



Community Outreach and Engagement Report FY21



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Table of Contents

Letters from Leadership.....	1
Community Benefit / Community Health Needs Assessment.....	2
Mental Health / Substance Use Disorder.....	3
Obesity and Related Illnesses.....	6
Pre-conceptual and Perinatal Health.....	7
Multiple Community Health Priorities.....	8
Addressing the COVID-19 Pandemic.....	9
Citations.....	11

Letters from Leadership



Welcome to the inaugural Community Outreach and Engagement Annual Report. This report provides a snapshot of the activities of our entire Michigan Medicine team, which connects with the different communities we serve in a variety of ways. For more than 20 years, we have captured and reported our community benefit activities, provided at no or low costs to the community with a goal to enhance health education, health literacy, and access to clinical services.

This “new look” report is our opportunity to share many stories from across Michigan Medicine to demonstrate our clear commitment to community and those whom we serve.

For this first report, the theme is on our community health priorities, (mental health and substance use disorder, obesity and related illnesses, and pre-conceptual and perinatal health for both mother and baby) and how we responded to COVID in the community.

We look forward to sharing more community health improvement stories as we continue to “build bridges and connect communities.”

Gratefully Yours,
T. Anthony Denton, JD, MHA
Senior Vice-President and Chief Operating Officer
University of Michigan Health
Michigan Medicine

Each year departments across UM Health and Michigan Medicine submit data and stories for our annual Community Benefit Report. These stories tell of our outreach and engagement with community to address health education, health promotion and access to care. This report is the very first endeavor to share this important work across the institution. This year’s theme centers on our community health needs priorities and how using a framework that included the social determinants of health (SDOH) and improving health equity we are able to engage community partners to join us in this work.

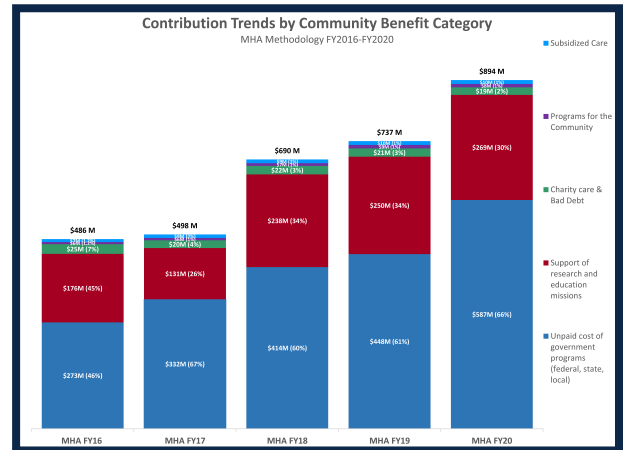


As with any new project, we must begin with the first step. We know that there are many more stories to be shared and told. Over the course of the remainder of FY22, if you have a story to share, please send it to CommOutreach-submit-story@med.umich.edu. We look forward to reading about the great work being done across Michigan Medicine.

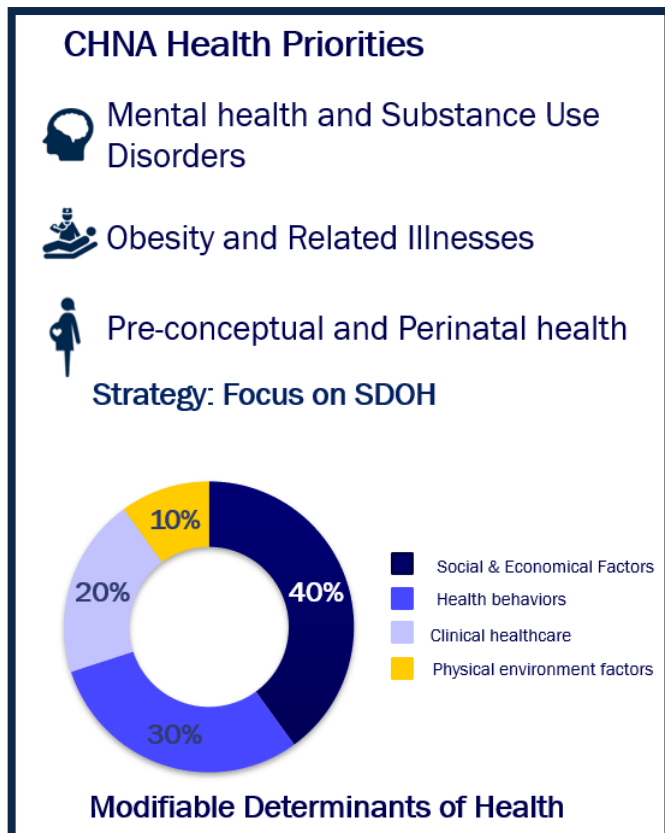
Yours in partnership and service,
Alfreda Rooks, Director, Community Health Services
University of Michigan Health
Michigan Medicine

