

Waukesha County Health Needs Assessment

A summary of key informant interviews



2015

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Introduction

This report presents a summary of public health priorities for Waukesha County, as identified in 2015 by a range of providers, policy-makers, and other local experts and community members (“key informants”). These findings are a critical supplement to the Waukesha County Community Health Survey conducted through a partnership between Aurora Health Care, Children’s Hospital of Wisconsin, Columbia St. Mary’s Health System, Froedtert Health, ProHealth Care and Wheaton Franciscan Healthcare. The Community Health Needs Assessment incorporates input from persons representing the broad interests of the community served, and from those who possess special knowledge of or expertise in public health.

Key informants in Waukesha County were identified by the five organizations listed above. The invited the informants to participate, and conducted the interviews from March to June 2015. The interviewers used a standard interview script that included the following elements:

- Ranking of up to five public health issues, based on the focus areas presented in Wisconsin’s State Health Plan, that are the most important issues for the County; and
- For those five public health issues:
 - Existing strategies to address the issue
 - Barriers/challenges to addressing the issue
 - Additional strategies needed
 - Key groups in the community that hospitals should partner with to improve community health

All informants were made aware that participation was voluntary and that responses would be shared with the Center for Urban Population Health for analysis and reporting. Based on the summaries provided to the Center for Urban Population Health, this report presents the results of the 2015 key informant interviews for Waukesha County.

The report first presents a summary of the health issue rankings, including a list of the five issues which were ranked most frequently by respondents. The next section describes the themes that presented themselves across the top ranked health topics. Finally, a summary of the strategies, barriers, and partners described by participants is provided as well.

Limitations: Thirty-eight key informant interviews were conducted with 50 respondents in Waukesha County. Some interviews incorporated the views of more than one person from an agency or organization. The report relies on the opinions and experiences of a limited number of experts identified as having the community’s pulse. However, responses may not be representative of the overall perception of community strengths and needs. It is possible that the results would have been

substantially different if a different set of informants had been interviewed. Results should be interpreted with caution and in conjunction with other Waukesha County data (e.g., community health surveys and secondary data reports).

A. Focus Area Ranking

In 38 interviews, a total of 50 key informants were asked to rank up to 5 of the major health-related issues in their county from a list of 13 focus areas identified in the State Health Plan. (See Appendix A for the full list of informants). The table below presents the results, including a summary of the number of times an issue was mentioned as a top five health issue, and the number of times an informant ranked the issue as the most important health issue. Importantly, not every informant ranked five issues, and some did not include an order ranking (e.g., included check marks, but no numbers). Those without an order ranking are included as being ranked in the top five, but are excluded from the top issue ranking.

Focus Area	# Key Informants Ranking Issue Among Top 5 Health Issues	# Key Informants Who Ranked Health Issue as the Top (#1) Priority
Alcohol and Drugs	27	9
Chronic Disease	16	3
Communicable Disease	3	0
Environmental and Occupational Health	3	0
Growth and Development	5	0
Mental Health	29	10
Nutrition	10	2
Oral Health	6	1
Physical Activity	12	3
Reproductive and Sexual Health	0	0
Tobacco	8	0
Access	13	6
Injury and Violence	3	0

B. Top Five Health Issues

The five health issues ranked most consistently as top five health issues for the County were:

1. Mental Health
2. Alcohol and Drugs
3. Chronic Disease
4. Access to Health Care
5. Physical Activity

Summaries of themes for each issue are presented below in the order listed in the table above. As a guide, issues ranked as the top five priorities for the County are marked with this thermometer symbol:



C. General Themes

It is important to note that since the last release of this report in 2012, the report has changed slightly. More key informants were interviewed in 2015 than in 2012, and the report is now organized by health issue, rather than a summary of overall unmet needs. Lack of access to health services, mental health issues, chronic diseases, and alcohol and drug use among youth were all identified as areas of need in 2012 and in 2015. In 2012 teen pregnancy was identified as a pressing issue in the community, and in 2015 none of the key informants identified sexual and reproductive health as a top five priority issue.

