Notes and Goals Brainstorm
from RHIP Community Engagement Work Session
(12.18.18)

What does community engagement mean to you? Why is it important?

• Putting listening into action
• Ask for community input on actionable items—things that can actually change
• Community events
• Learn culture
• Know history and geographic area
• Community needs assessment (look at gaps and needs)
• Knowing our partners
• Be a good partner and recognizing groups you want to support
• Moral obligation to use resources and support the community
• Understanding and asking the community what they need
• Deepening relationships with existing partners
• Identifying uncommon allies
• Connecting stories to data
  o Help establish priorities
  o More impactful together
• Promote honest/transparent/better communication
• Leveraging community partners
• Learning and navigating
• Bringing together provider and community members
• Mutually support each organization’s needs
• Bring expertise together—inside/outside health care systems
• Distinguish between member/individual community engagement and organizational community engagement
  o Community engagement means different things to people
• Learn and understand and ask questions
• Cultural humility
• Consumer voice
• Going to community where they are
Successful and/or innovative community engagement practices

- True community partnerships
- Engagement at a personal level with members
- Getting the patient’s voice; patient and family committees
- Behavioral Health Advisory Board (BHAB) includes consumer voice for behavioral health (BH)
- Community resource desk
- Forum around trauma-informed approach
  - Helped identify unique ways to be trauma informed
- Recognize limits to our reach based on a population’s specific needs
- Reach out in many different and varied ways
- Do things to support the community just to support the community
  - No ulterior motive
- Work with school system to support underinsured and noninsured students
- Work with community partners to support underserved populations
- Collaboration with behavioral health, primary care, enhanced service facilities, Department of Social and Health Services (DSHS), Managed Care Organizations (MCOs)
- Incentive-based community engagement to access care
- Co-design programmatic rollouts
- Education with individuals
- Surveys and action plans
- Human-centered design
- Ask people what they want
- Tension with using evidence-based practices
- Having food present
- Trauma-informed approach; asking people how the space could be more trauma-informed for them
- Tend to go for big practices, but small actions can be impactful
- Personal level; the way you work with people
- Family and parent committees
- Incentivize providers
- Bridge between resources and the community
- Partnership is key
- Reach out in different ways
- Meet members where they are
- Multidisciplinary group
- Incentivizing
- Asking families how they want to be engaged
What would authentic community engagement look like for RHIP?

- Add community members
- Connect with BHAB; ask BHAB to present at RHIP about its work; ask if RHIP can report out to BHAB about its work
- HLC is already this vehicle (for community engagement)
- Structure the agenda to welcome community
- Interactive agenda and opportunity to contribute to the agenda and ask questions
- Mapping out organizations at the RHIP table and deciding if we want to have a new community engagement effort or a consolidated strategy
- Add community voice
- Partner organizations consider how they meaningfully engage with the community

Community engagement goals for RHIP

- Clarify RHIP members’ roles
  - Clarify how RHIP members can provide value to RHIP
  - Identify roles @ RHIP
- Homework between meetings
- Clarify if RHIP wants to have food and coffee at RHIP
  - In the past, some RHIP members said no, they don’t want food
  - Recently, some RHIP members have said yes, they do want food
- Divide up connecting with communities
- Create an inclusive environment
- Use plain language
- “Remember how weird we are” and the unique sectors within which we work and the norms and language we use
- Clarify community engagement responsibilities
  - Do RHIP members work to strengthen community engagement within RHIP? Or does someone else (who?) do this?