



Engaging Community and Volunteer Partnerships for Health Equity and Experience

February 7, 2023

Housekeeping

- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose **'Everyone'** in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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- This program is approved for 1 PXE.
- In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and complete the evaluation within 30 days.
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This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As an on demand webinar, it offers PXE for two (2) years from the live broadcast date.



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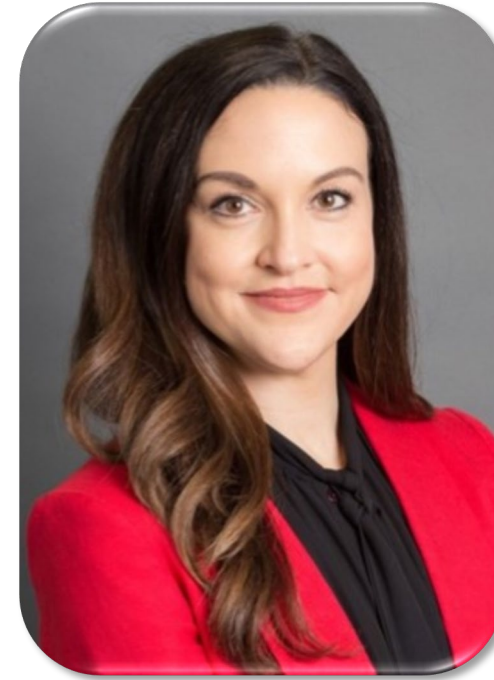
For more information, visit:
q-reviews.com

Our Speakers



Marisha DiCarlo, PhD, MPH

*Vice President, Community Engagement, Advocacy, and Health
Arkansas Children's*



Erica Phillips, MA, CFRE, CAVS

*Executive Director, Volunteer Engagement
Arkansas Children's*



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Engaging Community & Volunteer Partnerships for Health Impact and Experience

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Community Engagement,
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Erica Phillips, MA, CFRE, CAVS
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Volunteer Engagement

