

# **SOUTH SIDE HEALTHY COMMUNITY ORGANIZATION**

Town Hall Q&A — February 29, 2024

**1. What types of jobs is Phalanx training people for through the SSHCO connections?**

Phalanx connects patients with whatever industry they're interested in, but our primary focus is around high growth industries, including: nursing, phlebotomy, pharmacy technicians, food service, trucking, forklift certifications, logistics, security, customer service and manufacturing. Phalanx hosts a lot of trainings as well, to help prepare people for the job they want.

**2. If I was interested in being a CHW, what experience do I need? How long is the on-the-job training?**

CHWs are required to have a high school diploma or equivalent certification and some previous experience in healthcare, health education or a related industry. Most important, however, is a passion for working with the community and a commitment to racial and health equity on the South Side of Chicago. CHWs have several weeks of on-the-job training to ensure that they feel comfortable and confident in their role, including site-based training surrounding the specific provider with whom they work.

**3. Do you expect the maternal health program to extend beyond Friend Health? If so, when?**

We do expect to expand this program beyond Friend Health. We are already working with our other partner organizations to identify the next partner to move services into but want to complete the pilot with Friend Health to glean best practices and work out any glitches.

**4. Where is SSHCO located?**

Our administrative offices are currently in the ambulatory care center of St. Bernard Hospital, but our community health workers and nurse care coordinators are employed at our 13 partner locations across the South Side of Chicago.

**5. Who should our nonprofit contact about collaborating with the South Side Healthy Community Organization?**

We are grateful for the interest in this work and in partnering with the SSHCO. If community-based organizations have services they can offer, please contact us through the contact page on our website: [www.southsidehealthycommunity.com](http://www.southsidehealthycommunity.com) We are building a resource list of programs and services that promote well-being or tackle specific health needs to share with the South Side community.

**6. How can UChicago support shuttering maternity units such as Roseland Hospital, one of the last remaining South Side units?**

SSHCO is taking a number of steps to ensure that the maternity units that are still open across the South Side have the resources, training, and education necessary for their team members who support those critical needs. We are working with each of our partners, including Roseland Hospital, to determine the specific community needs for each location. We have Community Health Workers deployed at Roseland, including in the Obstetrics unit, to ensure that eligible patients are connecting to services that build better outcomes and healthier lives.

**7. If U of C does not accept my insurance, what options are available for me?**

We know that insurance is a challenge for many, and it's one of the reasons we are bringing some of these specialized and needed services – like maternal health care -- into the medical home where primary care doctors practice. At federally qualified health clinics (FQHCs), we accept all types of insurance, including Medicaid, to help overcome some of these obstacles.

SSHCO provides services to those on Medicaid and those without insurance – and if you qualify for Medicaid and don't have it, our Community Health Workers can help you through the process.

**8. What is the role of the doula? Are Certified Nurse Midwives (CNM's) part of your care model?**

In our pilot program with Friend Health, doulas connect with expectant mothers to assist with things like education, support and health screenings. They also provide emotional support during the birth process and in post-partum recovery. Certified Nurse Midwives are definitely part of our model. We also have advance practice nurse practitioners, doctors and maternal fetal medicine specialists to cover the full spectrum of risk and care.

**9. Are the education sessions (around maternal health and care) open to those outside of Friend Health?**

Yes, there will be communication going out to a variety of listservs to let our full network of providers know about and attend this education series.

**10. Are you recording this meeting?**

Our town hall meetings are recorded and posted on our website at <https://southsidehealthycommunity.com/community-engagement>

**11. For the Maternal Health program, who is the contact person for social media collaboration? What programs will you be working on for Maternal Fetal Month in April?**

Given that this is a pilot program now, we aren't actively promoting it yet. Once we expand, we certainly expect to do a lot more to market the program through community outreach, social media channels and more. If you have more questions about this, please send them to [southsidehealthycommunity@gmail.com](mailto:southsidehealthycommunity@gmail.com)

**12. Does the SSHCO website list all of the wonderful services of its partners?**

At the moment, we do not list all the services of our providers and partners. Interested residents can speak to a Community Health Worker at one of our 13 partner facilities across Chicago's South Side or visit our website at <https://southsidehealthycommunity.com>. You can sign up for services on the website to have a Community Health Worker reach out to you who will explain all the services offered.

**13. Can you speak to any specific efforts focused on supporting families with postpartum recovery and transition? Are you thinking about virtual care and in-home support as part of your model?**

Postpartum care is very important -- providing support and care for the best outcome for mother and baby. Our pilot program at Friend Health includes a pregnancy navigator who sticks with a patient throughout pregnancy and a year post birth, including home visits and telehealth visits. Telehealth visits can be very helpful – they can be scheduled as needed and do not inconvenience the mother and baby with travel. Our Community Health Workers also schedule a home visit 6-12 weeks post birth.

