**Overview of Community Benefits FY 2020**
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 2020, the AGO received a total of 183 Community Representative Feedback Forms regarding 43 hospitals and thirteen (13) Community Representative Feedback Forms regarding three (3) 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 183 community representatives evaluating hospital community engagement, 84% identified as members of the hospital's Community Benefits Advisory Committee.

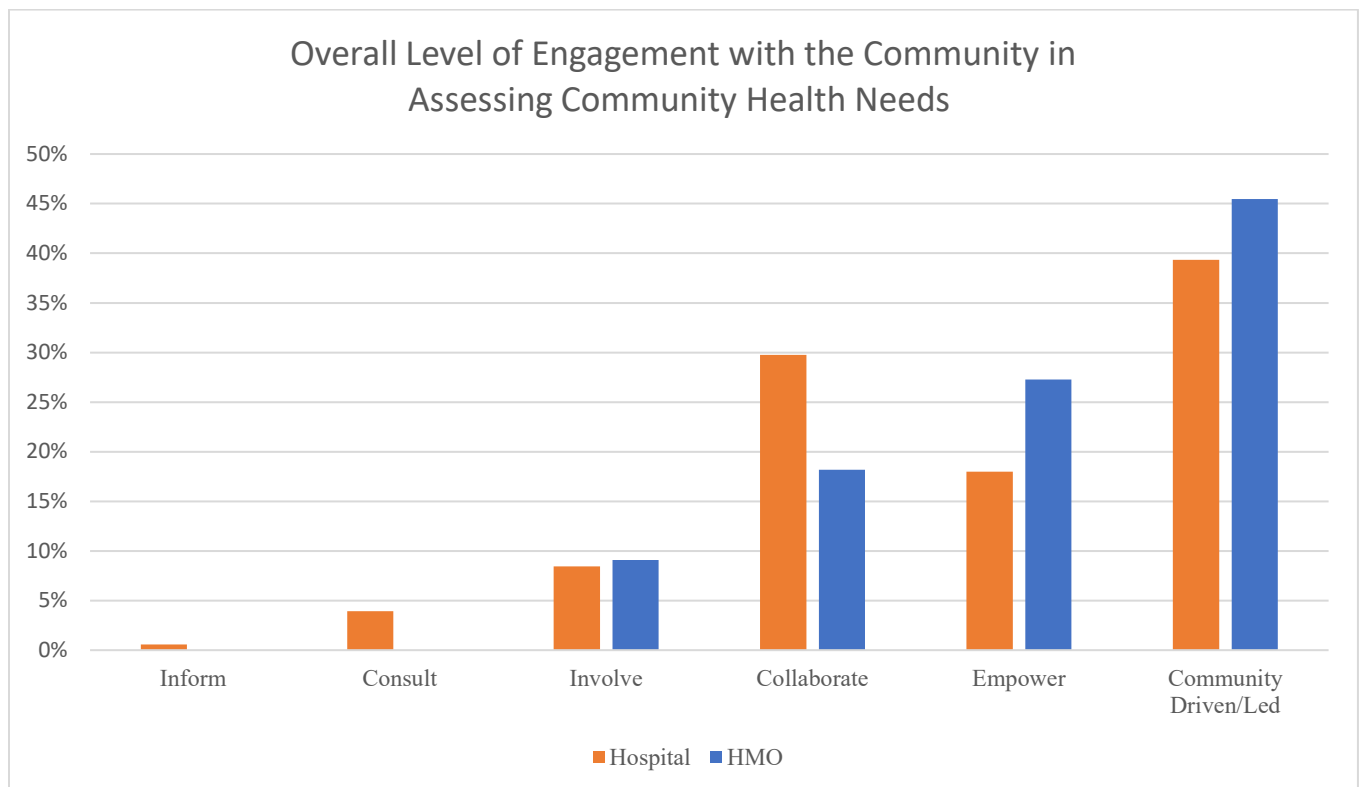## Summary of FY 2020 Community Engagement Feedback Results