Community Benefit / Community Health Needs Assessment

Michigan Medicine provides numerous local and statewide community programs and services that make a difference in the lives of the individuals and families who make up our communities. As a world class academic health center, we treat and care for everyone, including those who may have barriers to affording and accessing healthcare, and we create and participate in various outreach programs, support groups and services designed to improve health and help everyone, including individuals who may never be U-M patients. This is part of our commitment to improving overall health and increasing access to care for all. These programs and services are considered a community benefit and are offered at low or no cost to the community.



Every three years, as mandated by the 2010 Affordable Care Act, non-profit hospitals conduct and publish a Community Health Needs Assessment (CHNA) and an Implementation Plan (IP) to maintain their tax-exempt status, and to lay out the vision for how to serve the evolving needs of the community. The office of Community Benefit / Community Health Needs Assessment (CB/CHNA) housed within Community Health Services (CHS), is responsible for ensuring compliance with these requirements. At the recommendation and request from CHS, health system leadership made the decision to proactively invest in the community, with a focus on the social determinants of health (SDOH), through a community-wide request for proposals (RFP). Partnering with both internal departments across the University of Michigan and Michigan Medicine and external community-based organizations to identify evidence-based best practices to address the root of health inequities that impact the three community health priority needs.



The CHS grant program demonstrates Michigan Medicine’s commitment to investing in our community’s health, and reflects an understanding that the health of our patients, our neighbors, and our own organization are inextricably linked to the health of the larger community.



Mental Health / Substance Use Disorder

The project highlights below represent our efforts to impact Social Determinants of Health including housing and social connection that affect Mental Health and Substance Use Disorders, to increase access to mental health care and substance use treatment services in under-resourced or high need areas, and to build a culture of prevention within Washtenaw County.

Dawn Farm Spera Recovery Center Testing

“Individuals experiencing addiction have been significantly impacted by the COVID-19 pandemic. Physical distancing protocols have separated clients from their clinicians, made medications to treat addiction much more challenging to obtain and shuttered many long-term recovery groups”. (nam.edu/programs/action-collaborative-on-counteracting-the-u-s-opioid-epidemic/treatment-webinar-series)

Ensuring the safety of those going into treatment, took on new meaning during the pandemic. To support people going into treatment and keep staff and others safe, Michigan Medicine – Community Health Services partnered with Dawn Farm Spera Recovery Center to provide COVID screening for their incoming clients.

Weekly for ten months a team that included Patricia Rowley, RN, MS, CHES, Nicole Speck, DNP and Jessie Kimbrough-Marshall, MD provided screening services to clients entering addiction treatment. A total of 154 new intake clients were screened for COVID as part of Spera’s revised protocol to adapt to the pandemic.



