

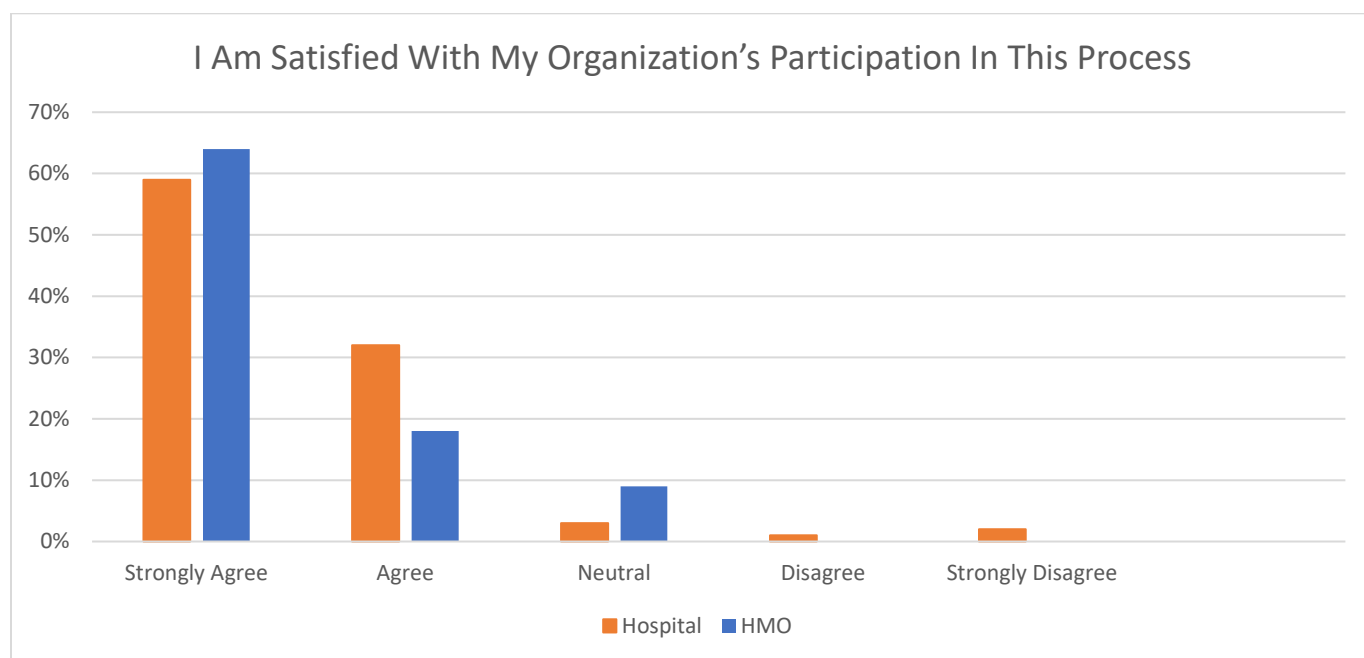
Overview of Community Benefits FY 2021 Community Representative Feedback Forms

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.