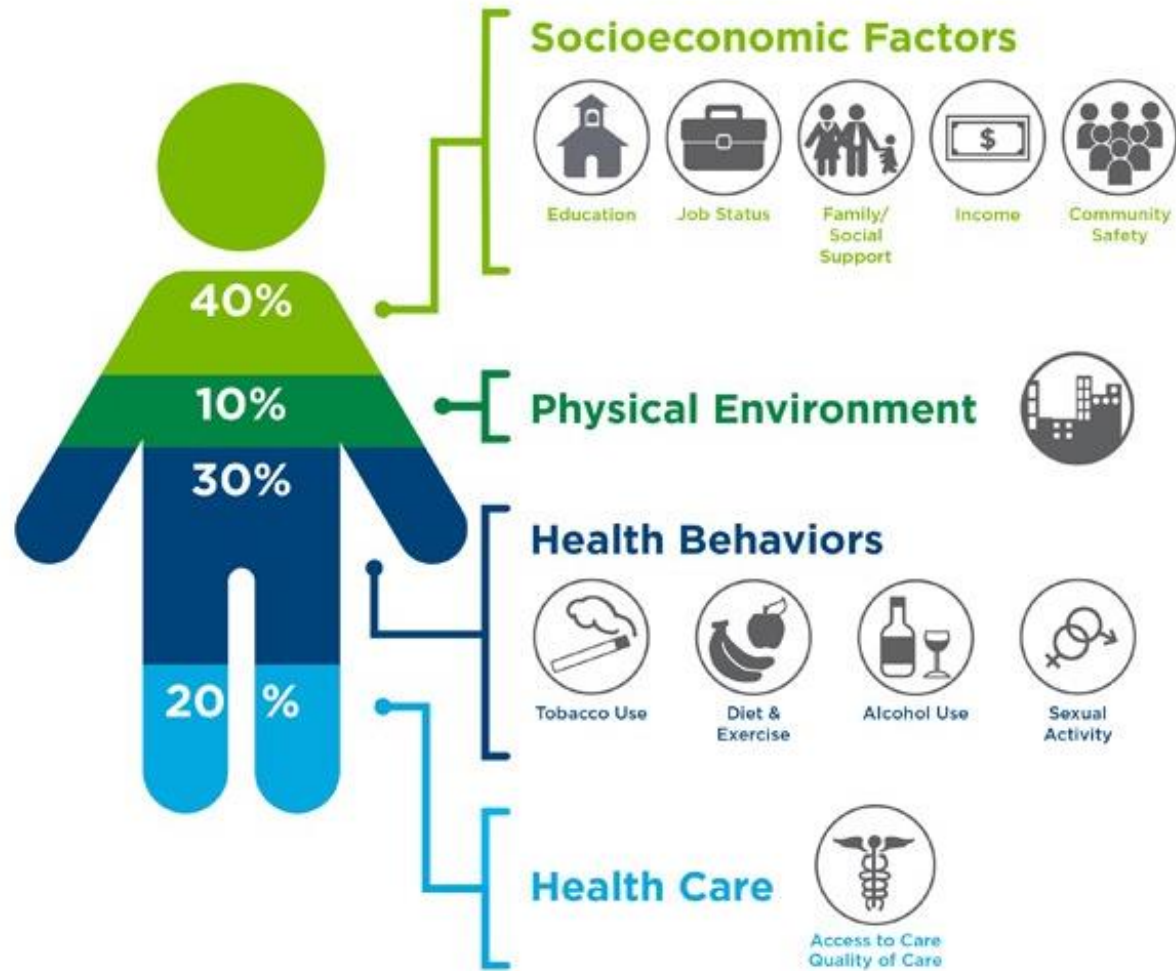


Welcome to Arkansas!