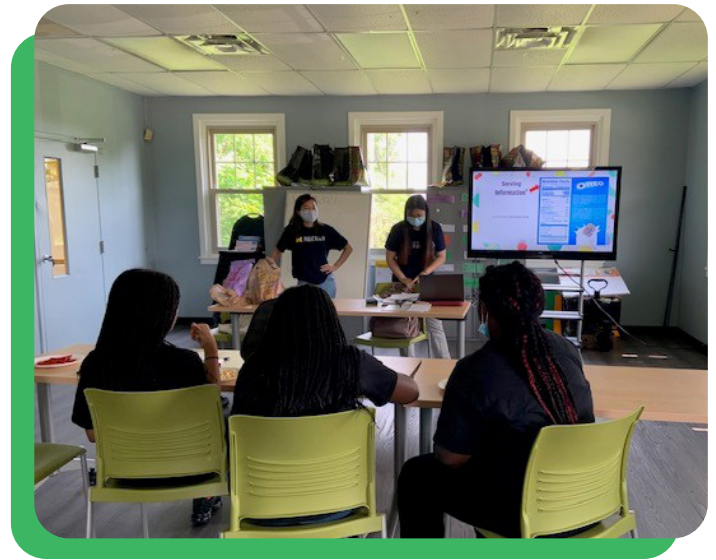
Spera Recovery Center¹



Dawn Farm²

Empower U

Program for Multicultural Health (PMCH) designed the Empower U program to improve self-sufficiency and increase the knowledge and skills of youth in ways that help them make choices to improve health and overall quality of life. The program takes place at two community centers (S. Side of Ypsilanti and Sugarbrook areas) and Pathways to Success high school in Ann Arbor. PMCH provided workshops that emphasize building self-esteem, decision-making, goal setting and nutrition. To promote additional growth and skill development, an Empower U student was hired as a co-op student. The student developed and led one workshop alone, as well as co-facilitated five workshops.



Empower U workshop at Parkridge Community Center.³

63

Workshops provided for youth on topics such as goal setting, nutrition, cyber safety, and post-high school planning.

78

Youth participated in at least one workshop.

21

Youth participated per week on average.

4

Participants plan to attend Post-Secondary Education.

Empower U Evaluations Results

Please tell us how TRUE each of the following statements is of you...

Very Much / Pretty Much True (%)

I have high goals and expectations for myself

100%

I feel that I have a number of good qualities

93%

I believe I can influence how my life will turn out

86%

Because I came to Empower U...

Strongly Agree/ Agree (%)

I get along better with other people my age

100%

I am better at setting goals

100%

I am doing better in school

93%

I make better decisions

86%



Mental Health / Substance Use Disorder Cont.

Packard Health

Packard Health is a community health center, promoting access to health and wellness for families in Washtenaw County. They provide high-quality, affordable primary care and mental health care, complemented by a broad range of fully integrated support services. They care for patients at every stage of life and believe that everyone deserves access to health care.

Over the past two years, the Community Health Services department of Michigan Medicine has supported Packard Health by funding a Medication Assisted Treatment (MAT) program. MAT is considered the gold standard for treating opioid use disorders.



Packard Health Community Health Center.⁴



The Packard MAT program launched in fall of 2018. MAT is widely recognized as the gold standard in the treatment of opioid use disorder. There were 81 opioid related overdose deaths in 2018, which decreased to 62 in 2019.



580 individuals entered the Medication Assisted Treatment program, 462 specifically for opioid addiction, during the 2-year program, totalling approximately 1,910 visits.



Received referrals from Home of New Vision, Dawn Farm, Washtenaw County Jail, Community Mental Health, internal Packard Health referrals, and individuals who self-referred. This represents cross-county collaboration and aligns with the ABL Change program offered by the Washtenaw Health Initiative to develop a collaborative strategy to address the increase in opioid-related deaths in Washtenaw County.

Obesity and Related Illnesses

Health
Priority
#2

This story highlights efforts to address food insecurity and promote access to healthy foods and social connection which impact obesity and related illnesses. This is a partnership between Michigan Medicine Patient Food and Nutrition Services (PFANS) to be the food vendor for Ypsilanti Meals on Wheels. This project was funded as part of the Community Health Services Grant Program.

Ypsilanti Meals on Wheels (YMOW)

Ypsilanti Meals on Wheels delivers prepared meals and other services to help the homebound elderly, disabled and ill of Eastern Washtenaw County. The following is a story from one of their clients.

When an accident required University of Michigan retiree Bill to move from Ann Arbor to an accessible apartment in Ypsilanti, he feared he may have to give up the support of Meals on Wheels.

“I had Ann Arbor Meals on Wheels before moving here,” said Bill, who was pleased to learn that Ypsilanti also had a Meals on Wheels program. He soon discovered that Ypsilanti Meals on Wheels could provide him with food and much more.

Without YMOW, Bill said, he would likely rely heavily on frozen dinners. And he fears he would consequently suffer from the high sodium and lack of nutrition that such meals provide.

“I’m very happy with the food,” said Bill, who especially enjoys the hamburgers. And he likes the effects of his new diet, too. A diabetic, Bill has lost more than 20 pounds since signing on with YMOW - something that makes both him and his doctor happy.



