Community Voice:
Ensuring That Our Work Starts and Ends With the Communities That We Serve

9/12/22
Agenda

- Welcome
- Brief Overview of Denver Health’s Center for Addiction Medicine (CAM)
- Strategies for Integrating Community Voice within the CAM and Associated Outcomes
- Participant Testimonials
- Pair and Share Activity
- Q&A
Learning Outcomes

Participants will be able to:

- Explain the value of integrating community voice within efforts to address fentanyl and other emerging behavioral health issues
- Identify potential mechanisms for engaging the communities that they serve
Welcome
What is the Center for Addiction Medicine (CAM)?

**Goal**
To coordinate the essential health services for persons with substance use disorders

**Vision**
To be a compassionate model for the prevention and treatment of substance misuse, to transform lives and to educate all

**Guiding Principles**
- Dignity and equity
- Community collaboration
- Passionate and professional
- Innovative prevention, treatment, research and education
Center for Addiction Medicine
5 Year Strategic Goals

Inclusive and Compassionate Care
Ensure inclusive and compassionate care where all health care professionals treat patients with substance use disorders with respect and dignity, and improve patient outcomes.

Full Continuum of Care
Strengthen the continuum of care for people with substance use disorders throughout the Denver Health system and beyond. Ensuring that patients receive the right level of care for their individual needs.

Fiscal Growth and Financial Partnership
Enhance internal and external revenue streams to ensure quality services are accessible far into the future.

Knowledge Management
Establish a comprehensive data interface to support strategic, operational, and managerial decisions, and research and evaluation.
CAM Community Voice

Charge:
Ensure that the work of the Center for Addiction Medicine starts and ends with the community

Goal:
Partner with community members with lived experience to facilitate integration of their expertise into the planning and implementation of CAM initiatives
Community Voice Commitment

▪ **We will listen to understand.** Your experiences and ideas will play a significant role in CAM decision-making.

▪ **We will humbly share what you tell us.** We will bring your input to key decision-makers.

▪ **We will stay in touch.** We will follow-up to let you know how your feedback has impacted CAM programs and services.
Strategy 1: Connect with External Community Advisory Boards

- Identify and make connections with external Community Advisory Boards
- Engage CAM Workgroups and other CAM partners to identify pertinent and timely discussion topics where community input is needed
- Match topics to appropriate external Advisory Boards, and work with Advisory Boards to schedule time during their standing meetings
- Facilitate discussions with Community Advisory Boards
- Summarize and share Community Advisory Board input with relevant decision-makers within the Denver Health system
- Follow-up with Community Advisory Boards to let them know how their input is being incorporated
Strategy 1:
Lessons Learned

- Provide context

- Craft questions carefully
  - Use open-ended questions to encourage dialogue
  - Focus questions on topics that are within our span of control
Strategy 2: Convene Monthly CAM Community Advisory Meetings

- Build out participant pool
- Engage CAM Workgroups and other CAM partners to identify pertinent and timely discussion topics for upcoming Community Advisory Meetings
- Host Monthly Community Advisory Meetings. Participants are compensated $60 for their time and expertise. Lunch and bus tickets are also provided. 1:1 interviews are offered for those unable to make it in-person.
- Summarize and share participant input with relevant decision-makers within the Denver Health system
- Follow-up with Community Advisory Meeting participants to let them know how their input is being incorporated
Strategy 2: Evaluation Process

▪ Process Measures
  – Participation rates
  – Participant demographics

▪ Follow-Up Surveys
  – Participant experience
  – Participant impressions

▪ Feedback Loop
### Strategy 2: Evaluation Outcomes

#### Participation Rates

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Graph showing participation rates from Sept. 2021 to Aug. 2022.
Strategy 2: Evaluation Outcomes

Follow-Up Survey Data

- 100% of participants indicated that they were comfortable sharing their ideas at the Community Advisory Meetings that they attended.
- 100% of participants indicated that they were able to say everything that they wanted to say at the Community Advisory Meetings that they attended.
- 98% of participants “strongly agree” or “agree” that their expertise is valued by Denver Health’s Center for Addiction Medicine.
- 97% of participants “strongly agree” or “agree” that the programs and services offered by Denver Health’s Center for Addiction Medicine reflect their experiences and needs.
Strategy 2: Evaluation Outcomes

Feedback Loop

- 100% of community feedback gathered via Community Advisory Meetings has been documented and shared with CAM Leadership/Workgroups

- The CAM’s plans to integrate this feedback have been shared back with Community Advisory Meeting participants
Strategy 2: Lessons Learned

- Fair compensation is critical

- Closing the feedback loop builds trust

- We get a lot of “answers to the questions we didn’t ask” – it’s important to share that feedback, too

- If you build it, they will come! And they will bring their friends with them!
Participant Testimonials

What has being a part of the Community Advisory Meetings meant to you, personally?

“The meetings have given me a sense of awareness, a purpose, and a place to voice my opinions. I like being able to participate, give and get feedback...and the much-needed $60!”
Participant Testimonials

What has being a part of the Community Advisory Meetings meant to you, personally?

“It feels like somebody is listening and our opinion matters. It has also helped me out financially, and [spending time with the other participants] has taught me more about drug addiction and ways to get help.”
Participant Testimonials

What has being a part of the Community Advisory Meetings meant to you, personally?

“For once, I feel heard. I learn from others and put effort in for better change. I feel confident enough to be fully honest with my opinions and know I’m being heard.”
Participant Testimonials

What has being a part of the Community Advisory Meetings meant to you, personally?

“Feeling like what I’ve been through matters. Also the ability to feel comfortable, have freedom of speech and opinion, and the fact that change is being made.”
Participant Testimonials

What has being a part of the Community Advisory Meetings meant to you, personally?

“Being able to share my experiences with opiate use, inpatient treatment, and every day life. Being able to experience fellowship with all the other participants. Being a part of the change – Colorado is attempting to educate and get control of the continued battle against opioid addiction.”
Participant Testimonials

What has being a part of the Community Advisory Meetings meant to you, personally?

“I am grateful for the opportunity to put my experiences to good use.”
Participant Testimonials

What has being a part of the Community Advisory Meetings meant to you, personally?

“The information is taken seriously to help those in need. I like that Denver Health sees a need for these meetings. I am able to learn more about addictions and recovery services. I like meeting new people and that I can give back to people struggling.”
Advice from Participants

What advice would you give to other organizations who are looking to engage with community members?

"Go to where the community members are."
Advice from Participants

What advice would you give to other organizations who are looking to engage with community members?

“Take each opinion into consideration.”
Advice from Participants

“Being welcoming allows open minds and will allow us to speak our minds.”

What advice would you give to other organizations who are looking to engage with community members?
Advice from Participants

What advice would you give to other organizations who are looking to engage with community members?

“Encourage people to come as they are and to bring family and friends.”
Advice from Participants

What advice would you give to other organizations who are looking to engage with community members?

“Always treat the people as humans and with respect.”
Advice from Participants

What advice would you give to other organizations who are looking to engage with community members?

“I think all health organizations should rely on the consumers that use their services to understand how to better serve consumers.”
Advice from Participants

What advice would you give to other organizations who are looking to engage with community members?

"Just do it!"
Activity:
Think, Pair, and Share

- **Think** individually to identify 1-2 actions you can employ within your agency to engage the communities that you serve.

- **Pair** up with a partner to discuss and refine these strategies.

- **Share** intentions with the group.
Thank You!

For more information:

www.denverhealth.org/CAM

Follow-Up Questions/Feedback:

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