In FY 2020, 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.
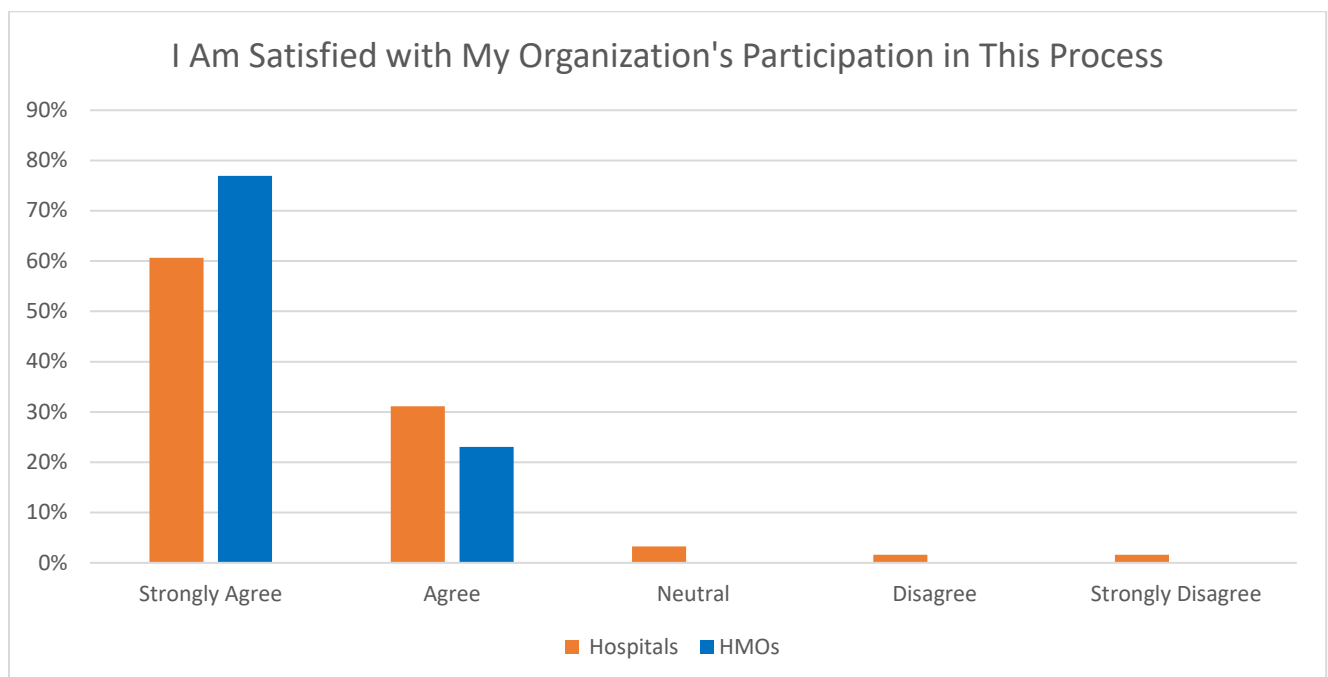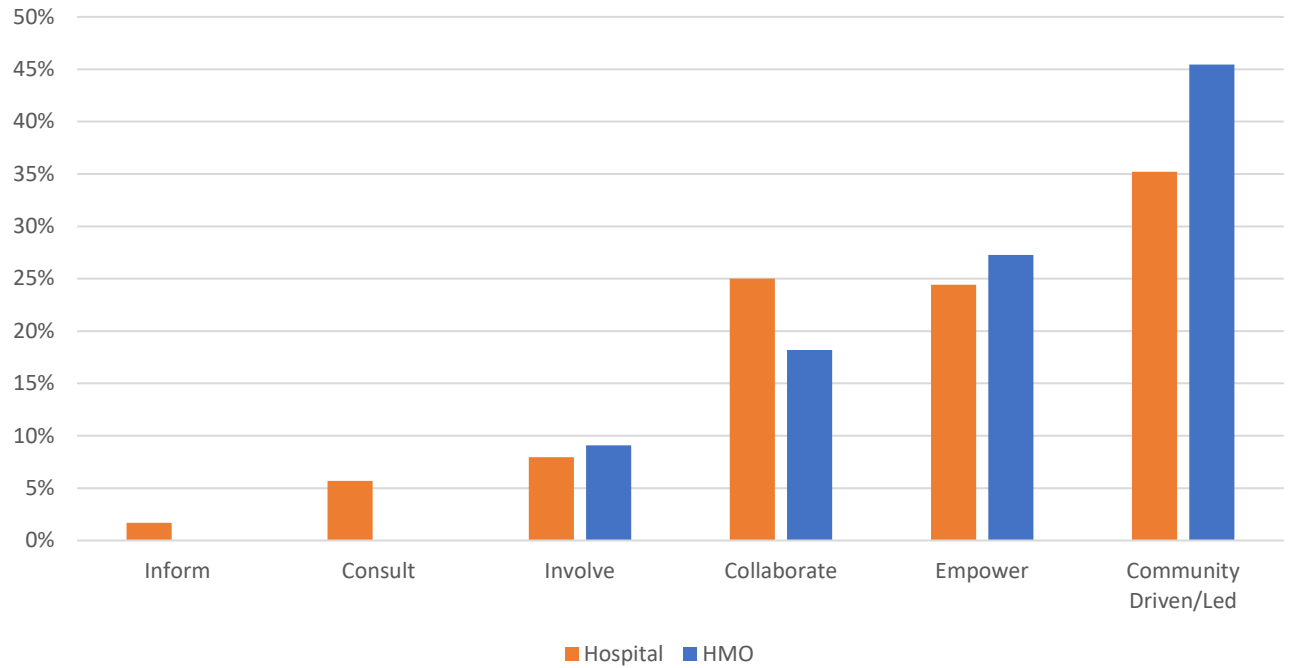