Ypsilanti Meals on Wheels team with delivery van. ⁵

While making mealtime easier and healthier, YMOW also is making bath time safer for Bill through his participation in the CAPABLE (Community Aging in Place—Advancing Better Living for Elders) program. YMOW’s occupational therapists equipped Bill’s bathroom with a holder that makes his handheld showerhead easily accessible and swapped the towel he had been using for a skidproof bath mat. Perhaps most importantly, CAPABLE provided Bill with a walker that will help him to avoid another fall. Using the walker, YMOW’s occupational therapists are teaching Bill to stand up straighter “so I don’t look grumpy,” he said.

“It all makes me feel more secure,” he said.



July 2020 -
June 2021

118,747
Meals Distributed



Pre-conceptual and Perinatal Health

Given the disparate health outcomes of mothers and infants in Washtenaw County, the project highlighted below sought to develop and/or implement programming to improve health equity related to pre-conceptual and perinatal health.

The Maternal Infant Health Program

The Maternal Infant Health Program is a home-visiting service for pregnant women and infants on Medicaid. MIHP staff (a nurse, social worker, and nutritionist) provide education, support and referrals to community resources to patients in order to reduce risk factors contributing to poor birth and childhood outcomes (infant and maternal morbidity/mortality).

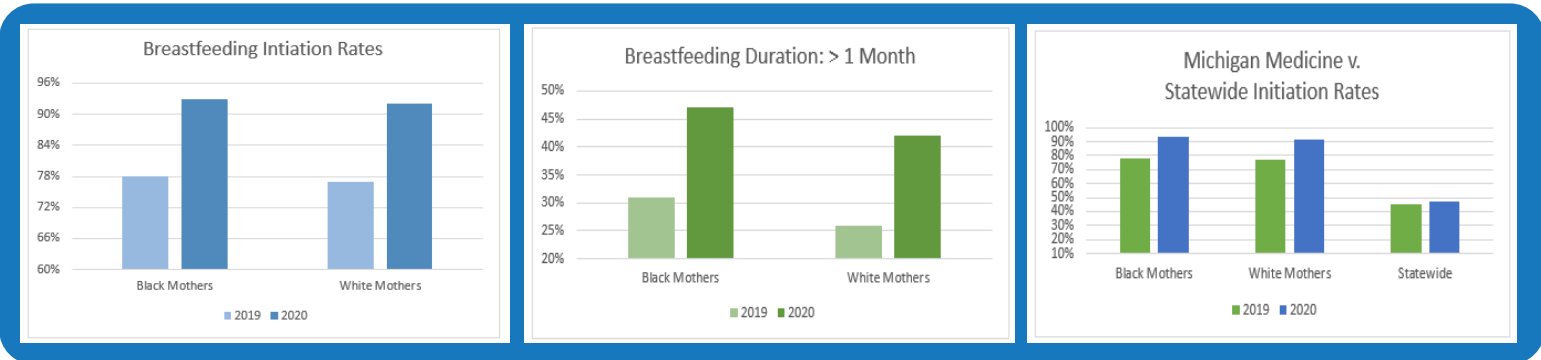


Maternal Infant Health Program Staff prior to pandemic.⁶

Our team took on a quality improvement project designed to increase initiation and duration rates of breastfeeding, which is known to improve both maternal and child health. It's also imperative that any intervention also address health disparities, that is, reducing the differences in health outcomes between white and black babies.

We utilized motivational interviewing strategies and standardized messaging around breastfeeding during prenatal home visits. Motivational interviewing is a collaborative approach that trusts that mothers are going to make the best decisions for themselves and their families when they have the information they need. Staff first discussed with patients their thoughts, motivations, and goals about breastfeeding before offering any advice.

We saw a significant increase in breastfeeding initiation and duration rates for both black and white mothers. Among Black mothers we saw an 11% increase in breastfeeding initiation rates and a 43% increase in the percentage of mothers breastfeeding for longer than a month. Among White mothers we saw a 19% increase in breastfeeding initiation rates and a 61% increase in the percentage of mothers who breastfed for more than a month. As the graph indicates, mothers enrolled in MIHP at Michigan Medicine have overall greater breastfeeding initiation and duration rates than mothers enrolled in MIHP statewide.