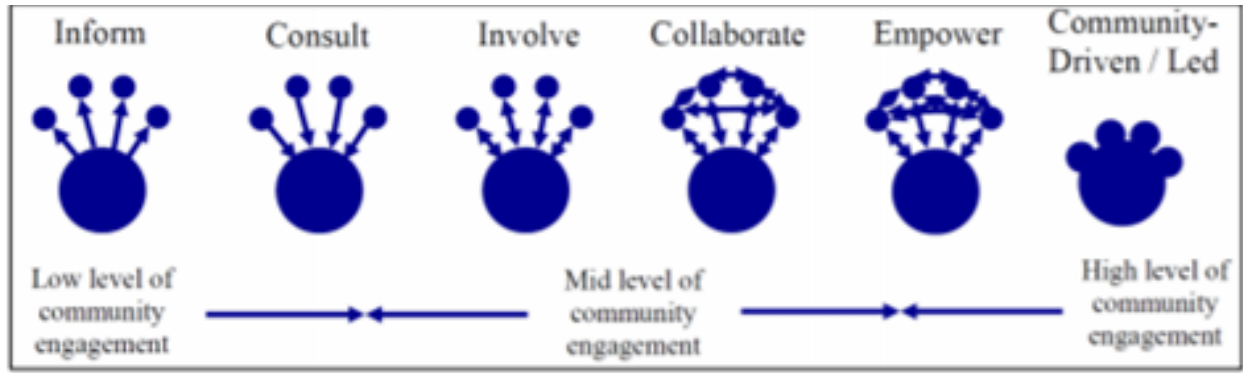
Community representatives are asked to complete the form and submit a copy to both the hospital or HMO and the AGO. In FY 2021, the AGO received a total of 144 Community Representative Feedback Forms regarding 40 hospitals and eleven (11) Community Representative Feedback Forms regarding three (3) HMOs. 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 144 community representatives evaluating hospital community engagement, 75% identified themselves as members of the hospital's Community Benefits Advisory Committee.

Summary of FY 2021 Community Engagement Feedback Results

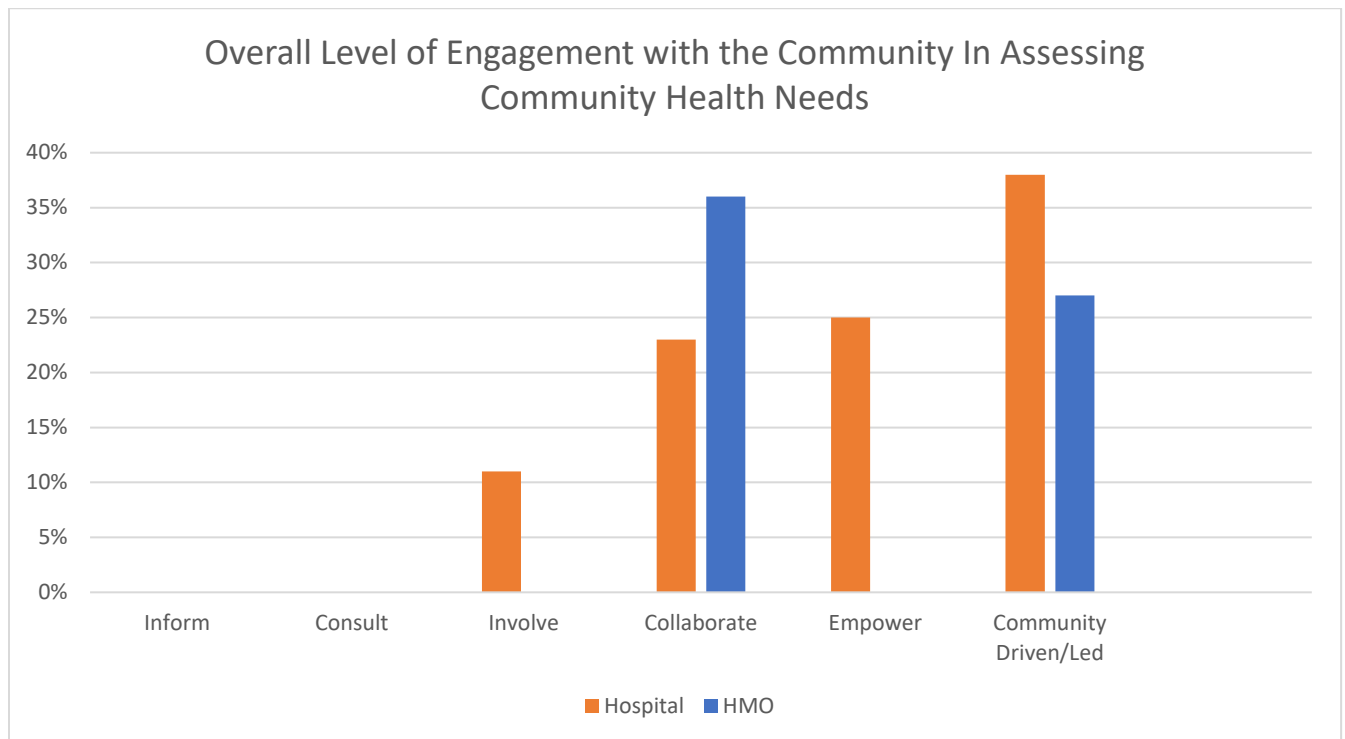
Consistent with previous years, most respondents answered, 'Strongly Agree' and 'Agree' to high levels of satisfaction with the hospitals and HMOs participation in the Community Benefits program.

