

The following topics and populations were identified as priorities in the 2019 Community Health Needs Assessment and will be prioritized in our three-year implementation plan.

## **Social and Economic Determinants that Impact Health**

### **Social Environment**

#### **Alzheimer's disease and Dementia**

Focus: Social isolation and loneliness

Population: Older adults

Goal: Increase opportunities for social connections through collaboration with community-based organizations

#### **Access to Healthy Food, Transportation, and Places to be Active**

Focus: access to healthy food

Population: lower income in Amherst, Easthampton, Northampton, and other communities

Goal: Increase opportunities to access affordable, fresh, healthy food through collaboration with community-based organizations and projects

## **Barriers to Accessing Quality Health Care**

### **Transportation**

Focus: Transportation to medical appointments, food access, and social events

Population: Rural older adults

Goal: Help support the Hilltown Easy Ride through the provision of funding to a community-based organization

### **Lack of Care Coordination**

Focus: Age-friendly health care initiative

Population: older adults

Goal: Train providers in the serious illness conversation model

Focus: Health care for veterans

Population: veterans and military families

Goal: Optimize use of electronic medical record for screening and referrals

Goal: Training for providers to better understand unique needs of veterans

### **Need for Increased Culturally Sensitive Care**

#### **Health Literacy and Language Barriers**

Focus: Language access through medical interpreter services

Population: Patients with limited English proficiency receiving services at a Federally Qualified Health Center

Goal: Help mitigate barriers to access to health care services for health center patients

## 2019-2022 Cooley Dickinson Community Health Implementation Plan

Focus: Training and community capacity building such that non-profit health and social service boards and leaders reflect the population

Population: People of the global majority and non-profit health and social service organizations

Goal: Increase the number of people of the global majority serving on non-profit boards as well as the cultural competency of non-profit boards

Focus: System development to ensure access to culturally appropriate services for LGBTQ residents

Population: LGBTQ adults and youth

Goal: Increase organizational effectiveness providing health care to LGBTQ residents

Focus: Information & Referral

Population: Spanish speaking residents

Goal: Ensure access to services through collaboration with a community-based organization to provide health and social service information and referral that is bilingual Spanish

## Health Conditions and Behaviors

### Mental Health and Substance Use

Focus: Trauma informed care

Population: all

Goal: Increase awareness of impact of trauma and ways to build resiliency into systems. We will work in collaboration with community-based organizations.

Focus: Prevention of substance use

Population: youth

Goal: Support prevention coalitions through the provision of funding to collect data on behavior and risk and protective factors

Focus: Opioid use disorder

Population: all

Goal: Support community initiatives aimed at reducing use and impact of opioids while also continuing to implement programs, change practices, and educate patients, families, and providers in our health care system.

### Chronic Health Conditions

Focus: Provide housing and social supports for people living with HIV/AIDS

Population: People living with HIV/AIDS

Goal: Increase access to housing, social services, and case management

## **Underserved and Vulnerable Populations**

The community health needs assessment identified children and youth, older adults, Latinos and Blacks as experiencing disproportionately high rates of some health conditions. Data also indicated increased risk for poor mental health and substance use disorder among youth, (particularly girls), LGBTQ youth, older adults, Latinos, Blacks, women, veterans, people reentering society after incarceration, people experiencing homelessness, and those with dual diagnoses (mental health and substance use disorder). Cooley Dickinson will act to address needs of underserved and vulnerable populations through our community health implementation plan as well as through providing health care services.

The following topics were identified as priorities in the 2019 Community Health Needs Assessment and were not prioritized in our three-year implementation plan due to lack of resources. However, Cooley Dickinson will address these issues through other programs when possible.

- **Housing Needs**
- **Lack of Resources to Meet Basic Needs**
- **Violence**
- **Limited Availability of Mental Health Providers**
- **Insurance and Health Care Related Challenges**