Overall, in 2015 the participants focused on issues related to alcohol and drug abuse, mental health, access to health services, chronic diseases, and physical activity. Nutrition, tobacco use, and oral health were all rated as a top health issue by more than five key informants.

Across issues, key informants noted partnerships and information sharing across agencies as an important existing strategy, as well as a need for the future to address many health issues. Examples include partnerships between health departments, schools, health care systems, non-profit and social service agencies, policy makers, law enforcement, and faith communities.

D. Issue Summaries



Alcohol and Drugs

Twenty-seven key informants' interview rankings included abuse of Alcohol and Drugs as a top five health issue.

Existing Strategies: Interviewees indicated there are a number of strategies across law enforcement, education, Waukesha County Health and Human Services, business, and social service and non-profit sectors working to address alcohol and other drug abuse (AODA) in Waukesha County. Programs in schools such as DARE, a police officer liaison in some schools, other educational programs, the Youth Risk Behavior Survey, health class curricula, and random drug testing for students in clubs and sports were named by multiple interviewees as key strategies. Other existing strategies to address alcohol and drug use in Waukesha County include: the heroin task force, a strong AODA committee, SBIRT (Screening, Brief Intervention, and Referral to Treatment), pre-employment drug testing, drug court, Safe Babies Healthy Families risk reduction education, the Naloxone Intervention Program, the Underage Drinking Diversion Risk Reduction and Adolescent Health Screening Initiative, the intake program at Waukesha Memorial Hospital, Alcoholics Anonymous groups, recovery coaches, and outreach through the Addiction Resource Council, Inc.

Barriers and Challenges: Interviewees noted barriers and challenges to addressing alcohol and drug use at multiple levels. These included: cultural norms and peer pressure related to alcohol use; data are not collected uniformly across systems; AODA issues are sometimes connected with mental health issues; there are some gaps between services and schools; the people affected do not always want the help that is available; the issue affects subgroups differently and they have diverse needs; increasing availability of opiate prescription drugs; the community needs to be aware of the extent of the problem; treatment programs are expensive; the treatment system is complicated and can be difficult to navigate; psychiatrists have long waiting lists; doctors often use a medication approach versus holistic approach to treat patients; it can be hard to access transportation to services; current programs are often reactive rather than preventive; legalization of marijuana in some states has normalized its use; heroin is easily available at a cost within reach of affluent residents; and there are some gaps in collaboration between non-profit and for-profit organizations.

Needed Strategies: To more fully address alcohol and drug use within the county, respondents suggested additional strategies: increased one-on-one counseling availability; increased nursing support for community social service programs; more sober houses and recovery coaches; more partnerships with AODA counselors for post-treatment transitional care; increased parent education and awareness; don't wait until high school to educate students on these issues; more prescription drug drop off; public service announcements and media coverage of these issues; get more kids involved in sports and clubs; increased understanding and examination of co-occurring conditions;

more education about the long term negative effects of alcohol on the body; and more aggressive consequences for offenders.

Key Community Partners to Improve Health: Key informants listed partners from many sectors as key agents in addressing alcohol and drug abuse in the county. Most notably, several informants noted all members of the community are important to addressing these issues. Other specific community partners named included schools and school staff, county services, AODA organizations, mental health organizations, social service agencies, counselors, social workers, parents, fire chiefs, health systems and physicians, legislators, insurance companies, people affected by the issues sharing their stories, law enforcement, the District Attorney, Waukesha County Health and Human Services, the Addiction Resource Council, private sector business associations, SALS Recovery Houses, Alcoholics Anonymous and Narcotics Anonymous programs, churches, and Rotary or Lions Clubs.



Chronic Disease

Sixteen informants included Chronic Disease in their top health issues for the County.