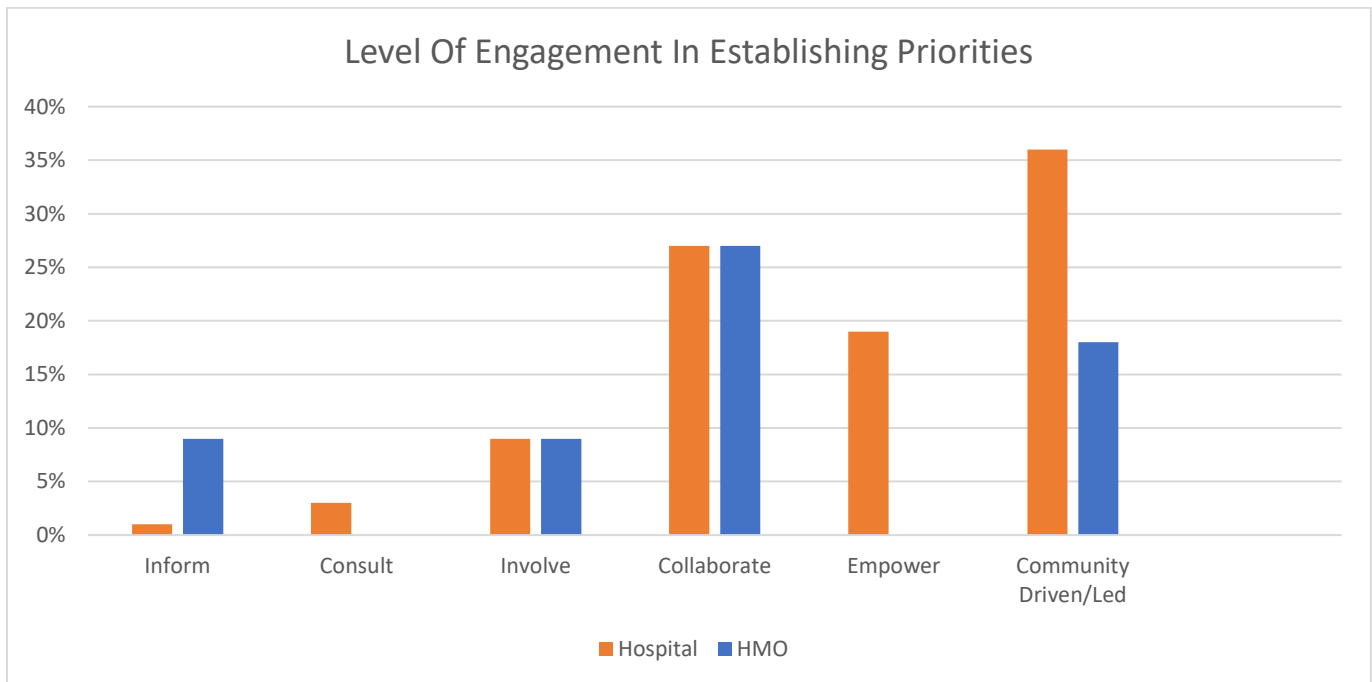
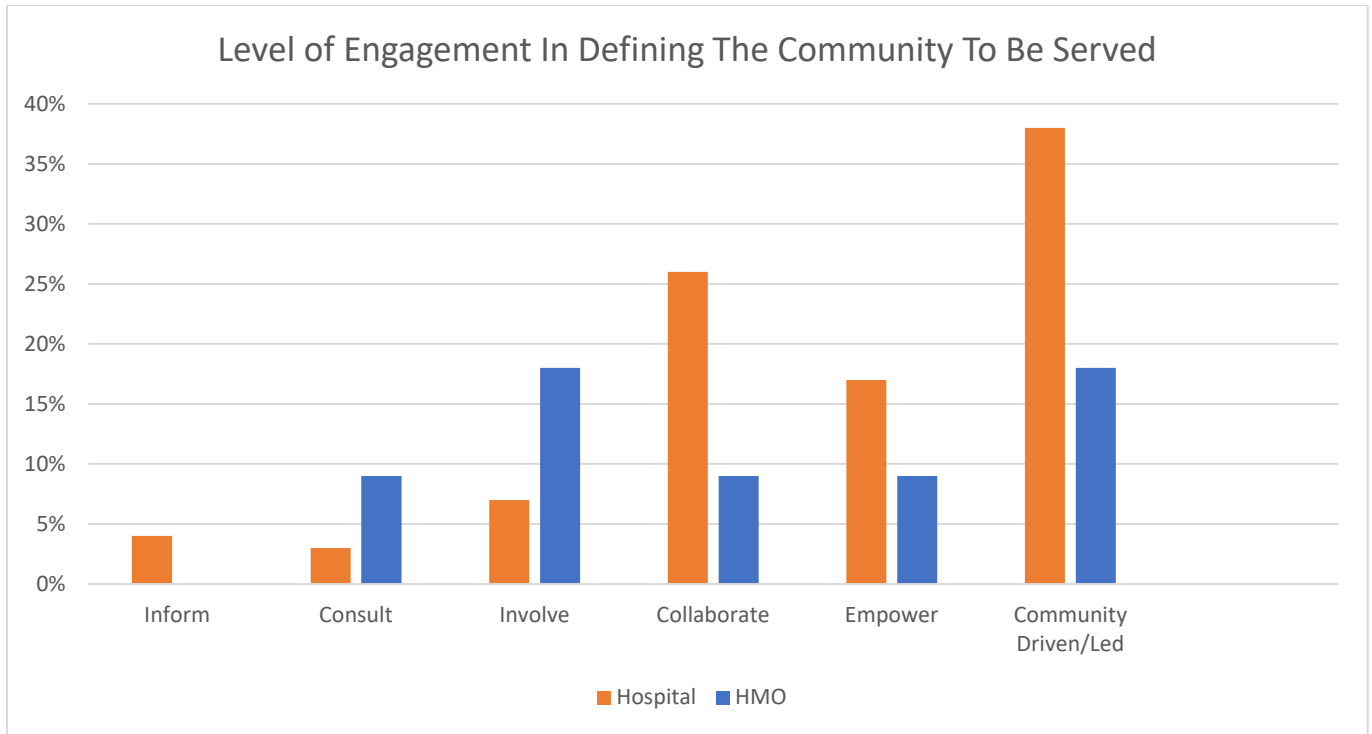


