

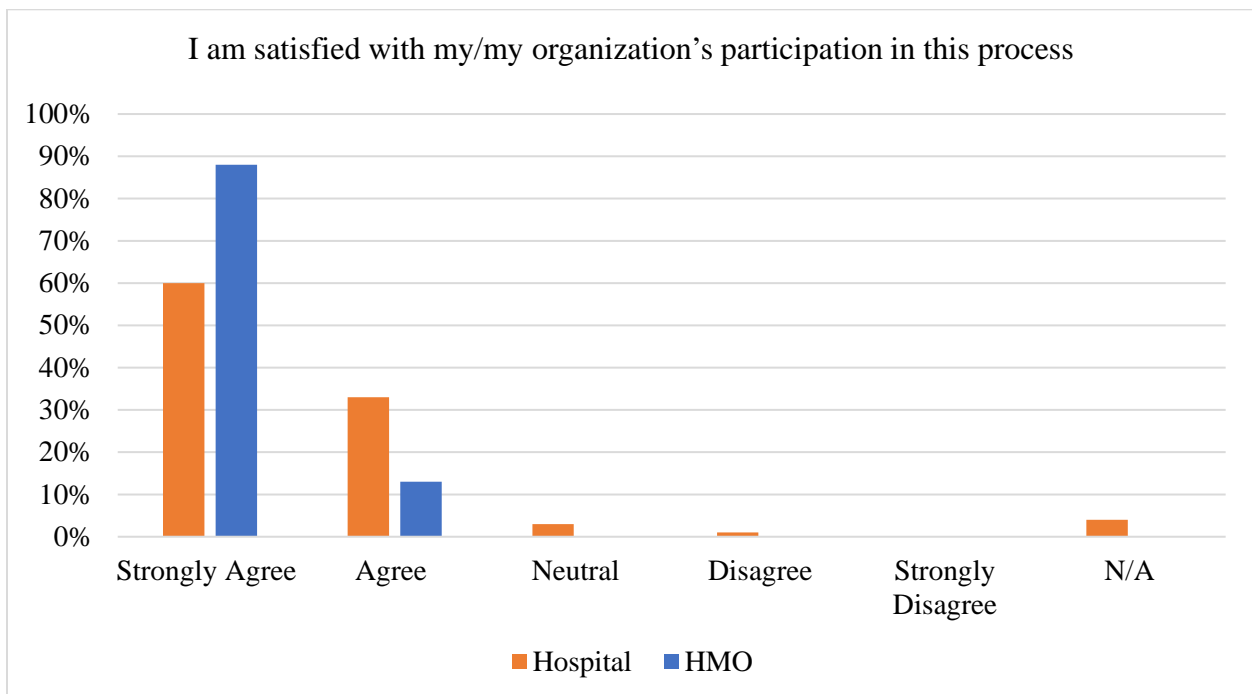
Overview of Community Benefits FY 2019 Community Representative Feedback Forms

In accordance with the AGO Community Benefits Guidelines, hospitals and HMOs distribute feedback forms to community representatives with whom they have engaged in developing a Community Health Needs Assessment and/or Implementation Strategy. Hospital Community Benefits Advisory Committees are invited to share the feedback form with community organizations who partnered with the hospital in its Community Benefits work. The aim of these forms is to help engage community representatives in assessing the Community Benefits process and to facilitate productive dialogue between community representatives and health care organizations.

