

Community Engagement Committee Minutes

June 3, 2011

Present: Karrie Brown, Ellen Del Papa, Anita Kostecki, Cathy Violette, Petra Belady, Kate O'Dell

1. Leadership transition and planning for new year

Ellen was introduced as new chair/ Anita as liaison to Family/ community medicine/ Kate as past chair
Progress on 2010-11 priorities reviewed related to accomplishments:

Networking

Website—site up and being populated/ ? if used

Outreach kit

Inter-organization networking: we have members serving on (Perinatal Issues, Worcester Morbidity Task Force), OR are on email lists for several related organizations (Dress for Success), but still miss a lot of what is happening or learn to late to be involved. After discussion, action plan includes Karrie contacting Monica Lowell again to re-connect with UMass Community Outreach Activities, Kate will contact marketing, Ellen, Cathy and Anita will continue interactions with committees.

Education priorities: Preconception care—NP group finalizing plan, with connections to extant UMass patient info the topic of last months meeting.

Overcoming barriers to care projects

GLBT Healthcare

African-born women's health

2. Front desk survey results—Cathy V. sent results (3 responses) via email—respondents reported enjoying their work and trying to do a great job, some systems up-grades that help things run more smoothly; challenges of increasing volume and diversity of patients with language barriers, staffing during transitions—esp evening shift/ inpatient, high volumes of paperwork still done a registration, lack of confidentiality in the reception areas, volume/ congestion in waiting rooms, and a sense of lack of support/ understanding from management. Action: Ellen will follow-up related to outcomes of post-maternity patient focus groups looking at patient in-put and volunteer greeter options (discussed—new retirees/ especially nurses; elderly). As new out-patient sites are established, these issues may be addressed. Dissemination of findings was not addressed.
3. Student involvement/ Front desk project: not—discussed but may be able to help with
4. African Women's Outreach UHAI—discussed successes of this year—church outreach (mostly Julia Johnson and Jane Kimani); African Women's Health Fair) and new direction for new year. Action: Worcester Perinatal Task Force is interested in assuming more responsibility for this work, and we will work in tandem with them through our joint members to avoid duplication. Probably, discussion for new priorities for the new year will continue.
5. Old Business

- a. Dress for Success Funder-raiser—dept members attended (2).
 - b. GLBT Seniors movie (diversity committee)—dept members attended (several).
 - c. Postpartum wellness classes at the YWCA—dissemination of info and dept involvement continues.
6. Upcoming
- a. Abby's House 35th Anniversary Concert: Natalie Cole, Thursday June 9, 2011 7:30 pm at Hanover or Direct Donations
 - b. Worcester ½ marathon benefits Children's Medical Center Sunday June 5
 - c. Women's conference June 3; 8 to 4:30 pm (which we didn't know about)
 - d. FCR community outreach research. Tuesday June 7 noon
7. Time for meeting next year discussed; for now will continue post-dept meeting.

Submitted by Kate O'Dell