The Community Representative Feedback forms ask that community representatives reflect on the organization's level of community engagement in assessing and addressing community health needs, using the spectrum below:
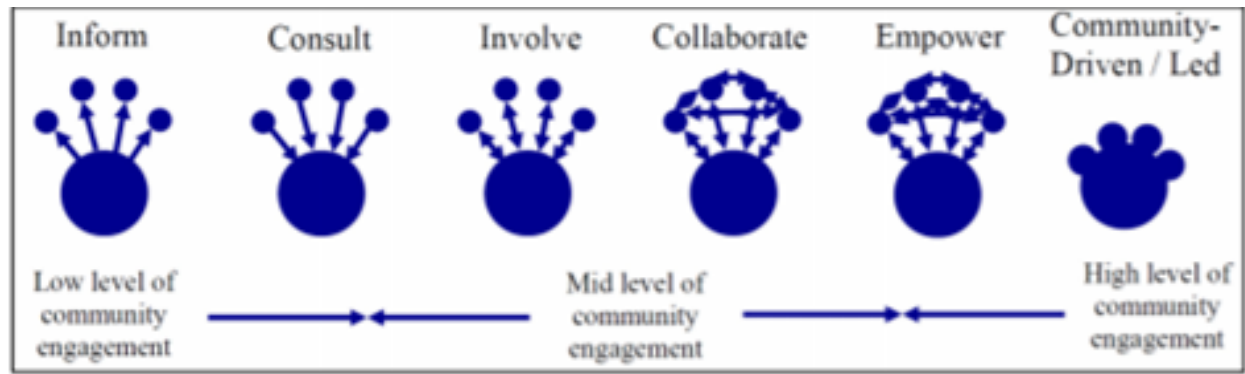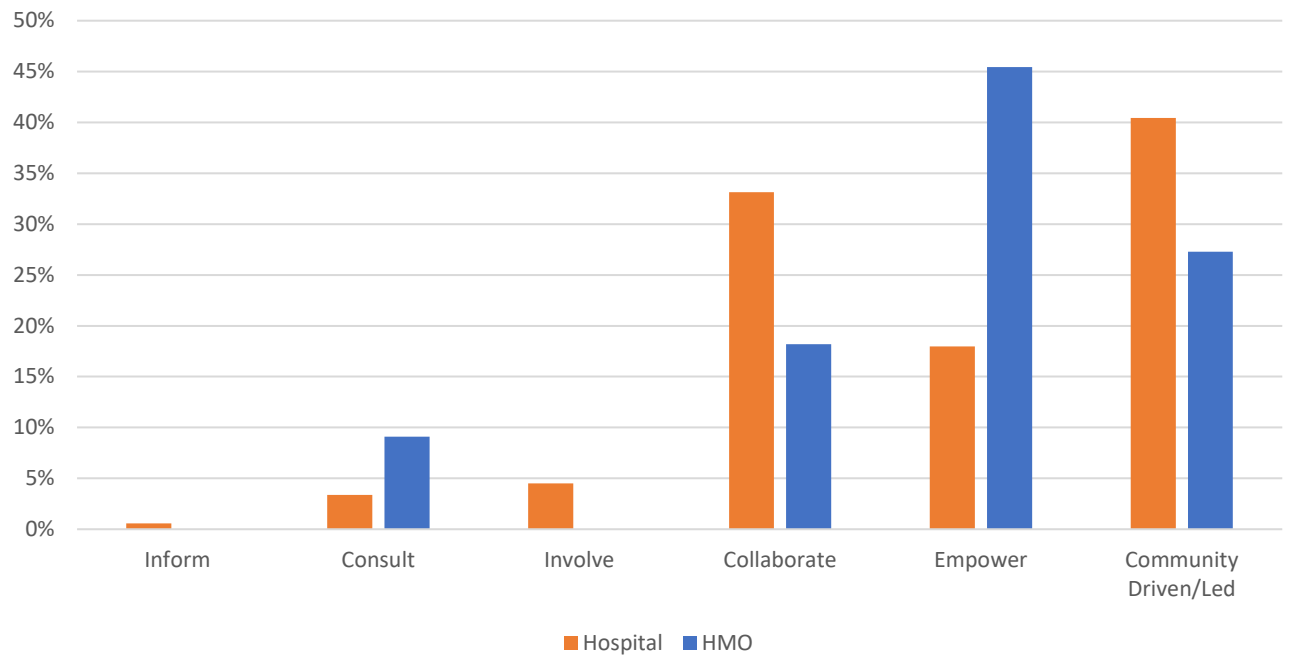