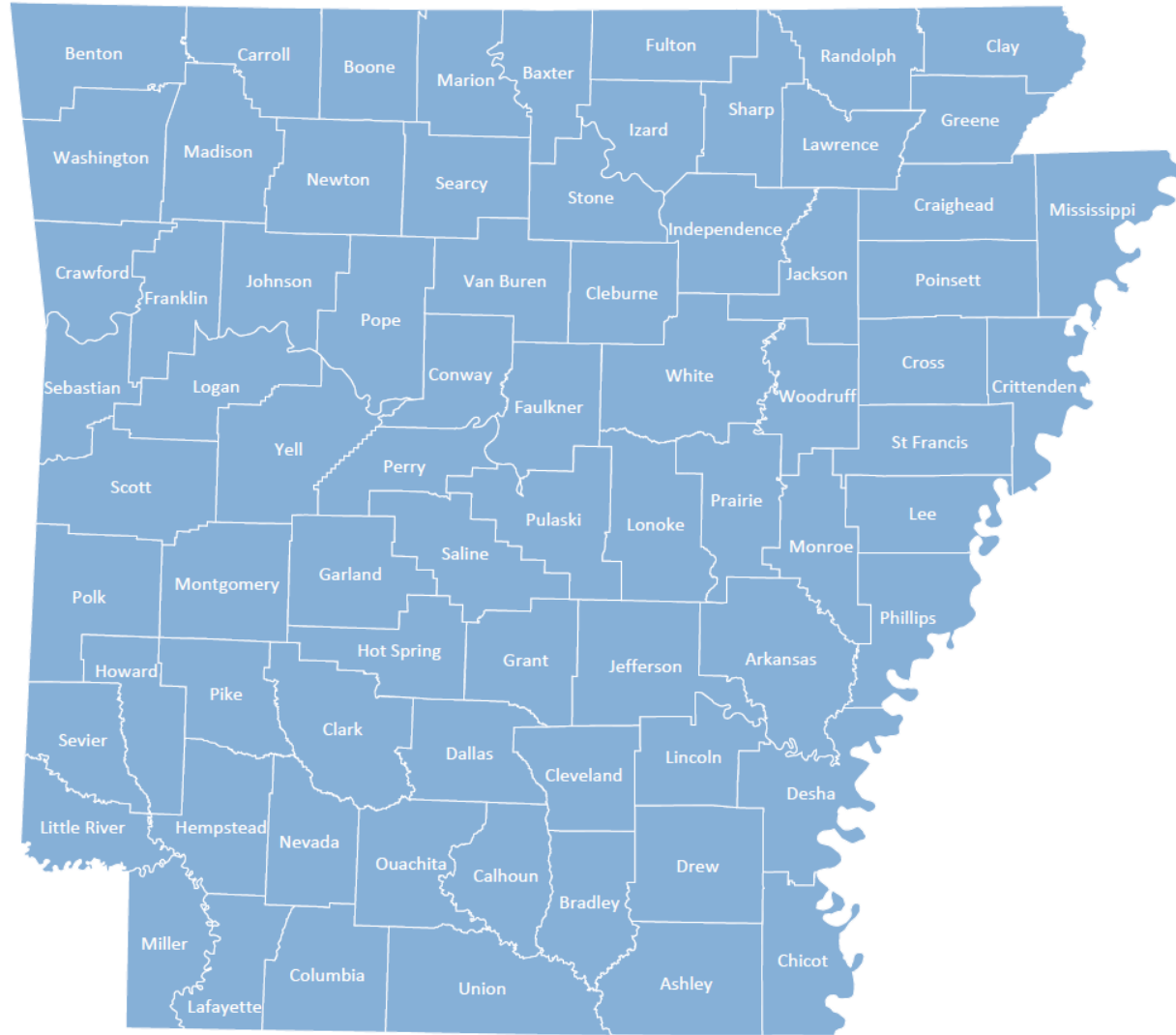
Experiences



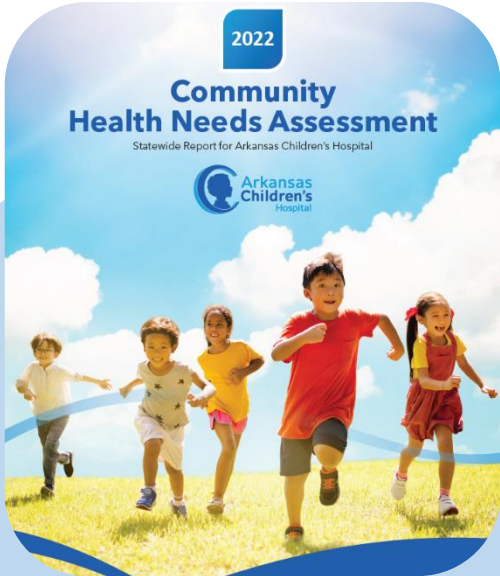


Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

ACH Community Health Needs Assessment



Community Benefit Process



Community Health Needs Assessment

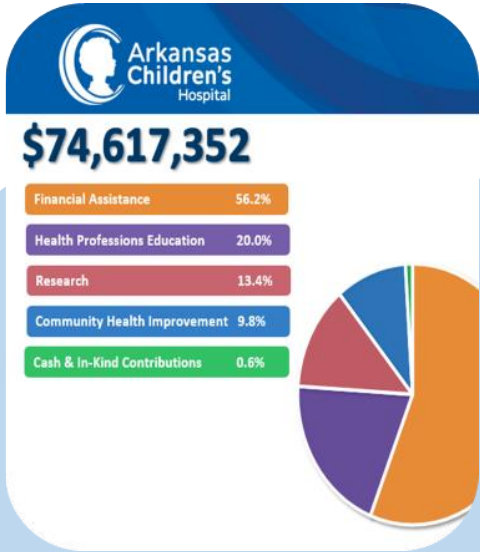
Recommendation 5:
 Decrease food insecurity among Arkansas children by maximizing existing networks to bring nutrition education, and targeted food programs to families, neighborhoods, and schools.
Focus area: Food Insecurity
Long-term leading indicator: Child Food Insecurity Rate

Proposed New Actions:	Anticipated Impact:	Stakeholder Groups:
Explore expansion of evidence-based nutrition education programs to new locations such as targeted Excel by 8 (E8) counties.	A plan is developed to help families in unreached areas have better access to evidence-based nutrition education.	Hunger Relief Alliance, Excel by 8, ACNW, ACH Community Outreach
Explore options to expand food pantry partner capacity to support food insecurity screening in additional clinics.	Enhanced partnerships with food pantries like Helping Hand to provide services to community members.	Helping Hand, Faith Community, Arkansas Food Bank, Arkansas Children's Foundation, ACH Community Outreach
Explore connecting hospice with ACH and other community resources that provide nutrition resources.	Stronger relationships and collaboration between ACH and hospice.	ACH Community Outreach, ACCN, ACH Palliative Care, ACH Pastoral Care

3-Year Plan Implementation Strategy



Community Benefit Work



Yearly Reports
 IRS Schedule H
 Community Benefit Reports



Deep Listening – Data Collection



Parent Survey

- Conducted by Klein & Partners
- Over 35 questions covering community health topics, diversity and inclusion, and impacts of COVID-19
- Completed in August – September 2021



Key Informant Interviews

- Boyette Strategic Advisors conducted over Zoom
- Stakeholders from across the state
- Conducted in July and August, 2021



Focus Groups

- Boyette Strategic Advisors conducted over Zoom
- *Categories:* Educators, Community Leaders, Medical Providers, Parents/Caregivers
- 18 focus groups + 4 additional groups in Spanish (in-person), Fall 2021



Quantitative Data Review

- Comprehensive review of child-specific secondary data from local, state, and national sources, including:
 - *State-based:* AR Department of Health, AR Department of Human Services, ACHI
 - *National:* Annie E. Casey KIDS COUNT[®] Data Center, County Health Rankings & Roadmaps