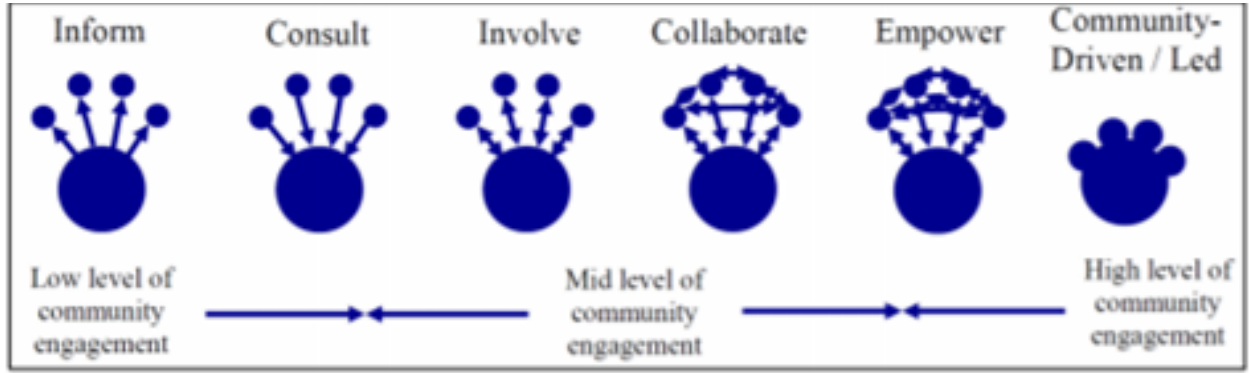
Community representatives are asked to complete the form and submit a copy to both the hospital or HMO and the AGO. In FY 2019, the AGO received a total of 209 Community Representative Feedback Forms regarding 45 hospitals and nine (9) Community Representative Feedback Forms regarding four (4) HMOs. Community representatives who submitted feedback on hospital and HMO community engagement included residents, community-based organization leaders, regional or municipal officials, health care providers, hospital affiliates and trustees, and local health department staff. Of the 209 community representatives evaluating hospital community engagement, 87% identified as members of the hospital's Community Benefits Advisory Committee.

Summary of FY 2019 Community Engagement Feedback Results

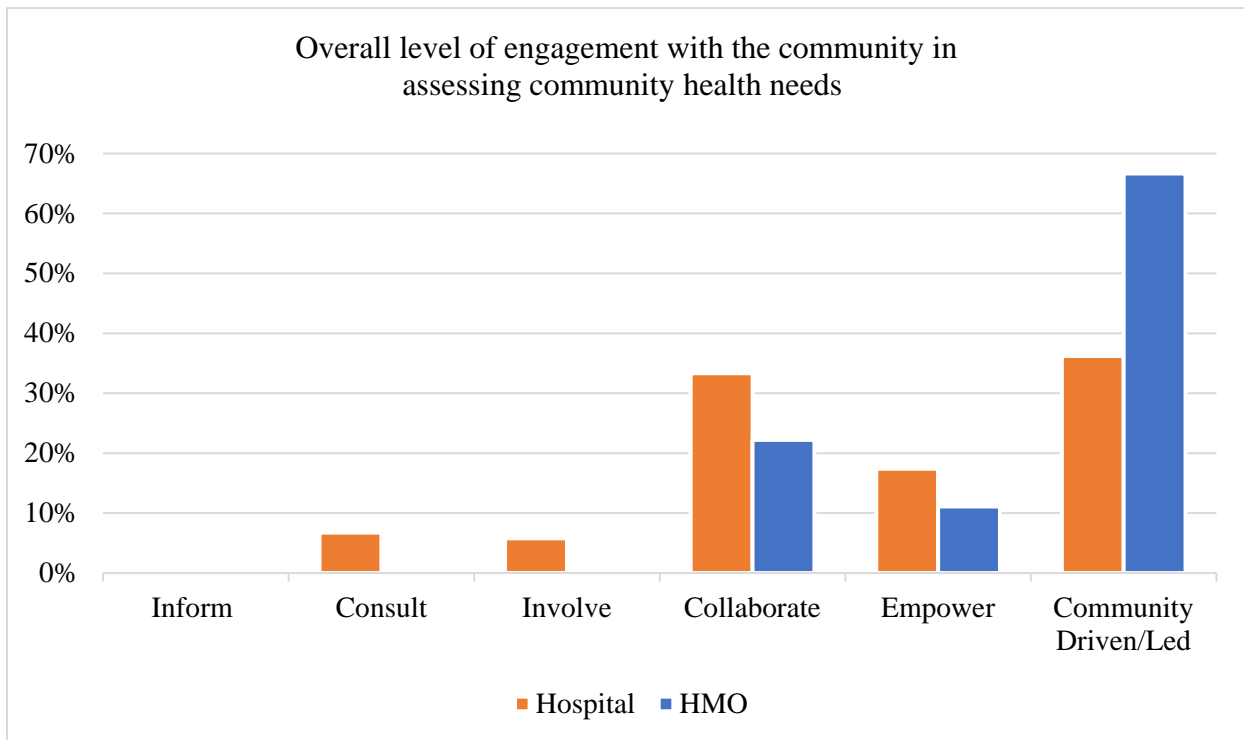
In FY 2019, most community representatives reported high levels of satisfaction with the hospital or HMO's engagement process and expressed comfort sharing their opinions with the organization.



