

# Change Agent Network Forum Summary Evaluation

## May 2016

**Theme:** Community Benefit and Nonprofit Partnerships

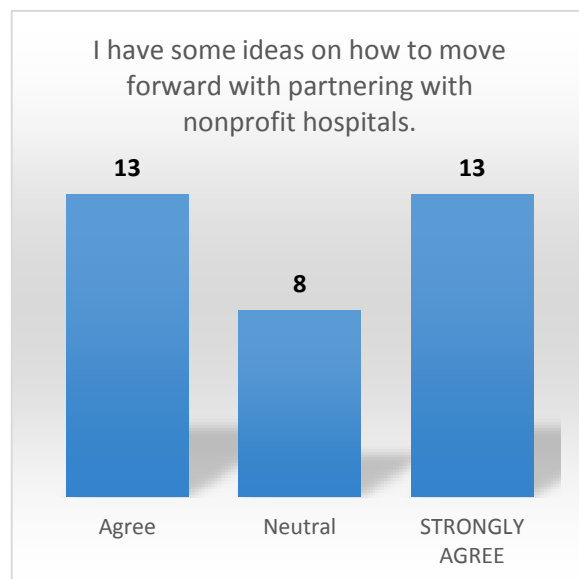
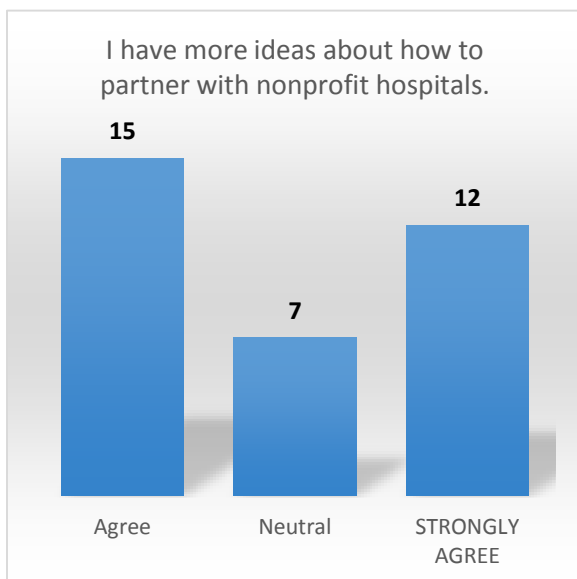
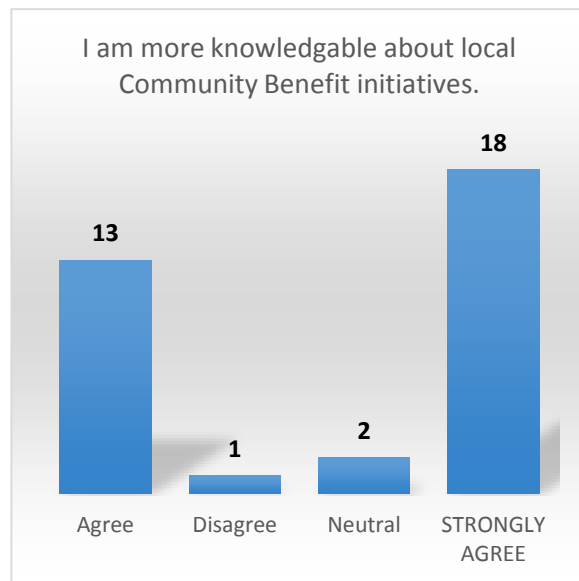
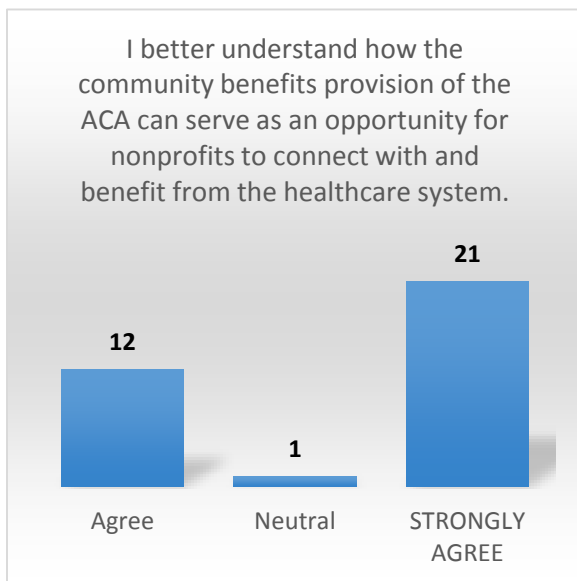
**Framing Questions:** What is a “community benefit” and how does a nonprofit benefit from it? What do I need to know to build a partnership with a nonprofit hospital?

