. Sometimes we as professionals don't know how to have a politically correct discussion about racial/ethnic disparities, so we ignore it, but it is a conversation that needs to be had.

Robert: Institutions need to become much more culturally aware of race and the cultural issues facing various demographics. Collaboration and talking to each other is key because the more we talk the more we learn from one another. If we all put our collective energies together and address disparities in a culturally appropriate way we can make healthcare accessible to all.

Vincent: Recommends using MCDPH epidemiology services and thinking about what's important to other entities/stakeholders (i.e. health isn't always the thing to focus on.)

Reflection and Wrap-up

- Banner's Health assessment had mental health rise as one of the priority issues for all 7 states their network covers.
- Community Health Improvement Plan should touch mental health because it has such an effect across the board. If we want to move the needle we need to address mental health. Any partners with activities that touch mental health as it relates to our other priorities including access to care the other four chronic diseases are invited to submit objectives to hipmc@mail.maricopa.gov.
- Mary Mezey noted that currently MCDPH has an MPH intern assisting with creating an evaluation plan and protocols for the HIPMC. One of the tools that will be used is Social Network Analysis (SNA) using the PARTNER TOOL, developed by the Robert Wood Johnson Foundation. The tool is designed to measure collaboration between partners within a partnership like ours and will help the HIPMC identify opportunities for growth and improvement. Partners will be getting a PARTNER survey in September.
- If you are not already included in the CHIP, please contact Mary Mezey to schedule a meeting so that we can reflect the great work you are doing.
- Please join us at our next meeting scheduled for Tuesday, October 14, 2014 from 8:30-11:30 AM. More details will follow in an upcoming HIPMC newsletter.