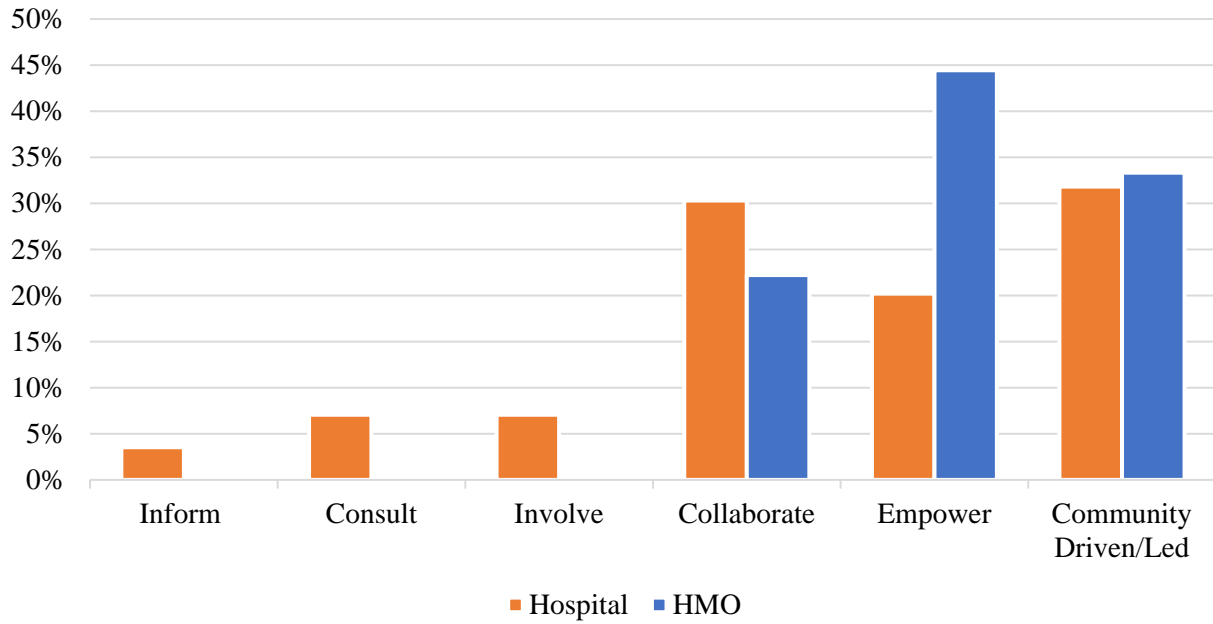
The Community Representative Feedback forms ask that community representatives reflect on the organization’s level of community engagement in assessing and addressing community health needs, using the spectrum below:



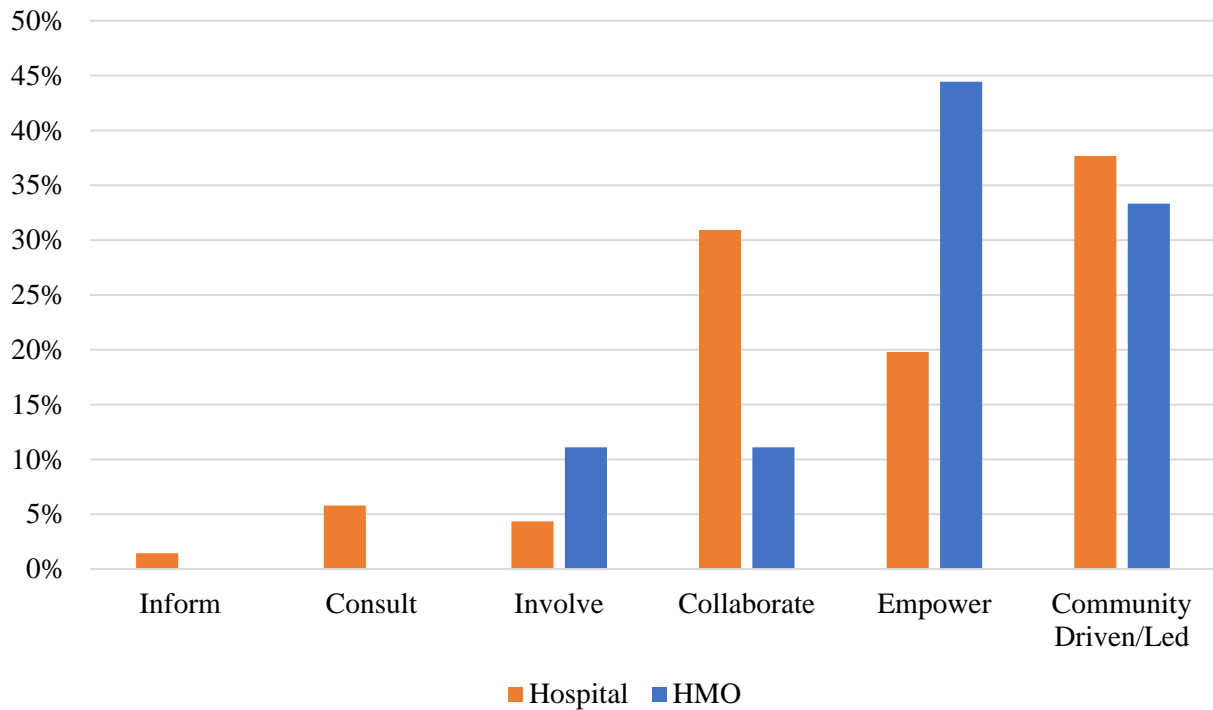
In FY 2019, most community representatives indicated that hospitals and HMOs conducted Community Health Needs Assessments and program implementation processes at a mid- or high-level of community engagement.