Existing Strategies: Interviewees gave examples of work currently being done to address or prevent chronic disease, including: partnerships to keep elderly residents in their homes longer; community screenings; community outreach clinics; transitioning patients from Medicaid to medical homes and primary care providers; outreach and education programs through important community organizations and agencies like the YMCAs, Aging and Disability Resource Center, United Way, the Hispanic Resource Center, and the Lake Area Free Clinic; fall prevention work; food pantry programs that address special dietary needs; health education in schools; consumer education from pharmacies; insurance company disease management initiatives; and health care providers shifting the focus from episodic care to medical homes and a preventive, wellness approach.

Barriers and Challenges: Key informants noted barriers and challenges in managing and preventing chronic disease, such as public lack of awareness and prevention education; people are not always connected to health care or supportive services until there is an emergency or illness; lack of funding to pay for staff, materials, and supplies needed for health education and prevention programming; cultural barriers related to diet, lifestyle, communication, and approach to self-health care; alcohol, drug, and mental health issues are often related and need to be treated concurrently; it is difficult to reach into rural communities with services and support; medication to manage chronic illness can be very expensive; health care systems and health insurance can be difficult to navigate and patients may not always understand instructions from providers or pharmacists; there is difficulty tracking patient history between doctors or health care systems; and there is sometimes poor coordination between physicians and schools for student health.

Needed Strategies: Key informants suggested these additional strategies to address chronic illness in the county: prevention education; recreational opportunities for youth; consistent messaging that is connected with fitness and wellness; creation of low cost programs; more fall prevention work; increased partnerships with churches; improved communication to raise awareness of problems and resources; increased number of caseworkers in shelters and other agencies; the health care delivery system needs to shift to a more preventive focus rather than intervention or reaction; greater services to rural areas; more medical specialists willing to see Medicaid and uninsured patients; improved medication assistance programs, especially for those who do not have social security numbers; community navigator to assist with insurance application and navigation to covered care; identifying root causes; developing a system where electronic health records can be shared among hospitals; and more local support groups for patients and caregivers.

Key Community Partners to Improve Health: Respondents indicated it is everyone's responsibility to address chronic disease in the County. Key informants named citizens, employers, schools, paramedics, legislators, nursing homes and senior living facilities, non-profits, the fire department, churches, YMCAs and their programs, gyms and health clubs, hospital systems, insurance companies, homeless shelters, food pantries, the Lake Area Free Clinic, the Wisconsin Association of Free Clinics, the Aging and Disability Resource Center, 2-1-1, and organizations and foundations for specific diseases as specific key partners to address this issues, and noted increased collaboration among these partners will be important.

Communicable Disease

Three key informants ranked Communicable Disease as a top health priority for the County.

Existing Strategies: Good collaboration with health care systems; collaboration with Public Health; school district protocols and monitoring of absences and illness; working together to develop a coordinated response to Ebola, SARS, Avian Flu, etc.; inoculations; and hand washing were examples of strategies shared by informants.

Barriers and Challenges: Respondents noted a lack of information about new and emerging diseases; lack of a forum to share information with the public to help them understand the role of Public Health; the anti-vaccination movement; emerging multi-resistant tuberculosis cases are difficult and expensive to treat and put health care workers and the public at risk; punitive workplace policies for parents with sick children; parents unable or unwilling to keep sick kids home from school; and communication between the health department, parents, and school nurses.

Needed Strategies: Increased coordination between health systems and Public Health Department; development of a communicable disease initiative that engages Health and Human Services, the

Public Health Department, health care systems, and independent physicians; conduct a communicable disease/ multi-drug resistant TB summit to engage community health leaders; workplace education and policy change; preventive practices; nutrition education; evaluation of protocol; and increased communication within schools between teachers and nurses were noted as examples of work that still needs to be done in this area.