Multiple Community Health Priorities

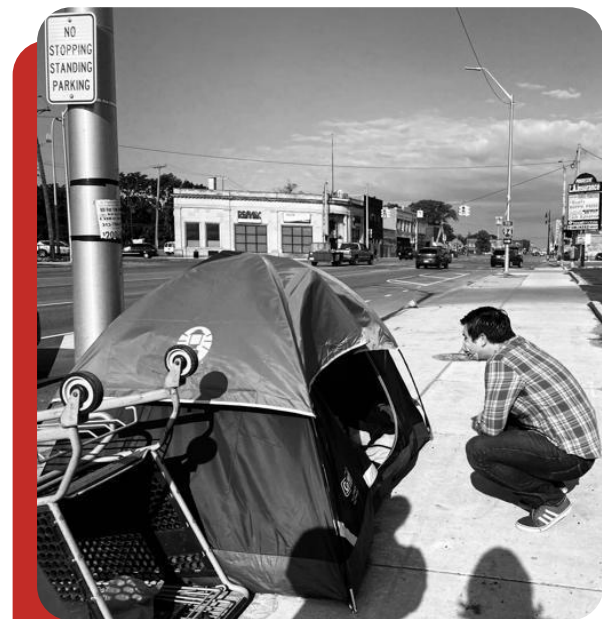
This project addresses multiple health priorities.

Wolverine Street Medicine

Wolverine Street Medicine is a medical student-led group that provides free medical services to people experiencing homelessness through mobile outreach visits and barrier-free shelter clinics in Detroit. The following is a story from one of their visits.

A Story from the Streets

When we first met Mr. P, it was in a hot church basement. He had a clear case of osteomyelitis, with bone visible on his second toe. It took some convincing, but eventually, Mr. P was convinced to go to the emergency room. I didn't see him for a few weeks, but then I saw him again in the same church basement. I asked if we could look at his foot again. He had been admitted to the hospital when we had sent him and the team there had amputated his second toe. Mr. P had his discharge papers, but it was clear he didn't understand what he was supposed to do after leaving the hospital. Three weeks after the amputation, he still had stitches in place. While the surgical site looked clean and was healing well, he clearly needed to follow up with his surgeon.



Wolverine Street Medicine volunteer assisting client prior to the pandemic.⁸



Group photo of Wolverine Street Medicine and Street Medicine Detroit prior to pandemic.⁷

Mr. P allowed me to look at his discharge paperwork; it showed that he was supposed to have set up an appointment with his surgeon and primary care doctor. Unfortunately, Mr. P didn't realize this and he didn't have a working phone or transportation. With Mr. P's permission, I called the doctor's offices and set him up with follow-up appointments and transportation to and from his appointments. Wolverine Street Medicine's Community Liaison, Jim Bastian, RN, got on the phone with his case manager to let him know where Mr. P had been staying so he could get in touch with him and get him on the list for housing opportunities in Detroit.

"While this wasn't the case where I did the most clinical work, it was clearly so important to Mr. P and a great example of the work WSM can do. Showing up, building connections, and helping people get the medical care they need is what keeps me going back."

- Alyssa Warburton, MS4

Addressing the COVID-19 Pandemic

Michigan CEAL

Michigan CEAL: Communities Conquering COVID (MICEAL) is a community-based participatory research project comprised of researchers and community leaders working together to reduce COVID-19 health inequities and increase vaccine accessibility and uptake among African American/Black and Hispanic/Latinx. This transdisciplinary team is working in four Michigan counties that have been most disproportionately affected by the pandemic: Genesee, Kent, Washtenaw, and Wayne Counties. MICEAL was funded \$2.8 million by the National Institutes of Health (NIH) to conduct this urgent COVID-19 research and outreach from September 2020 - March 2022, making Michigan one of 21 state and territorial members of the NIH Community Engagement Alliance (CEAL) Against COVID-19 Disparities.

MICEAL is led by Principal Investigators Erica E. Marsh, MD, MSCI, FACOG, the S Jan Behrman Professor of Reproductive Medicine in the Department of Obstetrics and Gynecology at Michigan Medicine and Director of Community Engagement for the Michigan Institute of Clinical and Health Research, and Barbara A. Israel, DrPH, MPH, Professor of Health Behavior and Health Education at the U-M School of Public Health and Director of The Detroit Community-Academic Urban Research Center.

