

COMMUNITY HEALTH IMPROVEMENT PLAN

February 2017



Connecticut Children's Medical Center's (Connecticut Children's) 2016 Community Health Needs Assessment (CHNA) takes a comprehensive look at the needs of children and families in the greater Hartford area and outlines how Connecticut Children's will continue to work to address those needs. This Community Health Improvement Plan (CHIP) serves as our response to our new CHNA.

Background:

In 2013, Connecticut Children's participated with Hartford Hospital, St. Francis Hospital, and the city of Hartford's Health and Human Services Department to create the first CHNA that addressed requirements of the Affordable Care Act. The CHNA identified childhood obesity and childhood asthma as needs, but also identified a lack of coordinated efforts to address many social determinants that affect the health of all residents. In response to those identified needs, Connecticut Children's leadership and board of directors endorsed the creation of the Office for Community Child Health (OCCH) as its CHIP for the next three years.

As a coordinating entity for Connecticut Children's community child health efforts, OCCH oversees 15 community-oriented programs, including the Help Me Grow® and Easy Breathing® National Centers. OCCH's three major strategies include: enhancing the effectiveness of existing community-oriented initiatives through technical assistance focused on program design and performance and outcome measurement; promoting strategic synergies among programs; and developing, supporting, and disseminating promising innovations to address critical contemporary challenges to children's health. OCCH's mission is to elevate the effectiveness and status of Connecticut Children's as a critical community resource in promoting the optimal healthy development of all children.

In addition to championing a shift in Connecticut Children's mission, vision, and priorities, OCCH achieved remarkable success in each of its three strategic focus areas. OCCH developed and implemented rigorous performance metrics to monitor its progress and to assess the impact of its work. Office and program level process and outcome metrics continue to drive OCCH's commitment to data-driven continuous quality improvement. Secondly, OCCH has built synergies among previously siloed programs to increase their collective impact on children and families. Thirdly, OCCH has developed extensive expertise and tools to offer technical assistance to enable the replication and dissemination of innovations that launched in the greater Hartford area and are now being replicated across the country. For more information on our progress, please refer to our latest Community Benefit Report on our website.

Our 2016 CHNA:

Our most recent CHNA utilized a number of components that included the input of many people working with the underserved, representing voices from both a local and state-wide level. Two major components were: the Hartford Blueprint for Women and Children's Health (the Blueprint) and Southside Institutions Neighborhood Alliance's (SINA) Economic Development Plan. It is from those sources that Connecticut Children's will prioritize its initial actions for our CHIP. Other sources of information – the statewide Data Haven report, the school nurse survey, and United Way of Connecticut's 211 system will act as a references as we develop further strategies. For more information, please refer to our CHNA on our website.

The Blueprint:

The Blueprint recommended six steps be taken in order to build an effective health care system that benefits women and children of Hartford. They are:

1. Establish a public/private leadership team that includes the city, OCCH, the Child Health and Development Institute of Connecticut, key stakeholders, and residents to guide and oversee Blueprint implementation.
2. Establish within the city a comprehensive women and children's health system that ensures women of child-bearing age, children and families have timely access to a seamless and user-friendly range of services and supports.
3. Develop and disseminate data on the health of women, the health and developmental status of children, and the status of programs and services to public officials, providers, community based organizations, and residents to inform prioritization and decision making.
4. Engage all city providers in the continuous monitoring of the quality of the women's and children's health care services, including developmental assessment services, care coordination, and home

visiting programs, and encourage the testing of changes to improve service efficacy and outcomes.

5. Support the ongoing professional development of women's and children's health providers, trainees, and staff through accessible, efficacious, and efficient training that enables them to perform at the top of their professional licenses and in collaboration with families and one another.
6. Build on and expand current prevention efforts and activities to promote the healthy development of Hartford's women and children.

Actions to date:

- OCCH has applied for major grant funding to support some, if not all, of the recommendations of the Blueprint.
- OCCH has allowed community based partners to utilize the data from the Blueprint to apply for grant funding for implementation and will offer support should those partners obtain funding.
- Additionally, active conversations with Hartford's Promise Zone leadership and their community collaborator, Community Solutions, have been held with the purpose of implementing many of the Blueprint recommendations, using the designated Promise Zone area as a pilot for the rest of the city.

SINA's Economic Development Plan:

In keeping with SINA's mission to maximize the positive impact that three neighboring anchor institutions (Connecticut Children's, Hartford Hospital, Trinity College) can have on an impoverished neighborhood, SINA has undertaken steps to develop a plan to deal with a major social determinant that affects the health of families – the economy. This is in addition to SINA's work with other social determinants like housing and public safety. SINA's housing program, which deals with neighborhood blight, continues to support city efforts to increase the number of owner occupied homes in the

neighborhood. A recent state grant will allow SINA to build 11 new homes in a strategic geographic portion of the neighborhood, adding to the 65 homes that SINA has completed during the past seven years. Neighborhood safety and security has been enhanced through SINA's relationship with the Hartford Police Department (HPD). SINA has convened dialogues with the SINA member security forces and the police, enhanced HPD's ability to use cameras in the neighborhood for surveillance in high crime areas, and developed a Neighborhood Safety Team through its community engagement strategies. The plan looks at the role Connecticut Children's and the two other SINA partners can play in working with existing assets, both internally and externally, to improve neighborhood conditions. With some initiatives, the partners will take an active role, while in others the partners will act as conveners, collaborators, or influencers.

The four areas of focus will be:

- Career Preparation, Job Training and Employment
- Entrepreneurship and Small Business Development
- Public Realm Investments
- Cultural Development

A complete overview of the plan, detailing initiatives and outlining the role of the partners can be found on SINA's website; www.sinainc.org.

Summary:

We are excited to forge ahead to address the needs identified in our 2016 Community Health Needs Assessment. We recognize that this work cannot be undertaken solely by one hospital. We are excited to continue reaching out to our community partners who have already shown enthusiasm for taking up the challenges of addressing the gaps identified in our CHNA. We look forward to continuing to identify new partners that will be able to assist us in carrying out this important work.

