

Executive Summary

An invitation was extended to all Community Partners to attend one of three discussion groups in October. For accessibility discussion groups were offered various times.

Community Partners were asked what they were hearing about Allegiance, program feedback, including, communication, participation level, and expectations.

What are you hearing out in the community?

- Complaints not handled in a timely manner or at all.
- Staff is not sensitive to those with mental illness, depression, bi-polar, etc.
- Still hear confusion about the name change.
- Signage for parking deck and H1N1 visitor restriction is poor.
- AH volunteers need better training and a better communication channel.
- People are noticing the change and are pleased.
- Patient navigator for oncology services is excellent.
- There's a sense that U of M, because it's a teaching hospital, has the latest information and technology for advanced treatment.
- Hearing positive things about the new food service.
- Parking deck a long walk to some services.
- Parking deck a nice service for customers
- Positive experiences in the ED.
- Hospitalists are great!¹
- Most people are still not aware of all the services AH offers.

¹ Extensive dialogue on hospitalists in one group discussion. Several Community Partners were not clear on their role.

Community Partners Program feedback

Bottom line:

1. Pleased with the communication they receive.
2. Appreciate the flexibility and low pressure to engage in the program.
3. Appreciate the variety of projects.
4. Somewhat frustrated at receiving information too late² to attend events or participate in projects or volunteer opportunities.
5. Desire more learning opportunities and interaction with medical staff.
6. Desire a better feedback loop. What is the outcome of the discussion groups they have participated in? Was there change?
7. CP newsletter is appreciated but content is not substantive enough.
8. Clarification is needed regarding the coordinators request to be mystery shoppers.
9. Unclear about coordinators request to help recruit new partners from their networks. Who?

Community Partner quotes:

- I'm a retired nurse and worked in a few health systems. Never, ever, have I experienced the type of community input this health system initiates.
- I appreciate having an ear at AH.
- I appreciate the flexibility. I am able to pick the things I'm interested in. The communication is great. I hear back from you right away. It's been, for me, a very positive experience.
- I'm overwhelmed with how Foote has changed into Allegiance. The docs they've brought here are way beyond my expectations.
- I live by the saying, "Be the change you want to see." About six years ago I hated Foote, but I thought rather than complaining I would make a difference through volunteering. I joined Community Partners to make a difference. I'm eager to be the change I want to see.
- You hear all the negativity out in the community and I feel the information I'm getting through the program is a great way to let them know where change is happening.
- It's a great joy for me to be part of CPs. One thing you do extremely well is when we hear negative things we have information to provide.
- As Community Partners we have to speak up when we people saying negative things. We can be ambassadors³ of good faith.

² Particularly refers to those without email.

³ The term ambassador was used several times in all three discussion groups.

Community Partner presence on the website

- Calendar of Community Partner opportunities
- Forms that can be submitted online
- Feedback reports
- Sign up for events, discussion groups, volunteer opportunities

Action Steps

- Develop better web presence
- Develop feedback loop
- Create opportunities for learning
- Clarify objectives for recruitment and mystery shopping

Brainstorming

In the last discussion group Community Partners were provided the Health Improvement Organization's Jackson County health assessment summary. After reading the summary they broke down into groups of three to brainstorm on how we could propagate good health in the community.

- Famous speaker to get people revved up to loose weight⁴
- Corporate/workplace losing weight challenge
- Education about wellness in the schools
- Advocate government policies that support health initiatives
- Physical fitness test in schools (President's Fitness Council)
- Make health education/information readily accessible by adding it to already existing group functions.
- Provide demonstrations on how to cook healthy⁵
- Involve the parents
- Provide health coaching
- Support groups for people struggling with health issues
- Cardiac rehab more accessible, expand hours

⁴ Speaker for Heart Health Month event is celebrity with a healthy weight loss story

⁵ Chef Lisa from the Women's Center was cited as an example.