During the reporting period (July 2020 – June 2021), qualitative researchers conducted 40, one-hour interviews and 16 focus groups in the four counties. In partnership with the Detroit Metro Area Communities Study (DMACS), MICEAL has conducted two waves of quantitative research on Detroiters' behaviors and opinions about COVID-19 and vaccination. MICEAL co-hosted seven virtual town halls – accessible in both English and Spanish – featuring medical experts and faith and community leaders with the goal of debunking COVID-19 misinformation and building trust. The seven town halls have reached over 3,000 viewers.

From May – July 2021, MICEAL partnered with 11 community organizations to support 19 community-based vaccine sites, serving at least 1,100 people. Michigan CEAL is proud to support these sites with PPE including masks and hand sanitizer, promotional flyers, educational materials, site-fees, and compensation for volunteer community health workers.

Research and support for vaccine sites will continue into the next reporting period. For more information, visit www.michiganceal.org. This research is supported by the National Institutes of Health (1 OT2 HL 156812).



COVID-19 Vaccination Clinic.⁹



A community member getting their COVID-19 vaccine.¹⁰

Food Gatherers

Food Gatherers provides food and kitchen kits to community members experiencing food insecurity, to better understand the scope of food insecurity in Washtenaw County, and to ensure that medical residents understand the role food security plays in health outcomes. Food Gatherers partners with organizations throughout the community, including the Regional Alliance for Healthy Schools (RAHS) a program of the Community Health Services Department of Michigan Medicine. In partnership with RAHS, Food Gatherers provides emergency food bags to RAHS patients who screen positive for food insecurity.



Family donating lunches and love bags to Food Gatherers.¹¹

560

Kitchen Kits distributed with supplies such as cutting boards, vegetable peelers, knives, spices, and a cookbook to families in the community. A medical social worker described the kitchen kits as “a hot hit” among the patients they see.

95+

Medical residents/students and other health professionals provided with Hunger and Health training. These educational opportunities align with other hunger-related efforts that Michigan Medicine engages in, including support of the annual Michigan Harvest Gathering and Maggie’s Marketplace.

The COVID-19 pandemic created an immediate, deep, and lasting impact on food insecurity in our community. The loss of jobs forced many community members to seek help to feed their families or access other services for the first time. Food Gatherers and other food banks were considered essential services and remained open to respond to the need of those experiencing food insecurity, many for the first time. In response to the urgent and significant need to support Food Gatherers efforts to ensure access to nutritious food, Michigan Medicine hosted a series of food drives to support Washtenaw County residents. Donors may give online via credit card, or get information about giving by mail or phone, at www.foodgatherers.org.

	Non-Perishables	Non-Food Items	Monetary Donations	Meal Equivalent
Total 4/1/2020 –10/3/2021	53,212 lbs	5,267 lbs	\$78,792	280,721

Citations

1. "Dawn Farm Detoxification Page", www.dawnfarm.org/patient-programs/detoxification/
2. "Dawn Farm Facebook Page", www.facebook.com/dawnfarm
3. Hall, Trudy. "Empower U." Received by the author, Dec. 2021
4. "Packard Health Facebook Page", www.facebook.com/packardhealth/
5. "Ypsilanti Meals on Wheels Facebook Page", www.facebook.com/YpsiMealsonWheels
6. "The Maternal Infant Health Program Page", www.washtenaw.org/1828/Maternal-Infant-Health-Program-MIHP
7. "Wolverine Street Medicine Website", www.wolverinestreetmedicine.org/
8. "Wolverine Street Medicine Website", www.wolverinestreetmedicine.org/
9. "Regional Alliance for Healthy Schools Facebook Page", www.facebook.com/RegionalAllianceforHealthySchools
10. "Michigan CEAL Facebook Page", www.facebook.com/MichiganCEAL
11. "Food Gatherers Facebook Page", www.facebook.com/foodgatherers

Cover Photos Citations:

- "Food Gatherers Facebook Page", www.facebook.com/foodgatherers
- "Ypsilanti Meals on Wheels Facebook Page", www.facebook.com/YpsiMealsonWheels
- "Regional Alliance for Healthy Schools Facebook Page", www.facebook.com/RegionalAllianceforHealthySchools
- "Wolverine Street Medicine Instagram Page", www.instagram.com/wolverinestreetmed
- Hall, Trudy. "Empower U." Received by the author, Dec. 2021

*All photos without masks were taken prior to the pandemic

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For more information about Community Health Services, visit:
www.uofmhealth.org/chs