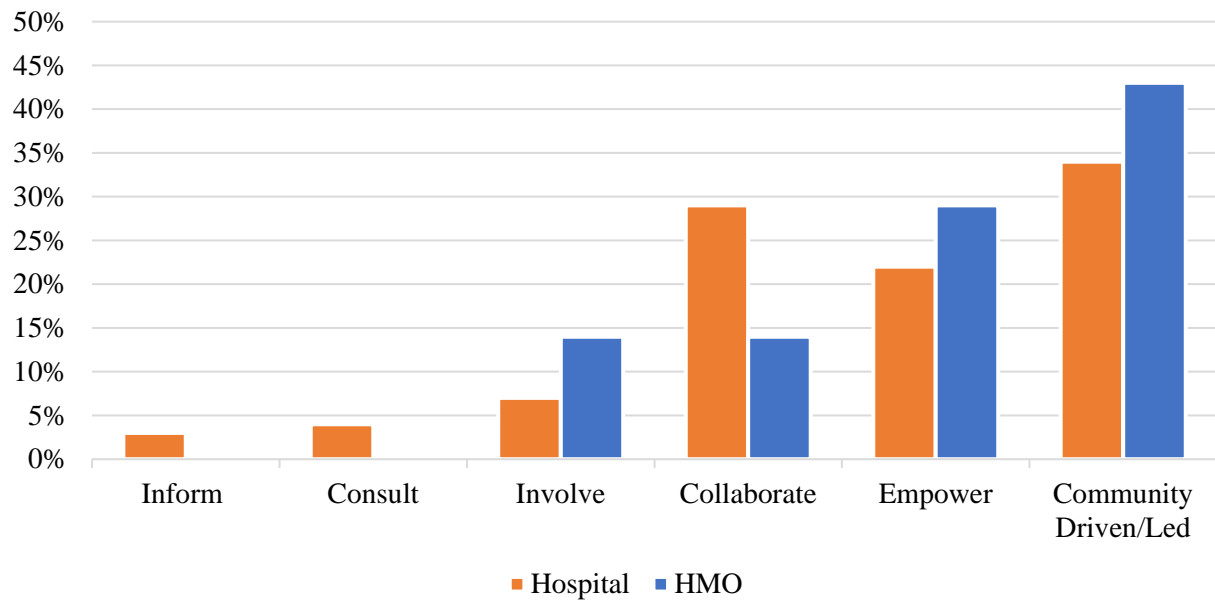
Level of engagement in defining the community to be served