ACH 2022 CHNA Prioritized Health Needs

Primary Priorities

- Behavioral & Mental Health
- Immunizations
- Food Insecurity



Secondary Priorities

- Infant Health
- Child Abuse & Maltreatment



Sustaining Activities

- Access to Care
- Childhood Obesity
- Injury Prevention

Intersecting Need
Poverty & Finances





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Definitions



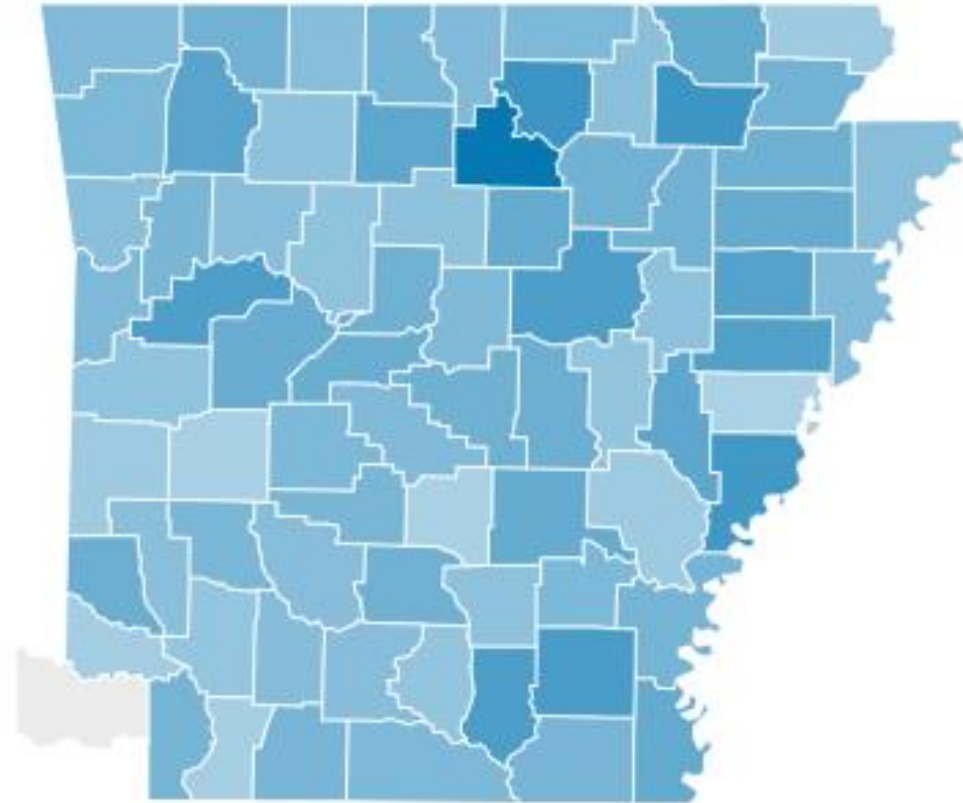
Volunteers

- Employees or volunteers
- In some cases, special training or credentials to match
- Volunteers of identified partners
- Volunteering time and resources
- Community Contributors

Partnerships

- Well-defined
- Wilder Inventory
- Mutually beneficial partners

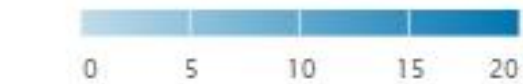
A. Prioritized Health Need: Infant Health & Injury Prevention



Infant Mortality Rate in Arkansas

Current Rate: 7.7

The number of deaths per 1,000 live births per year for infants under the age of one year, averaged over five years.



Source: Arkansas Department of Health

A. Prioritized Health Need: Infant Health & Injury Prevention

Secondary Priority: Infant Health

Improve infant mortality rates in Arkansas.

Metrics:

- Reduce state-level infant mortality rate. (Baseline: Arkansas – 7.7 per 1,000 live births)
- Reduce county-level teen birth rates.
- Improve Pregnancy Risk Assessment Monitoring System (PRAMS) data specific to safe-sleep practices, maternal drug/alcohol use, maternal immunization, and vitamin and folic acid use.
- Increase number of counties with active safe-sleep satellite sites or community groups delivering Safety Baby Showers.

Poverty and Finances: Counties in Arkansas with high infant mortality and teen birth rates often also have high poverty rates. Poverty can cause issues in accessing prenatal care, exacerbated by health deserts with little to no existing maternal or child health care options.



“*Teen pregnancy and lack of prenatal care are things that prevent some children from living a healthy life.*”

*Educator
Focus Group Participant*

A. Prioritized Health Need: Infant Health & Injury Prevention

Family Resource Center and Safety Zone

Sustaining Activities: Injury Prevention

Reduce overall child and teen death rate in Arkansas.