In FY 2020, most community representatives indicated that hospitals and HMOs conducted Community Health Needs Assessments and program implementation processes at a mid- or high-level of community engagement.
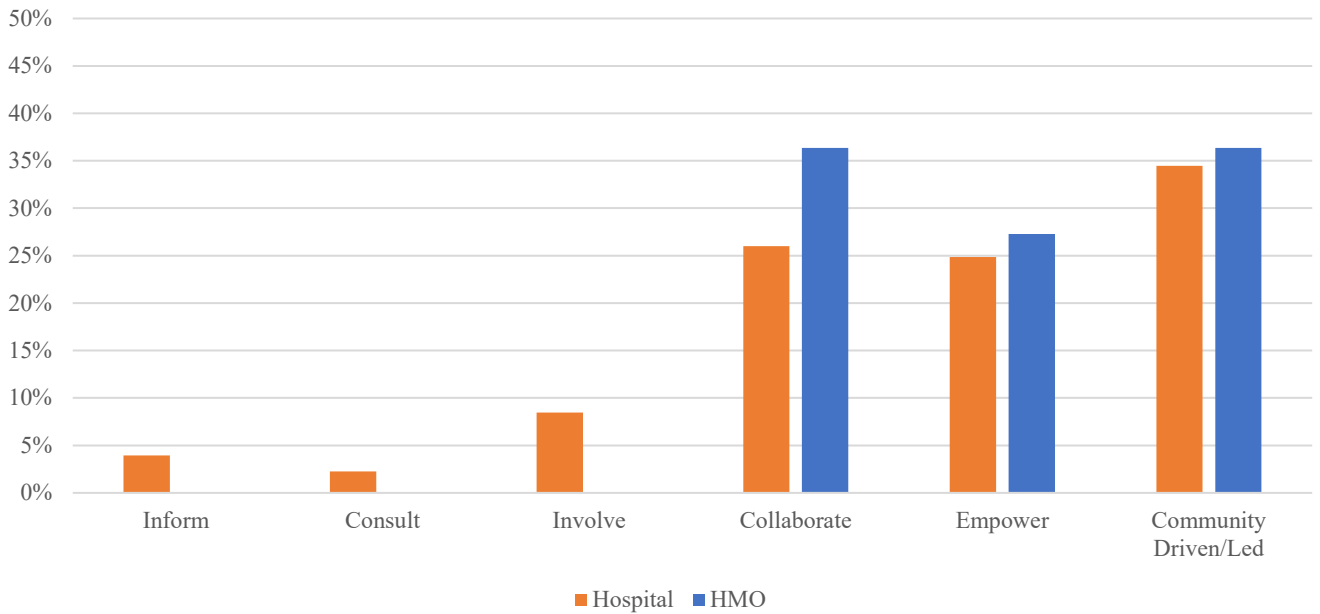
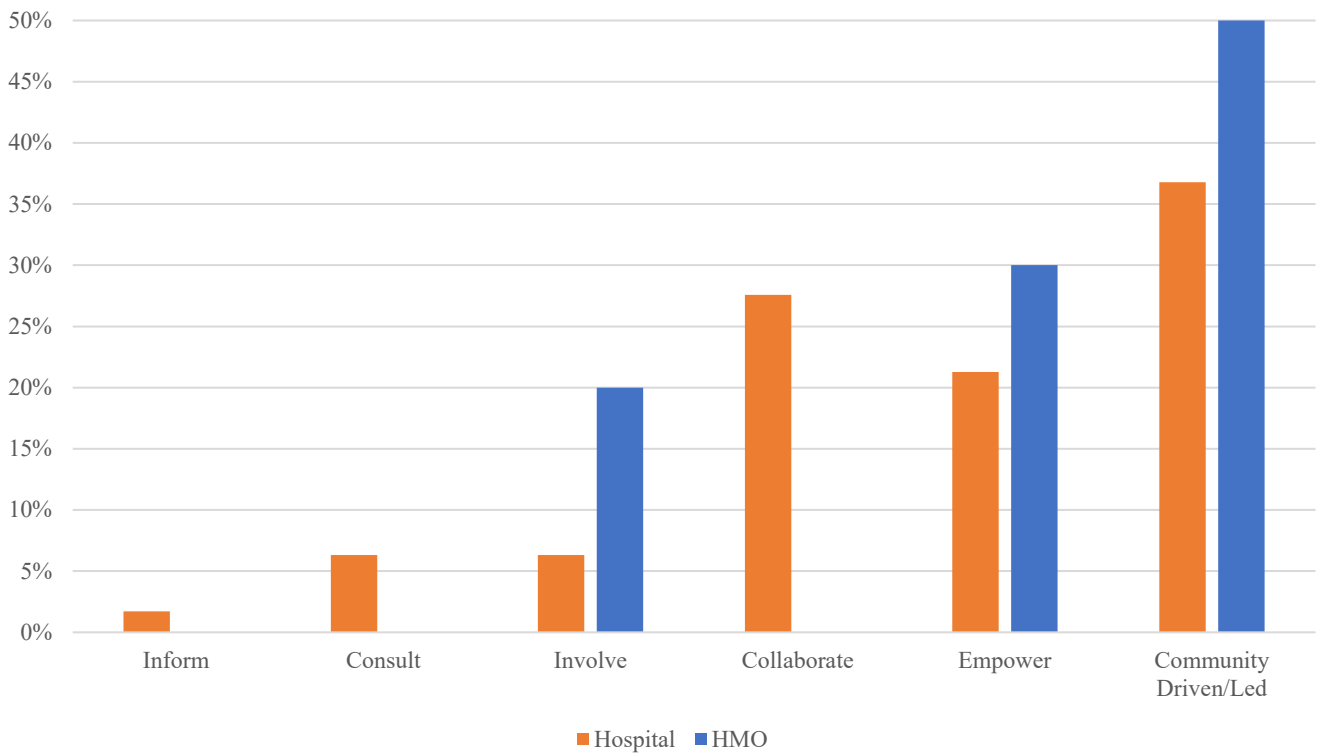## Level of Engagement in Defining the Community to be Served

