

SOUTH SIDE HEALTH TRANSFORMATION PROJECT

Community Feedback to Healthcare Transformation Model – 10/8/2020

Thank you very much for participating in the October 8th virtual convening of the South Side Healthcare Transformation Project partners and community representatives, which was attended by 102 stakeholders.

After hearing topline input from the recently concluded eleven (11) community listening sessions and a survey which more than 230 community residents filled out and submitted, October 8 participants got a preview of a developing [South Side Healthcare Transformation model](#) based on community feedback. The presentation also walked attendees through an actual patient experience applying the model.

Once the highlights of the still-evolving model were presented, participants went into ten virtual breakout sessions facilitated by a community leader to address four fundamental questions about the proposed model:

- What did you like most about the model?
- What do you wish the model would include?
- Do you see the model helping you or your neighbors?
- What does quality healthcare mean to you?

Here is a summary of the community feedback from those ten breakout sessions:

- **What did you like most about the model?**
 - Community focus—access to doctors in the area.
 - Focus on Community Health Workers is very important.
 - A holistic approach—coordination—an integrated model with steps to show how to get patients healthy. Wraparound services and teaching healthy lifestyles are vital components.
 - Addresses patient needs beyond a clinical setting—a spectrum of social determinants of health. It's important to help people be well in their environment.
 - Glad to see access to specialty care as part of the model.
 - The pieces around technology make a lot of sense—must connect the dots through shared and secure data systems.

- Workforce development opportunities to create a diverse pipeline of providers and leaders who look like the community. Cultural connection is important for care givers to not only treat but understand the patient's current circumstance.
- It was important to see how the model worked through an actual patient experience.

- **What do you wish the model would include?**
 - Outside the box ideas that enhance disease prevention.
 - More robustly address underlying factors that are barriers to access, without blame, like transportation, housing, technology, health literacy, cultural connection and competency.
 - Spiritual care.
 - The model does not overtly address race or racial issues.
 - Growing mental health issues/needs, including the importance of social workers.
 - Technology is important, but so too is the need for human connection in health care.
 - How can discharge planners work with Community Health Workers to help address mental health and environmental issues (i.e. hoarding, unclean or unsafe living spaces)?
 - OK, this model looks great in concept, but how are we going to build this and how can we ensure that it's sustainable as the public health landscape evolves?
 - How do you ensure continuing quality improvement?
 - Beyond access, how do you enhance the quality of the patient experience— i.e., what happens during an appointment?
 - How do you protect privacy as you're expanding technology and care coordination?
 - Family-centered care model, where the family is incorporated into the patient plan of care. Also, not just home visits, but "safe locations" as well. (LaRabida model).
 - Must get youth involved.
 - Need more clarity about how the FQHCs and hospitals will work together.
 - Worry about how doctors will devote the time it takes for this to work/the practicality of the model.
 - Where do community organizations fit into this model? And make sure insurance providers are at the table.

- I would like to see companies like Walgreens and CVS or big tech companies like Google and Fitbit come to the table on something like this
- **Do you see the model helping you and your neighbors?**
 - The model will help only if it genuinely and sustainably addresses gaps in healthcare access and delivery across South Side neighborhoods.
 - The model will succeed if both communication and patient education are enhanced.
 - Not everyone in the community has access to technology, nor are they tech savvy—so that must be addressed to have success.
 - It is comprehensive and looks to address wellness. It's an integrated model with steps to show how to get healthy.
 - Glad to see Community Health Workers at the forefront. They meet patients where they are and can look at a whole person's needs to figure out how to encourage lasting wellness. Automation over people loses connection, and in this case, human connection is critical to success.
 - The model focuses on ensuring that everyone has access to care by honestly and openly understanding you must address social barriers and risks.
 - Yes, if the funding is available to keep the transformation going.
- **What does quality healthcare mean to you?**
 - Accessible, community based and focused, barriers and risks addressed, and care integrated and coordinated. Trust.
 - Managing chronic care by getting the right specialist at the right time -- and access to the right meds.
 - Quality needs to measure how we put patients back into their real lives.
 - Meeting patients where they are—understanding their situations and how their care needs to be modified to reach desired outcomes.
 - A seamless process for patients.
 - Measuring outcomes and achieving health equity.
 - Including social and family support.
 - Changing behavior to increase wellness.

For updates and information about the South Side Health Transformation Project, please visit www.southsidehealthtransformation.com