Metrics:

- Decrease overall child and teen death rate. (Baseline: Currently ranked 42nd nationally, with a 35/100,000 child and teen death rate.)
- Decrease Arkansas teen deaths by accident, homicide, or suicide.
- Decrease rate of motor vehicle death.
- Increase the number of counties with one or more trained child passenger safety technicians (CPSTs) and with a car seat satellite site.

Poverty and Finances: Counties with the highest poverty rates often have rates of motor vehicle crash deaths that are higher than the state average, due to a variety of factors, such as older vehicles with less safety protections, declining infrastructure, and lower rates of seatbelt education and seatbelt use.



Arkansas Children's Resource Connect

Support Site Tools People I'm Helping

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost **help starts here:**

ZIP

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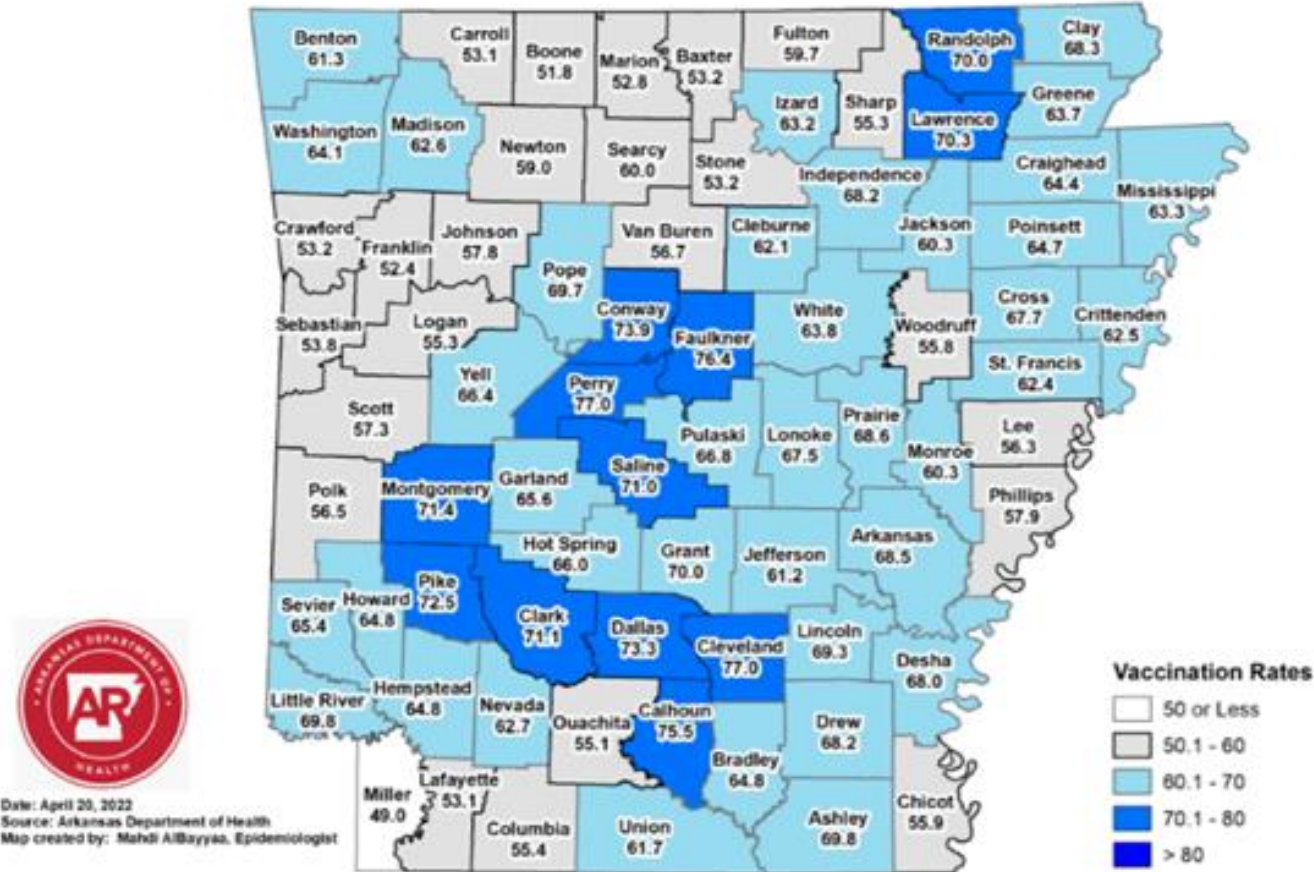
If you or someone you know is in crisis, call or text 988 to reach the Suicide and Crisis Lifeline, chat with them online via their website, or text HOME to 741741 (multiple languages available). If this is an emergency, call 911.

