

AMCHP Annual Conference, 2010

Moving Ahead Together:

Celebrating the Legacy, Shaping the Future of Maternal and Child Health

The Nuts and Bolts of Building Community-Based Service Systems for CYSHCN

March 6-10, 2010

DIANE BEHL: Thinking about steps 3 and 4 in your small groups did anybody have a...? Aha...really? I hadn't thought of that. Write that down. It's really hard. Yes Not impossible.

DIANE BEHL: Not impossible...yes.

UNKNOWN SPEAKER: (Inaudible)...

DIANE BEHL: Oh, wait a minute does she need the...?

UNKNOWN SPEAKER: What we were struggling with is how do you define communities because you know we also live in a predominantly rural state, but there are some quasi urban areas in Iowa and we can't divide it up by ethnic groups and can't really divide it up by towns and then I sort of came down to maybe I have to start with the hospitals because they're kind of the center out of which at least the health care providers are working and whenever I have gone into a community or talked with our folks on the ground they say the hospital won't do this, they won't do that, they won't do

the other thing, so I need to talk to the hospital and find out for sure will they help fill the gap that there is or not.

UNKNOWN SPEAKER: (Inaudible)...

MC: Right, defining community has kind of escaped a lot of people for a long period of time. Any comments for her or any other aha moments?

UNKNOWN SPEAKER: I have a comment on the community. We had the same difficulty of what is a community and when we went up to Aroostook County, we're letting them decide what is their community. Is it the hospital catchment area or is it all of Aroostook County?

UNKNOWN SPEAKER: (inaudible)...

UNKNOWN SPEAKER: Well they actually approached us. They've been...so it was very helpful that they were up there and plus we have a great F2F family to family person up there who has been very helpful in helping us to decide who to go to.

UNKNOWN SPEAKER: See we have parent consultants scattered around the state but I mean they are each dealing with several communities and I think it might be...what do you think would it be challenging to define the communities?

UNKNOWN SPEAKER: (Inaudible)... I've never really thought of it as being hard until this discussion because when I started talking about the community in my little group that was the first question the lady asked me was like what's a community? And I'm like what do you mean what's a community? Our community is...you know the people in my area and it's the surrounding are in rural area...I mean I did just what...I said just what you said basically you know I guess I look at it as the county I live in and then the surrounding counties and probably back to hospital based...because I worked at our local hospital and that's our kind of a catchment area you know. People that we serve in our area because we're one of the...Fort Dodge, Iowa is one of the largest in that northwest area and so we serve those counties and then people outside those counties tend to go over to the east or the west side of the state or south...or...

UNKNOWN SPEAKER: (Inaudible)... They consider and that's part of your catchment area.

UNKNOWN SPEAKER: Well (Inaudible)...

UNKNOWN SPEAKER: Well that's what I'm talking about, that's what I'm talking about.
Well

UNKNOWN SPEAKER: It's the issue, it's the issue.

UNKNOWN SPEAKER: (Inaudible)... I think one of the things that we need to do is not shut down our communities but our eyes should see community at every level.

Sometimes we tend to think about just close in, but the suggestion of community is a coming together, so wherever you have a coming together at any level, that is a community. And when you can communicate at one level and then that community can articulate with another that's when you can begin to more adequately and more globally define your communities. Because I think we tend to look at communities in a smaller way, but I think we have to open up and define our communities differently, because I think that's what's tripping people up.

UNKNOWN SPEAKER: I understand that. I feel like I'm one person and we don't have an endless number of people to go to each community as defined that way. I mean I would love it if we could and surveys I think are very useful and yes, we do have again parents but it takes a lot of meetings, a lot of coordination and it seems pretty overwhelming. Again I agree that community is where people come together but...sometimes you have to decentralize in communities. If you realize you don't have enough people to go out, then how can you draw them in so you have to think about it differently?

UNKNOWN SPEAKER: And you may change your strategy according to the community. But what we did we had regions already identified that we did our focus groups in and then we honed in our community that seemed to need the most attention the soonest. And they were grateful for that. You know they said everybody down south

gets this, everybody down south gets that. We are in need here. We would be happy to do the community mapping thing up here first, so that's how we identified our first community. And there...and they are defining their community.

UNKNOWN SPEAKER: Good.

UNKNOWN SPEAKER: Okay, Diane?

DIANE BEHL: Thank you. You hit on an important issue and I think we could have done a skill builder session just on that one aspect and so I'm sure it feels like we're kind of whipping through these steps, but we wanted to just kind of whet your appetite on what this all looks like and hopefully we can have more opportunities. Eileen's going to talk about ...oh...