**Number of Participants:** 75

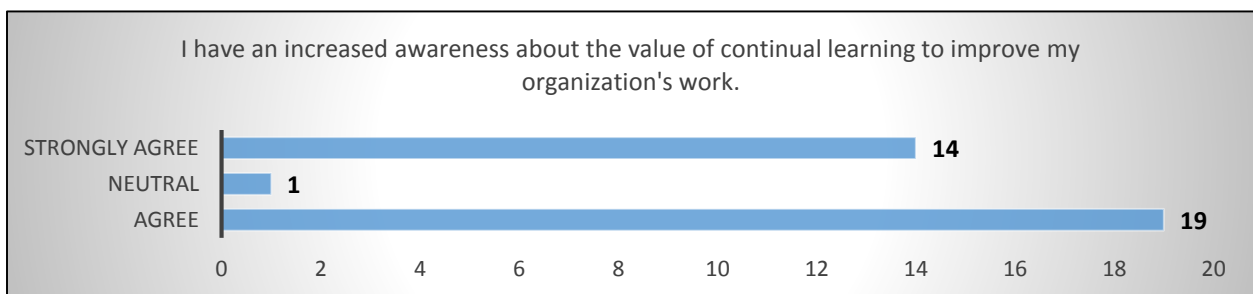
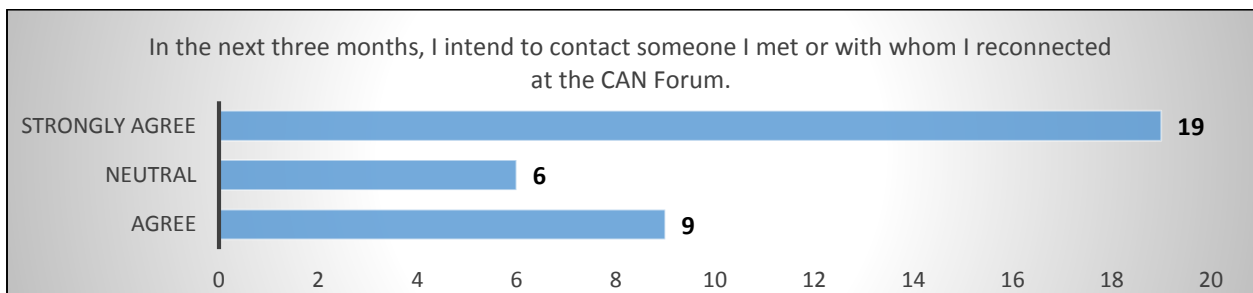
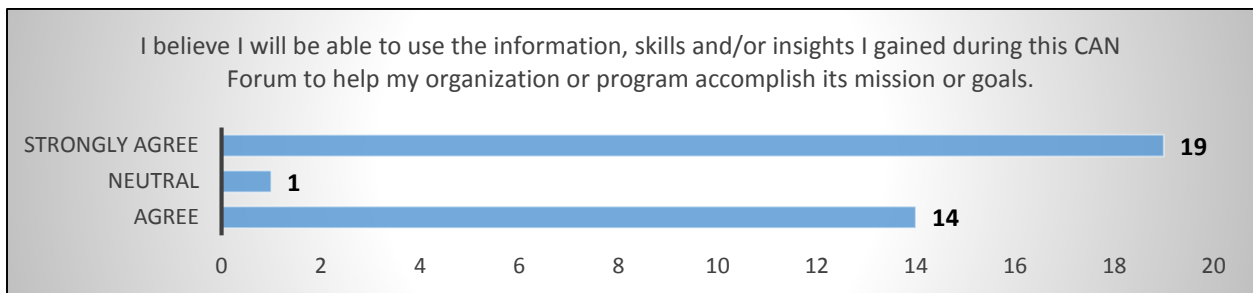
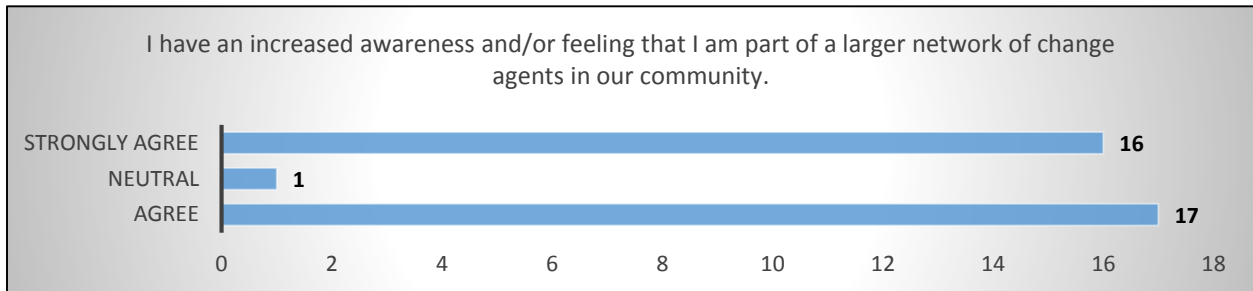
**Presenters:** Denise Lopez, Community Health Needs Assessment Coordinator at Maricopa County Health Department & C.J. Eisenbarth Hager, Director, Healthy Community Policies at Vitalyst Health Foundation