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B. Prioritized Health Need: Immunizations

Immunization Rates by County for Children Age 19-35 Months of Age by Full Series:
4:3:1:3:3:1:4* Arkansas Immunization Information System - WebIZ, 2022



Date: April 29, 2022
Source: Arkansas Department of Health
Map created by: Mahdi AlBanyas, Epidemiologist

*The full series includes : 4+DTap, 3+IPV, 1+MMR, 3+Hib, 3+HepB, 1+Varicella, 4+PCV

B. Prioritized Health Need: Immunizations

Primary Priority: Immunizations

Improve immunization rates for children 18 and under in Arkansas.

Metrics:

- County-level immunization rates for children aged 19-35 months, sourced from the ADH WebIZ each year. (Baseline: 2022 County Level Rate Map can be found on page 27 of the 2022 ACH CHNA.)
- County-level K-12 exemption rates, sourced from the ADH each year.
- Vaccination rate per county for children aged 11-14 years with two or more Human Papillomavirus (HPV) vaccines.


Poverty and Finances: Many children in the state qualify for the Vaccines for Children (VFC) program, yet do not have easy access to the program or a VFC provider.

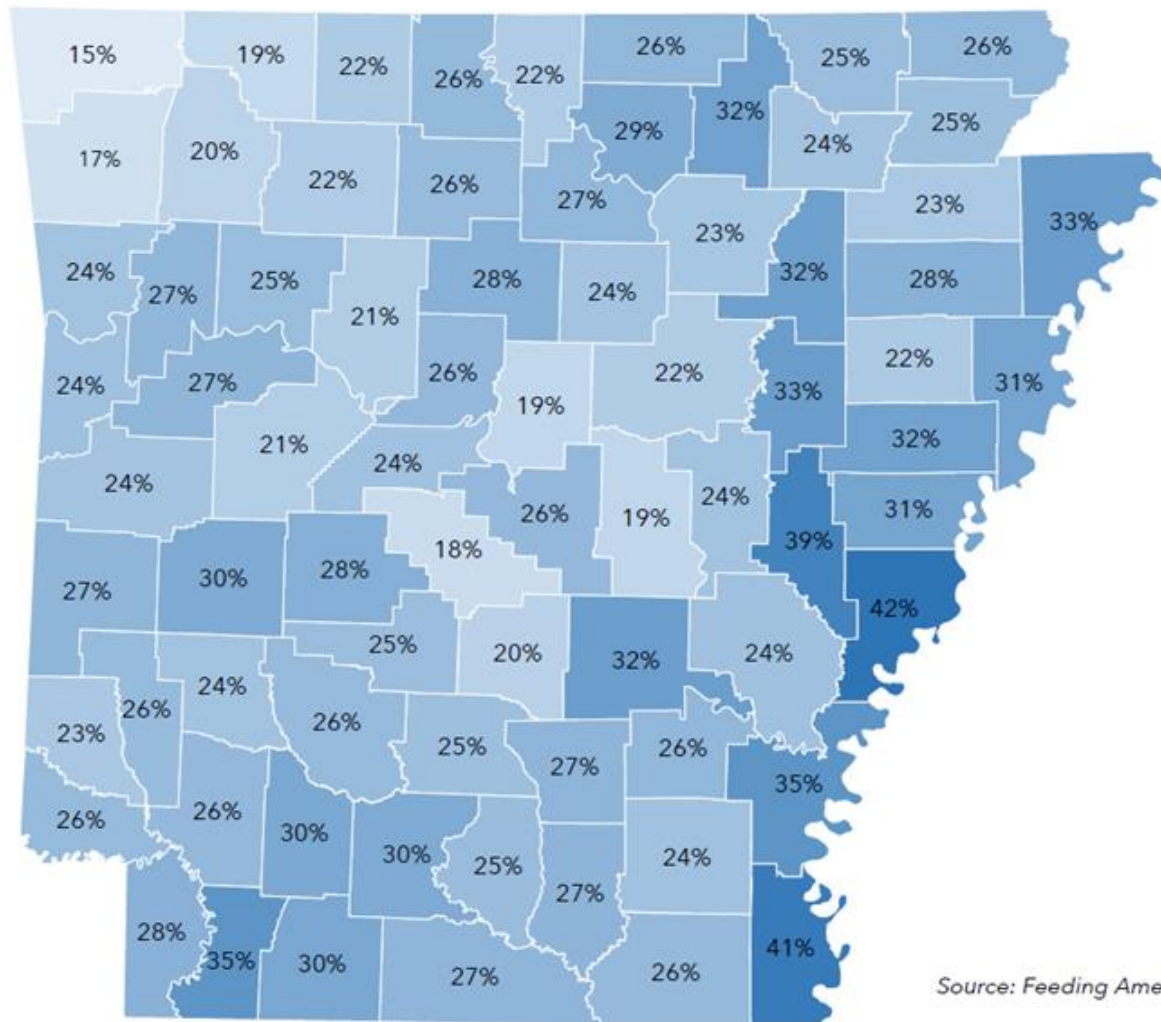


Schools | Clinics | State Agencies | Coalitions | School Nurses | Hospital-based Volunteers

D. Primary Priorities: Food

Child Food Insecurity Rates

2021 Child Food Insecurity % 
14.6% 42.1%



Source: Feeding America

“
Healthy food access and lack of nutrition are the greatest challenges in improving children’s health.
”
Key Informant

D. Prioritized Health Need: Food Security

Primary Priority: Food Insecurity

Increase food security in Arkansas.

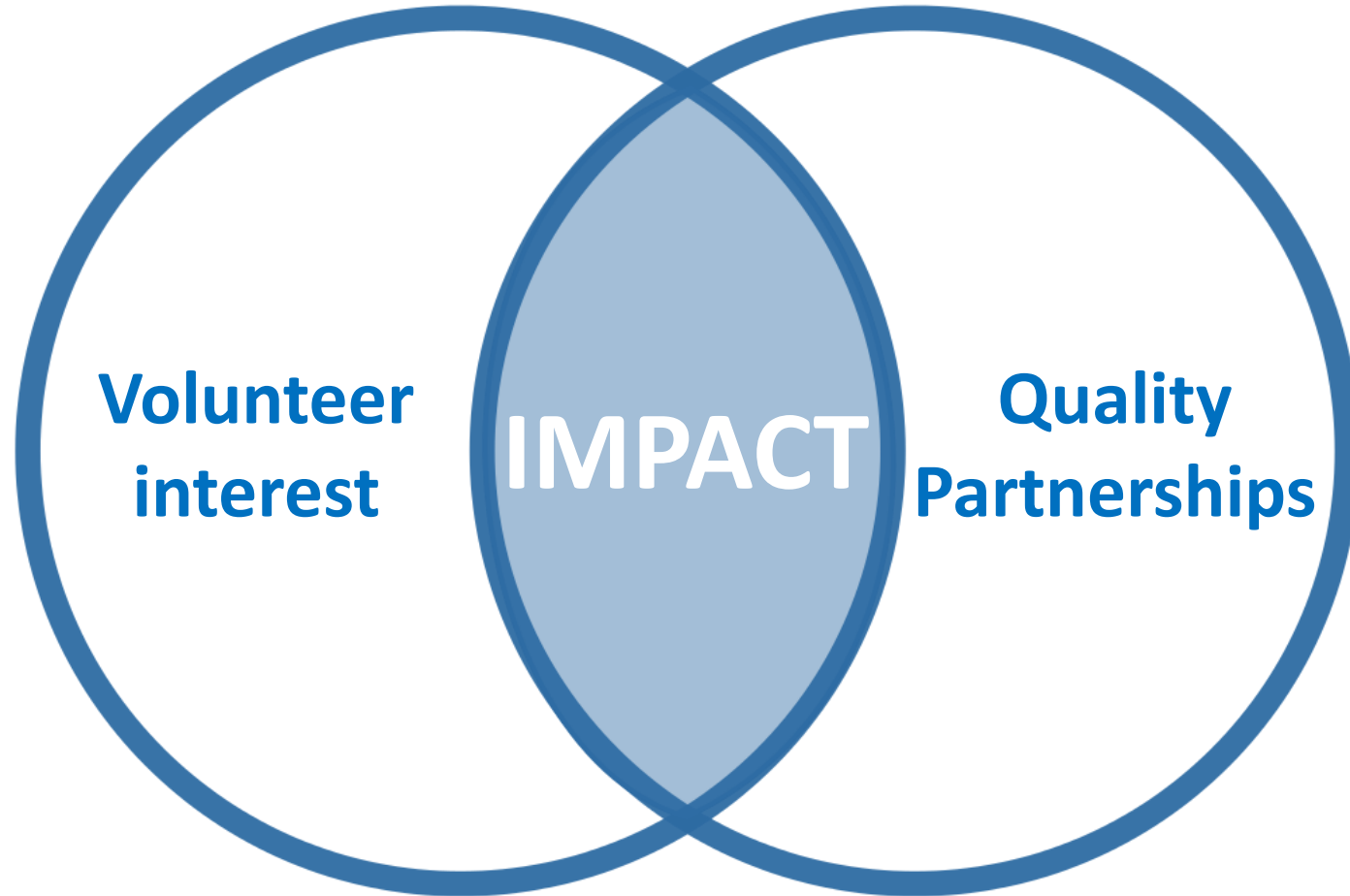
Metrics:

- Number of eligible families enrolled in federally funded nutrition programs like the Supplemental Nutrition Assistance Program (SNAP). (Baseline: In 2020, there were 393,091 SNAP recipients in Arkansas.)
- Child food insecurity rates by county.
- Percent of Arkansas households where families do not get enough to eat.

Poverty and Finances: Food insecurity and hunger are exacerbated by poverty, worsened by food deserts and the affordability of healthier food options.



Shared Impact





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Comments



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- Use the PXE link at the end of the evaluation to claim PXE credit at the Patient Experience Institute's PXE Portal.



Upcoming Events & Programs

WEBINARS

February 16 | Impact of Volunteer Programs: What Are We Measuring and Who Are We Telling?

February 21 | Grievance Panels: An Alternative to a Grievance Committee

February 28 | Rise&Renew: A Multifaceted Approach to Fortifying & Rebuilding Our Workforce

March 7 | The JEDI (Justice, Equity, Diversity, & Inclusion) Volunteer Workforce

CONNECTION CALLS/PX CHATS

February 10 | PX Chat: Diversity, Equity, and Inclusion

March 15 | Lost Belongings Workgroup

PROGRAMS

March 2-23, 2023 | CPXP Preparation Course

May 4-18, 2023 | CAVS Exam Preparation Course



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*Webinars are included in membership
with the Institute.*



KEYNOTE SPEAKERS



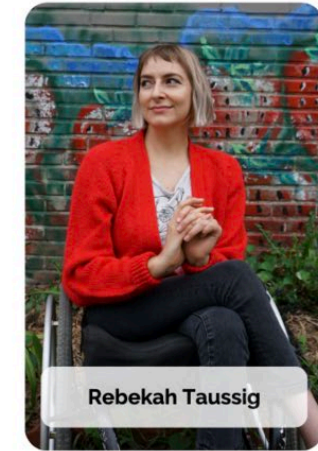
Karen Grimley



Dr. Alfredo Quiñones-Hinojosa



Shola Richards



Rebekah Taussig

OVER 75 BREAKOUT & POSTER SESSIONS

- | | | |
|-----------------------------------|--|--|
| Agency for Clinical Innovation | Hospital Alemão Oswaldo Cruz | Shaller Consulting |
| AngelEye Health | Hospital e Maternidade Santa Joana | SingHealth |
| Arkansas Children's | Houston Methodist | Southwestern Health |
| Ascension Living | Instituto de Ensino e Pesquisa - do Hospital Sírio Libanês | St Vincent's Health Network Sydney |
| Reading2Connect | Kaiser Permanente | St. Louis Children's Hospital |
| Atrium Health | Lehigh Valley Health Network | Sutter Health |
| Billings Clinic | London Health Sciences Center | Sydney Local Health District |
| Boston Children's Hospital | Macquarie University | Temple University Hospital |
| Boulder Associates | Major Hospital | UC Davis Health |
| Brigham and Women's Hospital | Marianjoy Rehab Hospital | UC Health |
| CareMax | Mass General | Univ. of Michigan Health |
| Changi General Hospital Singapore | Mayo Clinic | Universitat de Valencia General Hospital |
| Children's of Alabama | Medallia | University of Alabama, Birmingham |
| Children's Wisconsin | MedStar Washington Hospital Center | University of California, Berkeley |
| Cohen Children's Medical Center | Mount Sinai Health System | University of Maryland St. Joseph Medical Center |
| Duke University Hospital | MSKCC | University of South Carolina School of Medicine Greenville |
| Emory Johns Creek Hospital | NC A&T State University | US Dept. of Veteran Affairs |
| Enloe Medical Center | NorthShore University HealthSystem | UT Southwestern |
| Epworth HealthCare | Northwell Health | Vision Volunteering |
| Geisinger | Northwestern Medicine | WellMed |
| Gould Medical Group | NSW | Yale New Haven Hospital |
| Grow Now Niagara | Oncomed Integrated Medical Treatment | |
| Hartford Healthcare | PatientsVoices | |
| HCA Ambulatory Surgery Division | Providence Institute for Human Caring | |
| HealthCare Chaplaincy Network | | |



Thank you!