

Input from Community Listening Sessions & Online Feedback Form

Access to Quality Healthcare

> Insurance, transportation, childcare, & safety

- "Access to physical pharmacies and drug stores in our neighborhood: add and/or replace pharmacies that were closed. Access to urgent care centers in our neighborhood with walk-in hours Mon-Sat."
- "We have to travel out of our community to find quality hospitals, doctors and healthcare. We should be comfortable with the healthcare in our community."
- "Having a mobile vehicle that could come to the community that would do some screening to represent the hospital."
- "More hospital equipment, such as an x-ray machine."
- "I would like the cleanliness and medical equipment to be maintained/updated as necessary. I would also like the staff to be friendly and courteous."
- "Gov. funded health insurance – some places don't take it."
- "The clinic should provide transportation" (many comments refer to Oak Street and their system of transportation) "At Oak Street, they pick me up, short wait, friendly, nice."

Preventive Care

> Education on nutrition & exercise

> Health literacy

> Targeted care for community needs and to address disparities, e.g. diabetes, asthma, hypertension, kidney disease, mental illness, COVID

- "More education, access to resources, especially around nutrition, exercise, and mental health (prevention and crisis management)."
- "We need better women's healthcare, quality maternity and postpartum care."
- "I would like to see birthing centers created as a less expensive evidenced-based option for maternity and postpartum care offered on the South Side."
- "We need trauma centers and gender responsive training for women and girls."
- "I would like to see improvements in maternal/fetal and psychiatric health."
- "I do believe that if someone is helped they can get the education they need to find the resources in our area that are either free or are on a sliding scale that anybody regardless of economic situation can find somewhere to go."
- "Care that focuses on decreasing HIV/AIDS in the African American community, Excellent Stroke Care-creating a center of Stroke Excellence Primary Stroke Center, Diabetes Institute, Hypertension Classes."

- “There needs to be preventive care such as individual education classes on Obesity, Diabetes and Hypertension.”
- “Emphasis on healthcare directly affecting African Americans and other minorities: hypertension, kidney disease, diabetes, COVID 19.”

Wellness

>Physical, mental, and spiritual care that empowers the community

>“Wellness Center”—a one-stop shop

- “Community health spaces would make a difference in our community.”
- “There needs to be a center that’s mixed between a hospital and community center that supports people in a more holistic way.”
- “This provides people with more than just a doctor but could promote life and speaks about life. You could go there for yoga, nutrition classes, and for other self-wellness needs.”
- “Community health workers who are equipped with information on healthy lifestyles and where people can go for healthy foods, yoga, pediatricians, etc...”

Building Relationships and Trust

>More physicians/hospital staff of color

>Establishing relationships with patients

- “Having a positive relationship with your doctor is important.”
- “One thing that I would like to see is more engagement with physicians who look like me. I have felt prejudice from healthcare providers who did not listen. I believe when I have doctors of my culture they are more engaged.”
- “Minority Directorship-Hospital leadership program. Create programs for minorities to become leaders in the hospital. A strong effort to make sure that clinical leaders and upper management mirrors the community. MORE P.O.C. DOCTORS.”
- “If someone is coming from the North Suburbs to care for someone – you have lost the connection with the individual and their care—there needs to be cohesiveness.”

Outreach, Community Engagement & Education

>Pop-ups/Mobile health

>Hospital leadership pipelines

- “What I would like to see is the hospital staff to come out their doors and meet people where they are. Have them do workshops, build trust, engage, and outreach to give information.”
- “Reach out and have real conversations happening that educate people.”

**SOUTH SIDE HEALTH
TRANSFORMATION PROJECT**

- “Hospitals need to be more engaged in getting information out to the community about resources, options for them and to connect.”
- “Army of community health workers that can transform the South Side block by block by informing the public of resources that are out there.”
- “Hold hospitals accountable to do a better job informing the community of their offerings and opportunities for access to care.”
- “I do a lot of stuff with my church and I’m the resource person. If people don’t know the resources exist then they can’t access them.”

A full report from these sessions will be shared on this page in the next few days.