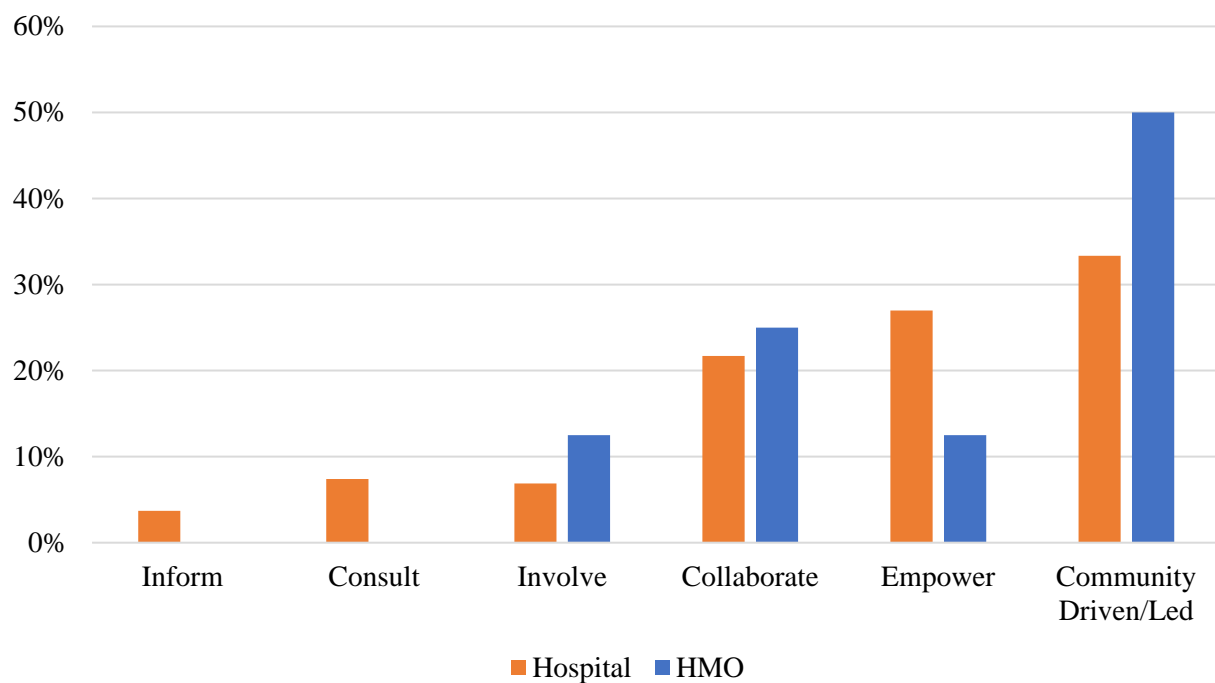
Level of engagement in establishing priorities



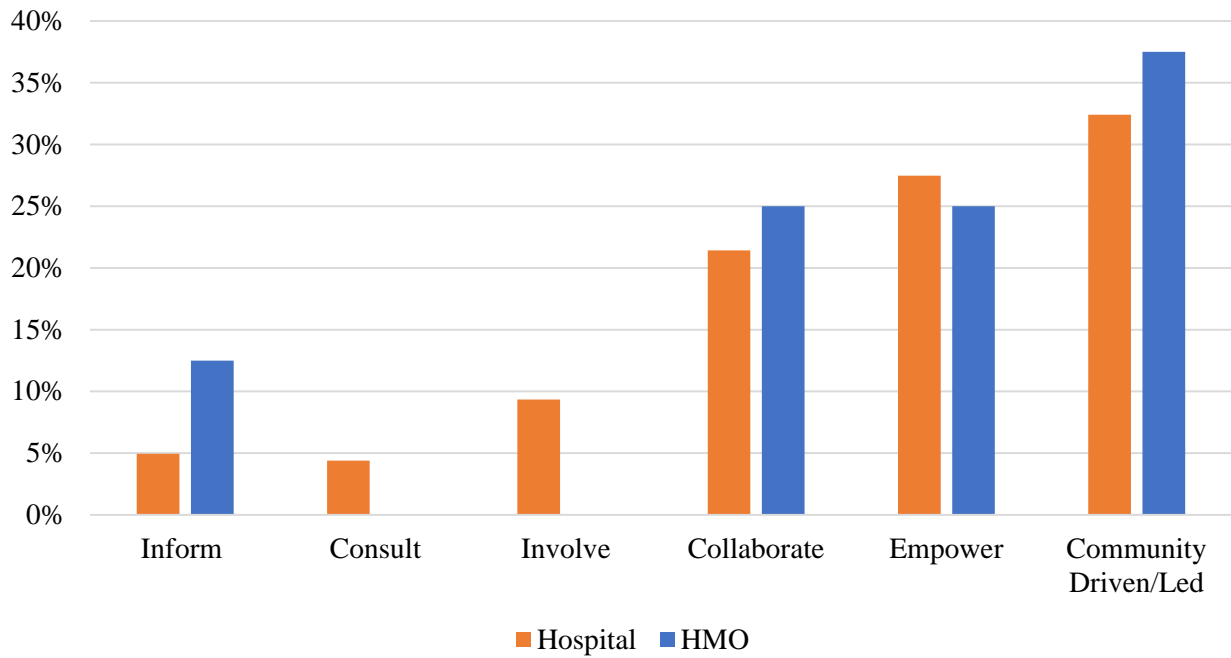
Overall level of engagement with the community in developing and implementing a plan to address identified health needs



