> *Meeting Purpose*:
>
> To begin identifying WHI strategic priorities for 2019 and beyond

Stakeholders Group Agenda

Friday, February 22
9:30 am – 10:00 am: Informal Networking
10:00 am – 12:00 pm (meeting will start **promptly** at 10:00)
Washtenaw Community College Morris Lawrence Building

1. Welcome, Introductions, and Overview – Norman Herbert, Doug Strong   15 minutes

2. Draft Process of Identifying Strategic Priorities – Doug Strong   10 minutes
   Attachment A

3. WHI Projects: Past and Present – Project Leads and CHRT Staff   25 minutes
   Handout

4. Revisiting the Results of WHI Member Survey – Norman Herbert   10 minutes
   Attachment B

5. Small Group Work   35 minutes

   - Should these two items be things the WHI says it does?
     − Increase member organizations' ability to measure the effectiveness of programs that address a specific community health problem
     − Reduce duplication of programs and services within the county
   - Based on past and current WHI projects, what should be the WHI's strategic priorities going forward?

6. Report Back   20 minutes

7. Wrap up, Next Steps – Norman Herbert, Doug Strong   10 minutes

Next Stakeholders Group meeting: Monday, May 13, 2019, 3:00 pm – 5:00 pm, WCC

Process to Identify WHI Strategic Priorities

The WHI Co-Chairs propose the following process to identify strategic priorities for the WHI for the remainder of 2019 through the end of 2022:

1. **2/22 Stakeholders meeting:** WHI Stakeholders review past and current WHI projects and provide feedback about the strategic process and what should be the WHI's priorities

2. **3/4 WHI Executive Committee:** Executive Committee review feedback and agree on process to propose to the Steering Committee

3. **3/12 Steering Committee:** Steering Committee approve process and provide initial feedback on priorities

4. **March/April:** solicit additional feedback from key WHI partners about priorities

5. **5/13 Stakeholders meeting:** stakeholders review and provide final input into proposed WHI priorities

6. **5/14 Steering Committee:** approve WHI strategic priorities for 2019-2022

Potential WHI Strategic Priorities

Since 2015, the WHI has worked with multiple community partners to make progress in the community around dental and primary care, and the WHI has completed multiple projects in these areas. At the same time, the WHI became the backbone organization for one of the state's five test regions to connect residents to social services. In addition, the WHI began working more closely with multiple community partners to address issues related to substance use disorders, and around issues facing the senior population. Therefore, these high-level categories are potential priority areas for the WHI's focus through 2022:

- **Mental Health and Substance Use Disorders**
  - o This could include all current and developing WHI projects in this category, and regular updates about the activities associated with the Public Safety & Mental Health millage of 2017
- **Senior-Related Supports and Services**
  - o This could include the Advance Care Planning project and the piloting of the project developed by the WHI Senior Services working group, and regular updates about the Ann Arbor Area Community Foundation Vital Seniors prizewinners
- **Community Coordination and Social Determinants**
  - o This could include the SIM care coordination intervention, the UNITE hospital health assessment, Care Net, the VA Volunteer Respite Program, and health insurance outreach and enrollment activities

C H R T Facilitated by the **Center for Health and Research Transformation**

**WASHTENAW
HEALTH
INITIATIVE**

WHI Member Survey Action Plan

The WHI Member Survey was developed to document the effectiveness and efficiency of programs by WHI charter signatories through alignment and coordination, which was one of the WHI's five overarching goals from 2015-2017.

The survey focused its questions in four key areas: coordination, communication, effectiveness, and impact.

Baseline survey: early 2016
Comparison survey: early 2018

Based on the 2018 survey and open-ended responses, members highlight the following opportunities for the WHI:

Opportunities	Proposed Action Step
1. Increase communications with new WHI members, including through a WHI new member orientation	Carrie Rheingans will host a new member orientation twice per year. Announce it at the WHI Stakeholders meeting.
2. Increase communications with the community at large, which was also an opportunity for growth noted in 2016 and 2013	At their November meeting, the WHI Executive Committee will begin working with CHRT Communications Manager Erin Spanier and WHI Communications Work Group Chair Liz Conlin.
3. Increase member organizations' ability to measure the effectiveness of programs that address a specific community health problem	Co-chairs will ask WHI Stakeholders at the first meeting in 2019 about whether this is within the scope of the WHI.
4. Reduce duplication of programs and services within the county	Co-chairs will ask WHI Stakeholders at the first meeting in 2019 about whether this is within the scope of the WHI.
5. Increase participation of community residents who have lived experience in the WHI's focus areas	Many WHI working groups include such participation. Ask key WHI members (i.e. George W. Waddles, Jr., Aubrey Patiño) for suggestions to expand this.
6. Clarify the WHI strategy for moving WHI projects forward	The WHI Steering Committee will begin this process in 2019.

WHI 2018 Member Survey Results

Executive Summary

Background

The WHI Member Survey was developed to document the effectiveness and efficiency of programs by WHI charter signatories through alignment and coordination, which was one of the WHI's five overarching goals from 2015-2017. The survey focused its questions in four key areas: communication, effectiveness, coordination and collaboration. The first survey was conducted in early 2016 and evaluated the WHI from 2014-2015. The second survey was conducted in early 2018 and assessed the WHI across the three-year period from 2015-2017.

The 2018 WHI Member Survey was conducted online and distributed to all 286 individuals on the WHI stakeholders email list. A total of 96 individuals submitted responses, making an overall response rate of 34%. The 2018 survey included additional response options to include new WHI activities related to the State Innovation Model. This report displays both 2018 and 2016 data to illustrate changes over time across the WHI's activities and its members.

Key Findings

Communications- Members typically agree that the WHI is well-organized and effective in communications to members related to working groups and projects. However, many open-ended responses noted a need for better communication with new WHI members, such as a new member orientation. Another key communications finding is that members still see opportunities for the WHI to better communicate with the public at large. This was a key finding in the 2016 member survey and 2013 evaluation of the WHI, and is an area where the WHI can continue to improve.

Coordination and Participation- From 2016 to 2018 WHI stakeholder membership grew from 275 to 286 individuals. In both 2016 and 2018, about 20% of members reported being in their first year of participation with WHI groups and activities. The role of the WHI in facilitating collaborations and providing opportunities for the exchange of information continues to be highly regarded by the majority of members.

Benefit and Impact- Benefit to members' organizations also continues to be recognized a valuable part of participation in the WHI. The WHI is recognized for helping to leverage resources in the community, connecting systems, and for helping organizations identify priority areas to address.

Conclusions

Results of the 2018 WHI Member Survey indicate that the WHI has made progress in addressing the key areas identified for improvement in 2016: communications among WHI members and with the general community, and reducing duplication of programs and services. The 2018 results also show opportunities for growth.

One area of opportunity identified in the 2018 survey is to work to increase member organizations' ability to measure the effectiveness of programs that address a specific community health problem. A second area for improvement is to continue working to reduce duplication of programs and services within the county. Although this measure showed improvement from 2016, it remains one of the lowest percentage responses in the survey.

In 2016, increased communications to the Washtenaw County community was highlighted as an area for improvement, and progress has been made. Compared to 2016, the results of the 2018 member survey show that respondents were more likely to agree that the WHI adequately shared communications internally and with the community at large. However, the 2018 results do show room for continued growth in communicating with the community at large. Generally, the WHI continues to be seen as having a positive and impactful role in the health of the community. Members overwhelmingly agree that collaborations and relationships that they gain from their participation in the WHI have enhanced their work.