**Evaluation Response:** 44% of CAN Forum participants responded to the survey

### Desired Specific Results for the May CAN Forum



### Desired Core Results for Every CAN Forum



### What is your biggest "aha" or "take away" from this TAP Talk?

- Many organizations are attempting to think outside of the proverbial "box."
- That the Community Benefits program exists and which hospitals are non-profit in our state/area.
- Creating an atmosphere for partnering that leads to results rather than having pitched battles over what groups are not doing. Reducing time in conflict and increasing time in collaboration will lead to better outcomes.

- The areas of community benefits that apply
- Neither hospitals nor nonprofits have a really clear picture of how to best do community benefits - let's partner!
- That there was not a mandated amount that a non-profit hospital must contribute because of their nonprofit status
- Community benefit requirements under the ACA are to be defined at the state level.
- That this requirement exists and that there is already effort underway to establish best practices for the hospitals and nonprofits to partner together.
- I was impressed by the number and variety of non-profits in the room
- Watching how the facilitator used the audience as the professionals on the topic rather than having to be the subject matter expert.
- That in order to effectively engage Community Benefits programs or initiatives, organizations ought to have a well thought out plan of engagement and spend time relationship-building before trying to get to the bottom line.
- I never knew that the Community Benefit existed. Brand new information to me and it appears that many in the nonprofit world can benefit from this knowledge
- We are a long ways from being able to access and understand the true capacity of the Community Benefit initiatives.
- My biggest takeaway was the fact that community benefits are required of nonprofit hospitals. I just thought that their related activities were just to go above and beyond patient care. I also didn't know that there were so many different types of community benefits.
- A couple..... Having 'grown up' professionally on 18th & Van Buren and overseen the comprehensive community benefits program at St. Luke's, I realize that this community value is inherent in all I do....and that the program areas haven't changed all that much....but applying innovative out of the box thinking will be the key to moving the dial toward healthier communities. BUT....totally spaced that IRS guidelines mandates these partnerships and that my clients should pursue establishing meaningful and mutually beneficial relationships.
- Community Benefit planning is not new and is quite complex! Also, many of the things groups shared are very actionable! Maybe we're not dreaming large enough!
- We have started outreach & partnering with our local nonprofit hospital and this validated our work and gave me some new questions to ask and additional ideas to explore.
- First, I had a number of "aha" moments while preparing for the meeting. In particular the content of Connecting the Dots: A Healthy Community Leader's Guide to Understanding the Nonprofit Hospital Community Benefit Requirements. The dialogue reiterated some of the points in the Arizona Policy Primer. I was a bit surprised how many participants seemed unprepared with a basic understanding or attempted to connect with appropriate individuals within hospitals. At times folks want the outcome they desire; however, do not always open to the mitigating factors which influence policy and decisions. It was great to hear the Department of Public Health is working to create a collective needs assessment for hospitals which they in turn can drill down further if necessary. It's a great way to leverage resources and eliminate duplication of costs. I appreciate the stance of Vitalyst and the desire to not only bring communities together, though tackle some of challenging issues.
- Learning about the community portions that nonprofit hospitals need to have
- This is an incredible opportunity for local schools and local non-profit hospitals to partner to create bubbles of wellness around schools that help nourish our youth and that also extend into their communities and hopefully help break cycles of poverty.
- Transparency is critical for all of us.