The Community Representative Feedback forms ask that community representatives reflect on the organization’s level of community engagement in assessing and addressing community health needs, using the spectrum below:

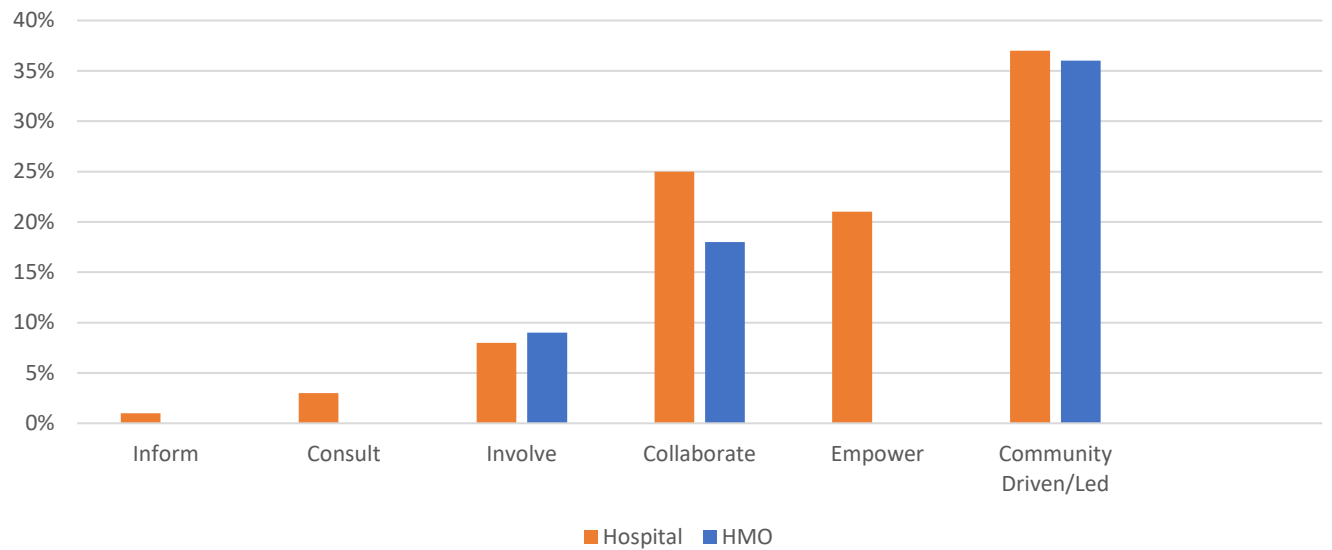


In FY 2021, most community representatives indicated that hospitals and HMOs conducted Community Health Needs Assessments and program implementation processes at a mid- or high-level of community engagement. Some HMO representatives reported a movement away from “Community Driven/Led” and “Empower” levels of engagement and towards the “Collaborate” level as compared to last year.

