

Community Engagement Committee
Meeting Minutes

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| Date | April 12, 2019 | Next meeting: May 10, 9:00 am, CEO Conference Room |
| Time | 9:00-10:0 am | |
| Location | CEO Conference Room | |
| Attendees | <p>Board Members: Christine Glidden (Chair), Nick Estes, Jennifer Phillips MD</p> <p>Staff: Kristina Sanchez, Sara Frasch</p> <p>Guests: Jennifer James (Legal); Alexandria Sanchez (HSC Communications); Julie O’Shaughnessy (Studer Group)</p> <p>Public Comment: Bill Wiese (Self), Francisco J. Ronquillo (HSC Office for Community Health), William Townley (NM Ctr on Law & Poverty);Alika Medina (Access); Fernando Ortega (Access/EleValle); Julie Stephens (EleValle/Community Consultant); Terry Schleder (Self); Yvette Ramirez-Ammerman (HSC Office of Interprofessional Education); Camille Vasquez (EleValle); Monica Lechuga (EleValle); Jane Guevara (EleValle); Brook Bernini (Casa de Salud/EleValle)</p> | |
| Agenda Item | Subject/Discussion | |
| I. Call to Order II. Confirmation of a Quorum III. Adoption of Agenda (Action Item) IV. Approval of March 2019 minutes (Action Item) V. Announcements (Information Only) VI. Public Input | I. Christine Glidden called the meeting to order at 9:05 am. II. A quorum was confirmed. III. Nick Estes moved to adopt the agenda, Jennifer Phillips seconded; the agenda was adopted. IV. Nick Estes moved to approve the March 2019 minutes, Jennifer Phillips seconded; the minutes were approved. V. Nick Estes provided some insight as to why there was a large gathering today for public input. VI. Community members introduced themselves and made short statements as to their interest in this meeting. <ul style="list-style-type: none"> a) J. Stephens: UNMHSC retiree desires systematic and regular community input sessions after hours to make them meaningful, with feedback afterwards. Request to have people deliver concerns regarding service and treatment. Ongoing community input will inform you and the hospital. We support UNMH and have an interest in improving it. Language support is expected at such meetings. b) F. Ronquillo: HSC Office Community Health asking for community-based venue or school, alternate hours for this meeting. Requested a ‘living document’ with input, action items and follow-up. c) T. Schleder: I am from the UNM College of Pop Health. Is the hospital still asking for SSN in order for patients to get on UNM Care? If so, then UNM is the only hospital in the country to do so. As a teacher for Intro to Pop Health, I share UNMH as a case example of what not to do, and people in my class are horrified to learn about this practice. I’m asking for a policy change. d) W. Townley: Access for populations, immigrant and low income. Available for feedback. e) Y. Ramirez-Ammerman: HSC Office of Inter-professional Education, interested in community service work and collaboration. f) F. Ortega: EleValle and ACCESS. Propose UNMH hold meetings around Albuquerque and in particular the S Valley, SW, Barelás Neighborhood. Requesting collaboration. g) B. Wiese: retired UNM SOM and previous committee attendee. MOU for the county, Exhibit A calls for formal process to set a series of goals on a list of topics and to propos how these are monitored. Asking for progress and the committee’s role with the MOU. | |

- h) J. Guevara: Community health worker for EleValle and Pathways. Interested in services for special populations.
- i) C. Vasquez: Elevalle coordination and collaboration with UNMH for public impact; needs to be community-friendly.
- j) M. Lechuga: Pathways and EleValle. ACCESS can bring input to UNMH.
- k) B. Bernini: Case de Salud Ele Valle collaborative is interested in seeing how we might be involved.

Nick Estes responded: improving access for the community is intended through our existing BOT quarterly Community Engagement meetings, which are held with executive hospital staff present (previously this was Kori Beech who organized our quarter meetings.) Nick also noted the regular monthly BOT meeting schedule and the UNM BOR schedule for community members. In the spirit of the MOU with the county, there is a desire to have community group organized with the county to pull people together. This is the best mechanism - the Bernalillo County Community Health Council meets monthly with many groups in attendance; we (CEC) could go there annually and be present to hear input. Mr. Estes also mentioned he attended a meeting approx. 6 weeks ago where Kate Becker, CEO, presented a very well-organized update on the MOU and the status of each item on it.

Kris Sanchez responded: the input is appreciated and timely; offered assurance that UNMH also wants community input. Kris was recently assigned to lead an effort for a Community Health Needs Assessment by CEO Kate Becker, and we welcome input from the community as the process gets underway. Our intent is to work with the county to assist with community-friendly meeting spaces and acknowledge the request to have them away from the hospital and inclusive of non-traditional hours to encourage participation.

Christine Glidden, Chair: thanked everyone for their input. Action item – we will bring narrative to next CEC meeting for discussion. Community members were invited to participate in the rest of the meeting if they wish to do so.

VII. New business:

- a. StuderGroup invited discussion regarding patient satisfaction (information only.)

- b. HSC Communications invited discussion on formulating a consistent outreach strategy in order to better connect and communicate with the community (including a social media strategy (Information Only)

VII. New business:

- a. Julie O’Shaughnessy presented information on Studer Group starting with the 2016 engagement. Reviewed three part mission to improve the staff, provider and patient experience. Six goals tied to patient experience and engagement. Mission Excellence provides a framework for leadership alignment and goals tied to outcomes. Challenge as with any organization is hardwiring and consistency, adherence to standardized process. Gave example of bedside shift report. Estimated uptake for the change across UNMH is about 50-60% hardwired. Julie fielded questions from board members: provider engagement survey is in progress with an RFP to get an appropriate measurement tool that will yield more actionable data than the current tool. The contract was renewed in 2018. UNMH will present at a national conference in August 2019 for their innovation and consistency with hourly rounding.
- b. Alex Sanchez presented information from UNM HSC Communications on internal communications and the hospitals’ external website. Alex noted that HSC Social and UNM Hospital social media platforms are separately maintained. Alex shared information on methods UNM is using to get the word out. For example, KKOB 11 a.m. Radio show and podcast. Alex was asked about helping Dr. Kauffman promote his HERO program – could she do a story on them? Alex responded they have done a lot with that program but can check in again with him and his team. Another focus has been the BA/MD pipeline program in support of rural and underserved populations. Ms. Glidden suggested such a piece could be

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| VIII. Motion to Adjourn (Action Item) | <p>presented both internally and nationally. Mr. Wiese asked if HSC Communications could be a conduit for input back to the hospital, indicating a point of contact is needed for the Community. Ms. Guevara commented that there are 12-14 community organizations represented through UNM Pathways and these should be included for input.</p> <p>VIII. Nick Estes moved to adjourn, Jennifer Phillips seconded; the meeting was adjourned at 10:15 am.</p> |
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