- The opportunity for more communication between partners - in regards to initiatives already being tackled in the community that smaller organizations can be a part of. Also - that each partner needs to understand where the other partners are at and how to best connect and collaborate - and often, compromise.
- The lack of identification of needs between the two groups hospitals and non-profits and what seems to be a failure in transparency by the hospitals on detailed community benefits
- The lack of identification of needs between the two group hospitals and non-profits and what seems to be a failure in transparency by the hospitals on detailed community benefits.
- The fact that hospitals are doing a Community Benefit Analyses providing a clue as to what the hospitals feel is important.
- Essentially that even for the non-profit hospitals and their administration and management, although the rules and regulations have been in existence for a while, it is still a relatively new concept to both hospitals and non-profits. This means that there are possible innovative collaborations that can be explored.
- Understanding the community health benefit better and hearing other people's ideas
- My biggest takeaway was the fact that community benefits are required of nonprofit hospitals. I just thought that their related activities were just to go above and beyond patient care. I also didn't know that there were so many different types of community benefits.
- That the Accountable Care Act had additional opportunities to meet the "community benefit" in addition to charity care and healthcare training.
- That there might be an opportunity outside of the uncompensated care paradigm to work with non-profit hospitals.
- Specific opportunities within the Community Benefits provision, such as Community Health Needs Assessments, Community Support, Coalition Building, and Advocacy.

**What specific change or changes will you make within your organization as a result of this CAN Forum?**

- Difficult to say at this moment.
- I will pursue partnering with a hospital - as part of the Community Benefit program or not.
- NA
- Look at this benefit and the needs assessment for the community when it is completed.
- Not sure at the moment, but this background will be helpful, I am sure.
- Nothing at this time
- Create a formal mechanism to identify and review community benefit strategies to propose to local hospitals.
- I will reach out to begin relationship building with nonprofit hospitals in my area and join the conversation already in progress in the greater community.
- Explore ways to improve communication and awareness of hospital priorities, non-profit agencies and how they can connect.
- This will help support my colleague in her endeavor to begin a learning collaborative.
- Attended this event as a surrogate for others in the Maricopa County Healthcare Integration program, will be discussing with them at an upcoming event.
- Unsure
- Partnerships and working to make a change on a larger scale.
- I plan to include this resource in my community resource development planning with my clients.
- I will connect with four unique organizations to discuss involvement in our coalition in order to build trust and lasting relationships.
- Push on and not be discouraged by baby steps.

- I will continue to learn as much as I can to best leverage hospital relationships for mutually beneficial return. Additionally we will work to engage additional hospital partners in an effort to obtain pro bono facilitators for our cardio cerebral resuscitation training and advance cardiac life support training. I'm sure there are other things that will come to my mind once I've had a chance to marinate on some of the dialogue from earlier today. Finally - Would it be possible to obtain a list of CAN Forum participants, their organization and contact information to help facilitate possible partnerships?
- None
- I'll let our principals know this is possible. Opens so many resources to them if they partner w a non-profit hospital.
- Continue exploring community benefits opportunities with an open mind.
- increased collaboration - especially with the HIPMC
- We will target the relationships between each group and construct a data set of resources to facilitate our community activity
- We will target the relationships between each group and construct a data set of resources to facilitate our community activity.
- Not sure yet.
- It is important that we as non-profit organizations identify and begin to establish dialogue with those individuals who can initiate and establish best practices for non-profit hospitals that wish to develop community change.
- work on strengthening networking with nonprofit hospitals
- I will have to give this some more thought, but I now have a greater understanding of what some of our alumni working in hospitals might be working with. Also, not related to the topic itself - I did make a connection with which I can form partnerships to benefit our students and alumni. The connections made possible through this Forum itself are very valuable. I don't want to put a dollar value on the Forum, not because I don't think it's valuable, but because I think the way its set up now is the most effective. There are few limitations to access, yet you hold no-shows accountable with a fee - this allows those who are the most dedicated to get a seat at the table, while also allowing for diversity of perspectives and backgrounds.
- We have been attempting to partner with a nonprofit hospital for the last 1 1/2 years on a specific project and hope our understanding of the expansion of community benefit might make our partnership possible.
- No real changes, it was just good information to have.
- Shift focus of collaboration opportunities towards the categories listed above.
- Shifting focus towards categories listed above.

### ***Value***

The actual cost of the CAN Forum was nearly \$17 per person for approximately 115 participants. The total perceived value of the CAN Forum by 33 of the 75 evaluation respondents was an average of \$57 per person.

### ***Final Comments from Participants***

- Thank you!
- One recommendation: During small group discussion sections, would be helpful to include a slide in the PowerPoint with the discussion questions in order to keep group focused on task at hand.
- I really enjoyed learning and connecting with others
- Very informative session....with wonderful opportunities to brainstorm and share innovative ideas.
- Thank you to everyone at Vitalyst for modeling a culture of true community stewardship, helping others navigate unfamiliar systems and inspiring others to make a difference independently and collectively

- This was a great forum with lively discussion.
- I will also go online to learn more about Vitalyst
- With very tight agency budgets, if Vitalyst begins charging fees for the CAN Forums, attending will become very difficult. Please keep them free if at all possible to be inclusive of all who want to participate.

**I attended the CAN Forum because...**