Legend: Hospital (orange), HMO (blue)

Level	Hospital	HMO
Inform	~1.5%	0%
Consult	~5.5%	0%
Involve	~8%	~9%
Collaborate	~25%	~18%
Empower	~24.5%	~27%
Community Driven/Led	~35%	~45.5%

Level of Engagement in Establishing Priorities

Legend: Hospital (orange), HMO (blue)

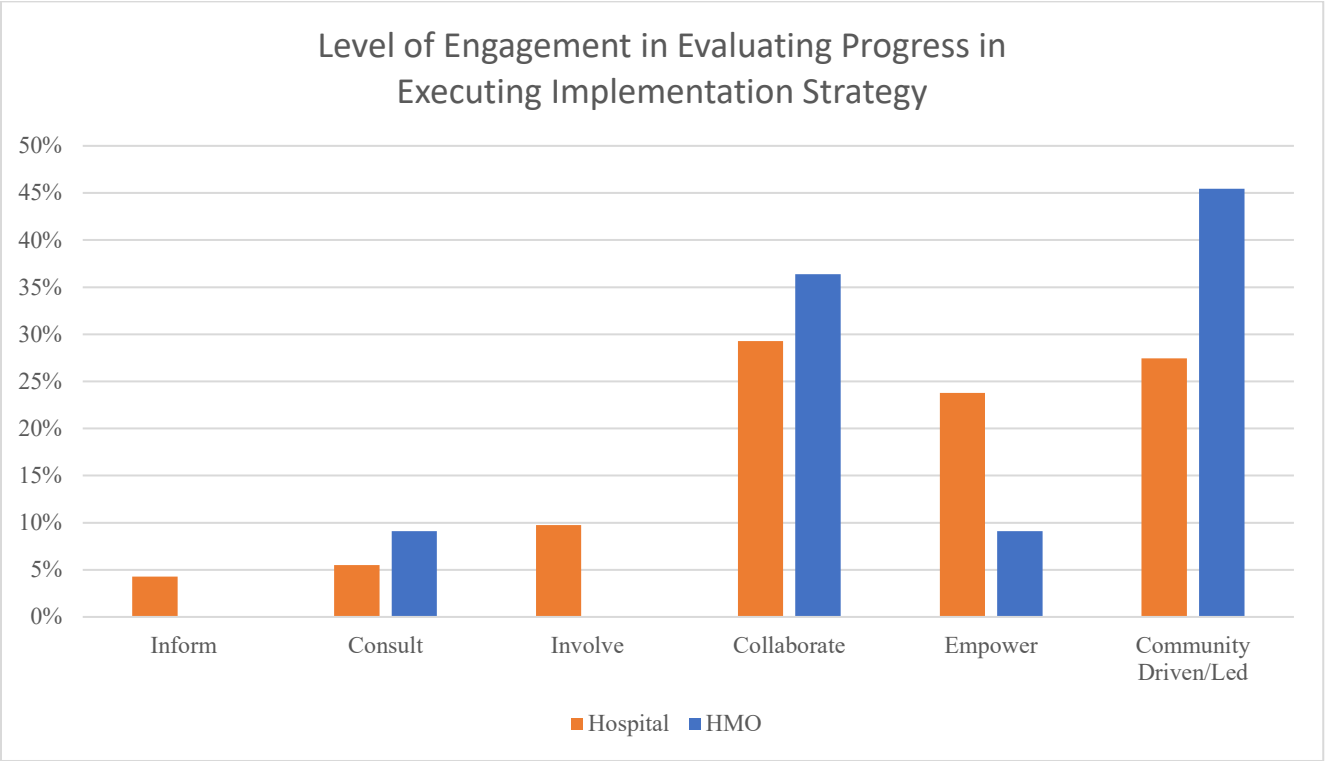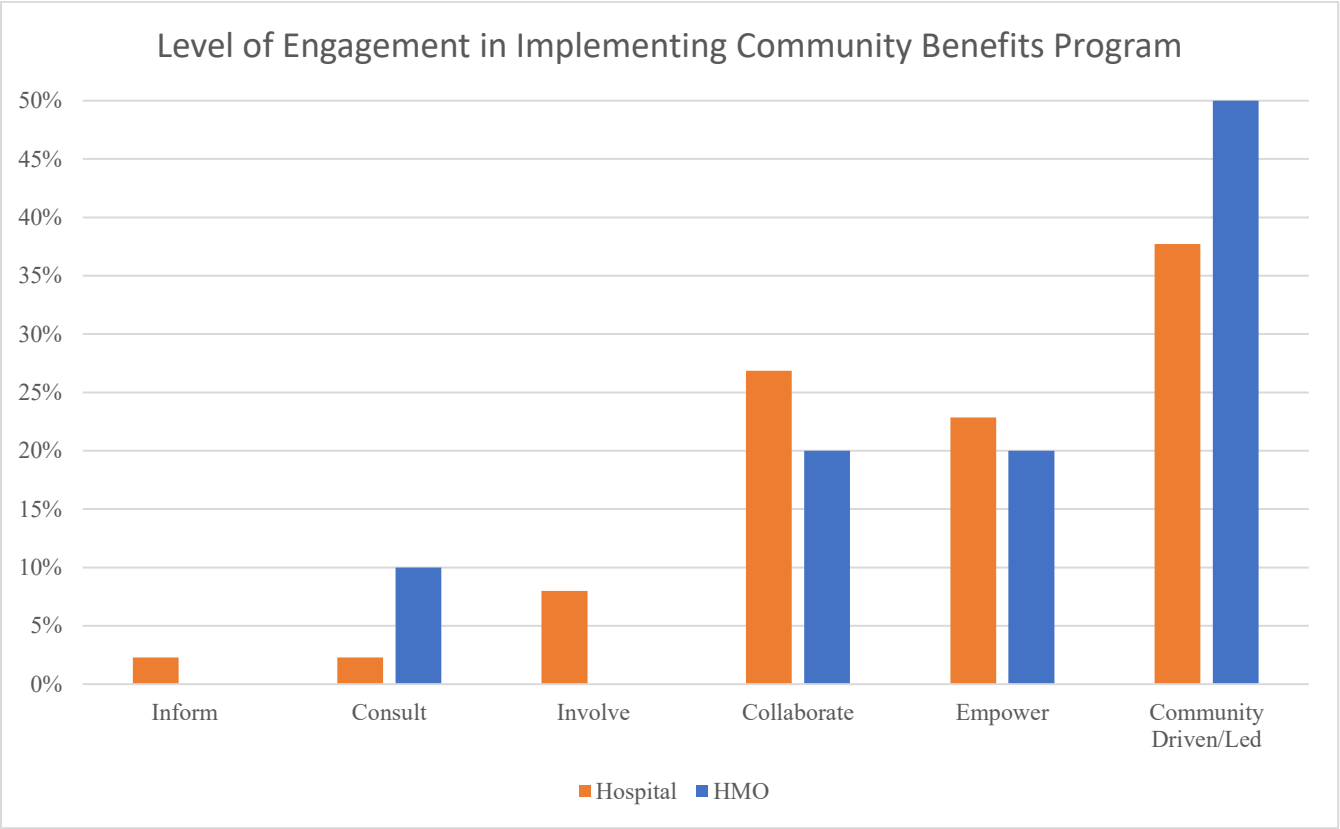| Level	Hospital	HMO
Inform	~0.5%	0%
Consult	~3.5%	~9%
Involve	~4.5%	0%
Collaborate	~33%	~18%
Empower	~18%	~45.5%
Community Driven/Led	~40.5%	~27%