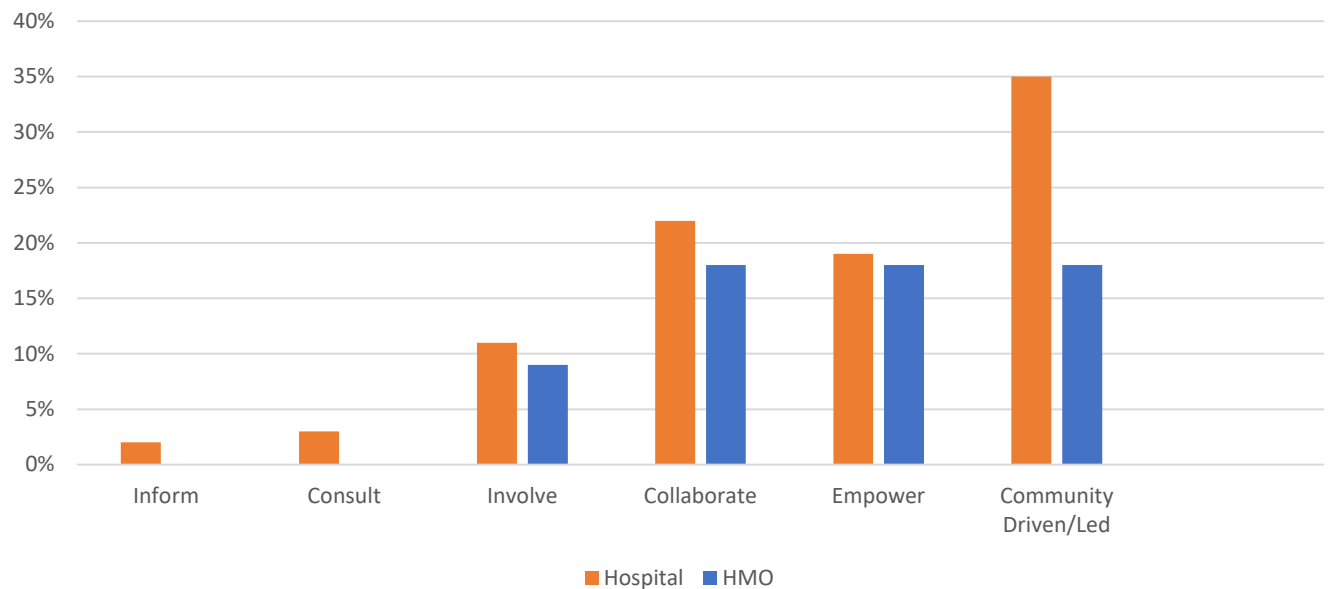


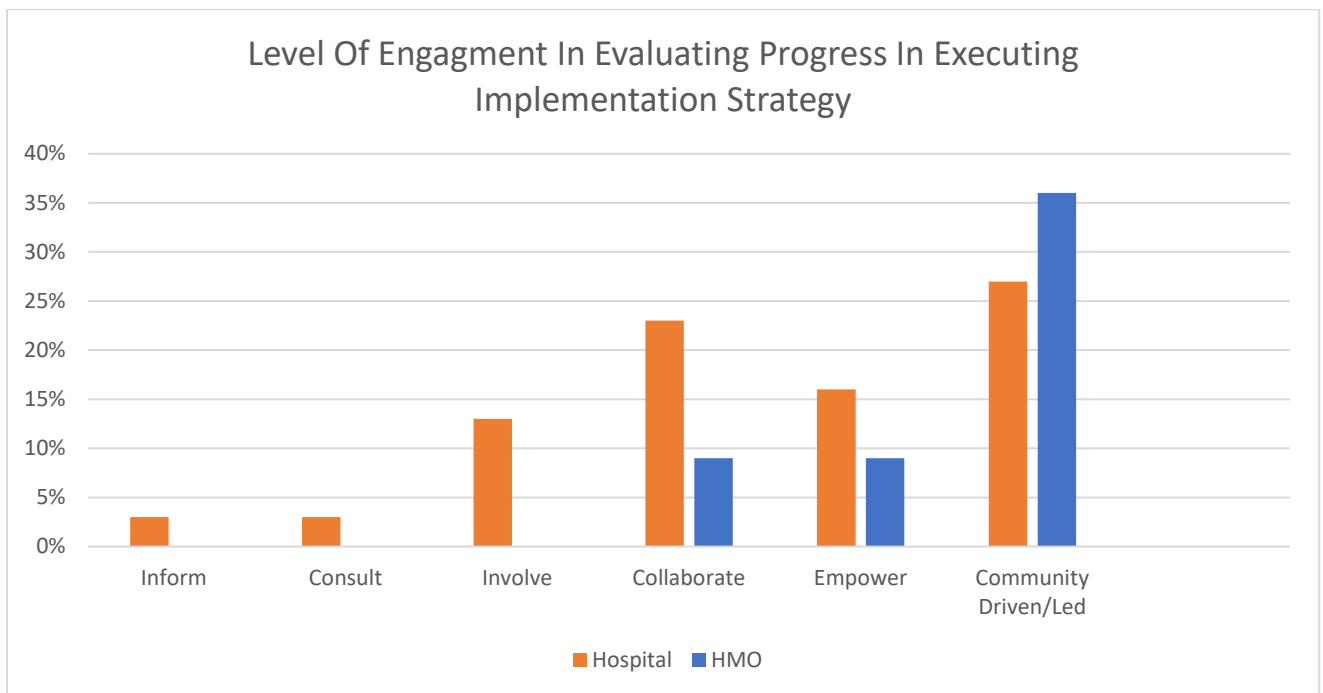