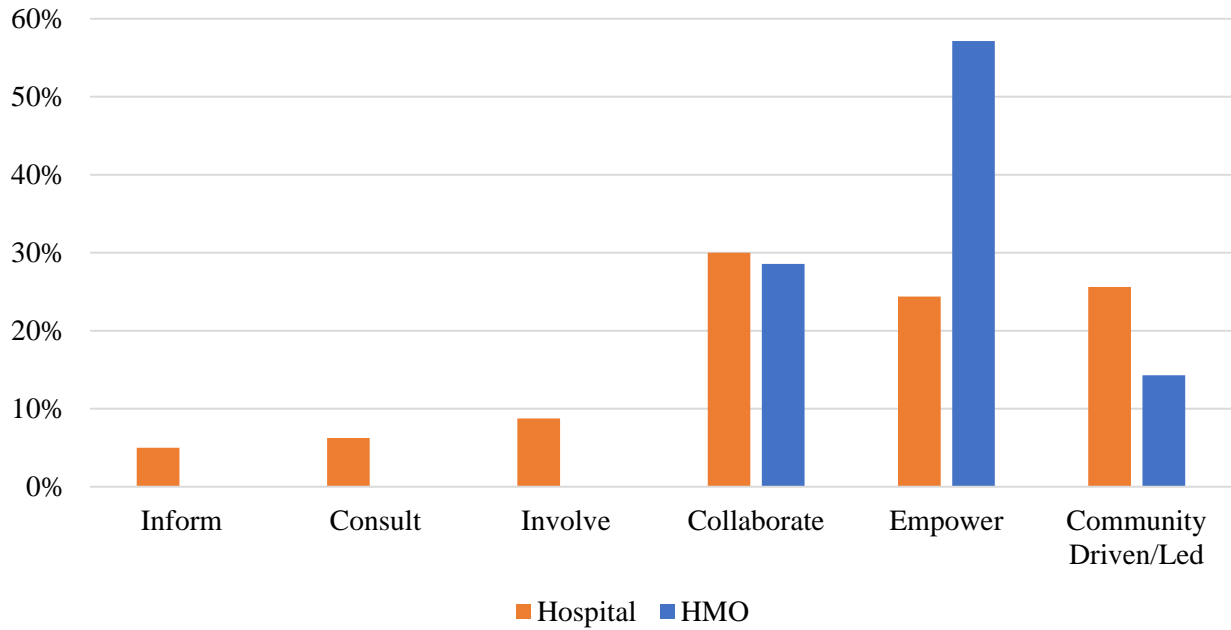
Level of engagement in selecting Community Benefits programs



Level of engagement in implementing Community Benefits programs



Level of engagement in evaluating progress in executing Implementation Strategy



Excerpts from FY 2019 Community Representative Reflections

The Community Representative Feedback forms also ask community representatives to provide examples of successful community engagement strategies by hospitals and HMOs and to reflect on changes to community engagement strategies that they would like to see moving forward.

What hospital or HMO community engagement strategy has worked well over the last year?

Collaborating with other hospitals to hold community meetings and listening sessions

Holding community forums to share results from needs assessments, surveys, and focus groups

Engaging grassroots organizations in defining needs and designing programmatic efforts

Maintaining open communication and collaboration, and prioritizing community responses

Establishing or supporting existing regional task forces and multi-town cohorts

Bringing community leaders together regularly to identify challenges and plan solutions

Including community voices in developing and evaluating requests for partnership

What changes would you most like to see in your engagement moving forward?

Expand grassroots outreach to engage residents and better understand community needs


Offer leadership roles to community members to broaden and diversify perspectives

Identify strategies and community partner organizations outside of the health care space

Allow community members to guide priorities and investments in social determinants of health

Increase frequency of public meetings in community spaces

Utilize grant funding structures that significantly impact community needs



Integrate regional efforts to improve
programmatic and financial
sustainability



Increase the presence of senior
leadership at community meetings