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 Program

	Inform	Consult	Involve	Collaborate	Empower	Community Driven/Led
Hospital	2%	2%	8%	27%	23%	38%
HMO		10%		20%	20%	50%

■ Hospital ■ HMO

Level of Engagement in Evaluating Progress in Executing Implementation Strategy

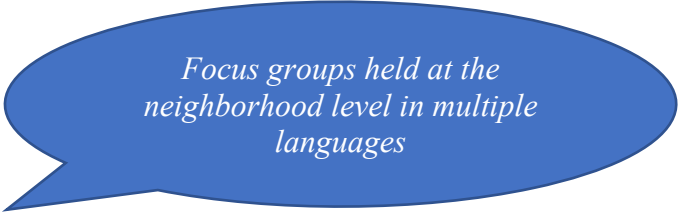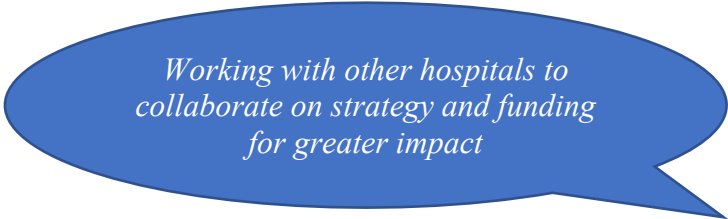|	Inform	Consult	Involve	Collaborate	Empower	Community Driven/Led
Hospital	4%	5%	10%	29%	24%	28%
HMO		9%		36%	9%	45%

■ Hospital ■ HMO

Excerpts from FY 2020 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.
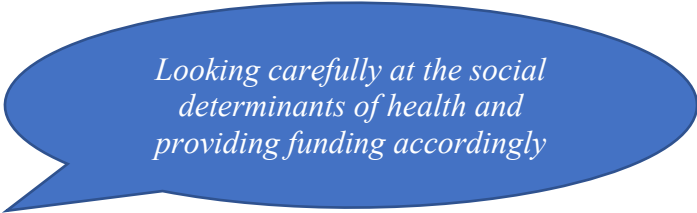
What hospital or HMO community engagement strategy has worked well over the last year?

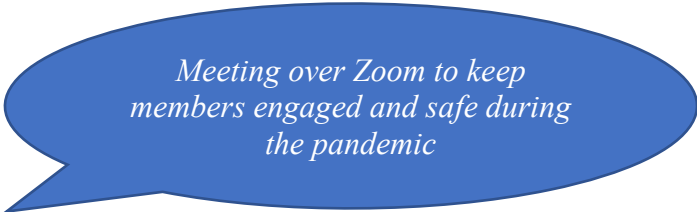*Focus groups held at the neighborhood level in multiple languages*

Working with other hospitals to collaborate on strategy and funding for greater impact

Looking carefully at the social determinants of health and providing funding accordingly

Having an active leadership role in the community, not just inside the hospital walls

Meeting over Zoom to keep members engaged and safe during the pandemic

Robust surveys and stakeholder interviews

Transparency of COVID-related and health equity data

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

Do a better job at dissemination

More active outreach & engagement with persons of color, LGBTQ, young adults, bilingual/bicultural community

Find ways for community members to share about sensitive topics and experiences that do not involve public disclosure

Promote cross-sector partnerships, collaboration, and information sharing across the broad health system

Be open to new and emerging needs as a result of the pandemic and include representatives that can best speak to those needs

Evaluate the impact and feasibility of making one or two larger grant awards rather than 12 or so smaller grant awards

I would like to better understand my role as a CHNA participant

Looking forward to eventually getting back to in person meetings!

I always feel that too much jargon is used. I hope to see that there is less usage of acronyms and more explanation