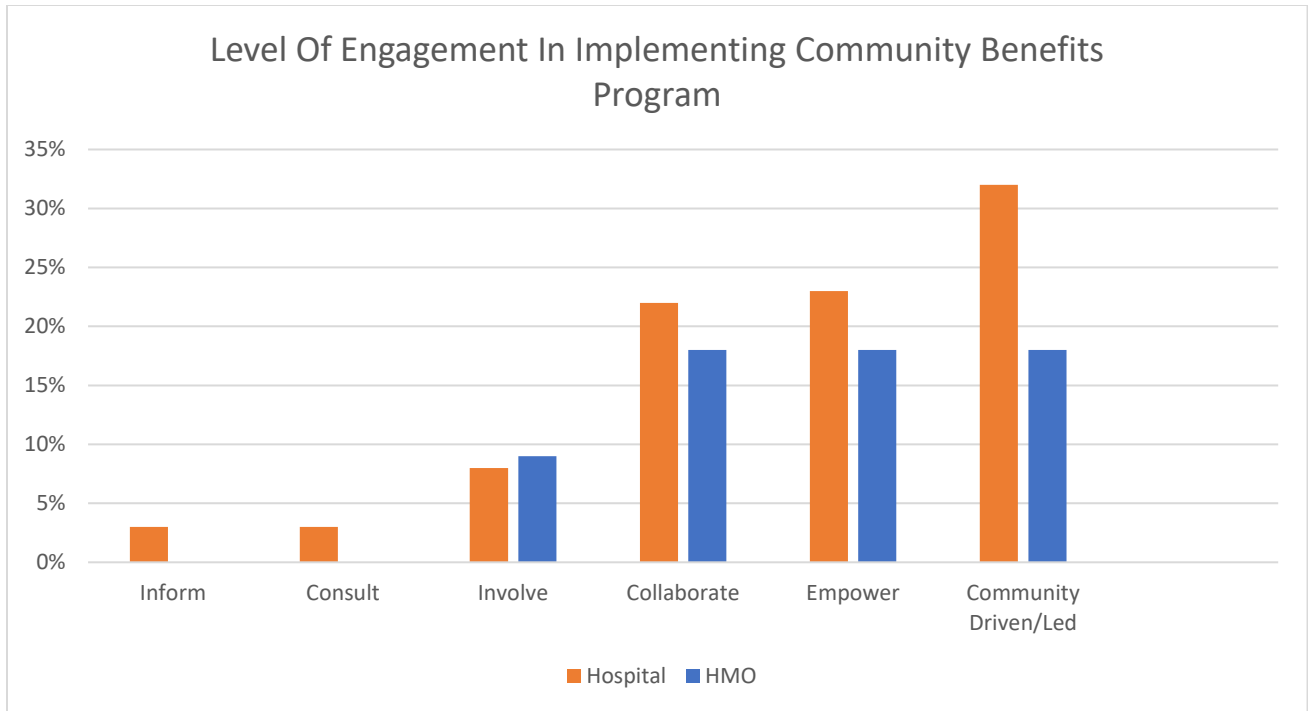


Overall Level of Engagement with the Community In Developing and Implementing A Plan to Address Identified Health Needs



Level Of Engagement In Selecting Community Benefits Programs





Exerpts from FY 2021 Community Representative Reflections

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

Hiring more
diverse staff

*The agencies were able to look outside
the box and create new ways (not in-
person) to continue to serve the needs of
the communities they represented.*

*Collaborating with other hospitals to get
feedback from the community helps to
alleviate multiple meetings that would be
a burden on community members*

*The committee includes representatives
from a variety of organizations, which has
allowed for a robust discussion about
funding priorities and grant decisions*

*The community needs assessment surveys
conducted and the well-planned
dissemination of the survey far and wide*

Inviting the participation of community organization representatives in the grant funding allocation process

Working with community partners in food insecurity

Community based events/fairs, food resources, and multi-lingual text messages to raise awareness on healthy living

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

Continue to think of new ways to meet the needs of the communities served

Leverage data/information/strategy from community needs assessment process to create funding positions that will support community health needs

More accessible programs for immigrants

More alignment in priority setting

I would like the hospital to increase communication on the types of services available to residents

More members who represent the most impacted neighborhoods

Topics other than the pandemic, including management of other communicable diseases, chronic illness tracking and management, and, above all, responsive real-time community health data sharing are of paramount importance.

Increased resources for the opioid epidemic