Key Community Partners to Improve Health: Public Health Department, Health and Human Services, primary care physicians, emergency department and urgent care providers, schools, the general public are the key partners required to control communicable diseases.

Environmental and Occupational Health

Three informants ranked Environmental and Occupational Health as a top health issue for the County.

Existing Strategies: Employer-based services like Employee Assistance Programs (EAP).

Barriers and Challenges: Drug and alcohol use is affecting businesses when employees cannot pass drug tests and cannot work. There are not enough clinical placements available for students training to work in clinical counseling, social work, etc.

Needed Strategies: Increased EAP services; provide navigation for employees to needed services and resources; hospital-based representation on state level committees; and education to legislators about local issues affecting occupational health were named as key strategies needed to work on these issues.

Key Community Partners to Improve Health: Local colleges and universities that have social work, counseling, and public health degree programs are key partners in training the future workforce to deal with occupational health issues.

Growth and Development

Growth and Development was ranked as a top health issue by five key informants.

Existing Strategies: Key informants named health classes in schools; individual development plans; healthier cafeteria food; programs like Head Start and the Birth to Three program; organizations like Safe Babies Healthy Families, Family Service of Waukesha, the Sixteenth Street Community Health Center, and the Women's Center; public health; home visiting programs; and pre-natal care as existing strategies that focus on health growth and development.

Barriers and Challenges: Barriers to healthy growth and development named by respondents included: time and resources in the schools; program availability; under-resourced education and social services with incredible need; stigma and a parent’s fear of acknowledging something may off-track with their child’s development; complicated home lives; transportation to appointments; silos between psycho-social and medical care providers; poverty; and inexpensive unhealthy food options.

Needed Strategies: Respondents suggested focusing on programs that are good for kids; allowing more time for general growth and development opportunities for kids; teaching parents and kids about healthy eating and exercise habits; social messaging around healthy growth and development; universalizing childhood developmental screening; and more social workers, home visitors, and increased connection to services.

Key Community Partners to Improve Health: Teachers and school staff, health care providers, Safe Babies Healthy Families, anyone who has early contact with new moms, community leaders, the faith community, and non-profit agencies are the key partners named.



Mental Health

Twenty-nine respondents ranked Mental Health as a top health issue for the County, making it the top-ranked priority.

Existing Strategies: Respondents named a variety of strategies currently in place to address mental health in multiple sectors: Law enforcement officers are trained in crisis intervention and have good relationships with Community Memorial Hospital’s mental health unit; Waukesha County Jail and Health and Human Services discharge coordination of care; Waukesha County centralized intake system; multi-agency/hospital uniform client release form; case management for the homeless; support groups; teacher and parent in-service education; anti-bullying programs in schools; and relationships between schools and police departments.

Barriers and Challenges: Key challenges and barriers noted were the stigma of mental illness, the co-occurrence of mental health issues with other physical health and social issues, the cost of services, and the lack of availability of treatment and related services. Other challenges included: public misunderstanding of laws related to mental illness; lack of expertise to treat problems; lack of funding to support education, intervention, and treatment programs; homelessness; veterans suffering from post-traumatic stress; lack of knowledge about resources; lack of assessment at all sites; isolation; school funding isn’t available to address quick assistance needs; mental health issues often combined with alcohol and drug use; and lack of transportation options to access services.

Needed Strategies: Respondents provided these suggestions to address mental health in the future: Increased funding for services; mobile crisis units; more training and education for everyone in the community, especially those who work in health care, education, and social services; connecting records and sharing information to better serve patients; Mental Health Court; increased insurance coverage of behavioral health services; holistic wellness center and whole person strategies; building trust and long-term case management; funding for more school counselors and psychologists; more empathy; statistical analysis for trends; social work and mental health providers incorporated into primary care; initiatives across all public health disciplines; more mental health facilities where care, medication, and support are provided; fix insurance gaps; more programs for children and adolescents; peer specialists; family education; better transitional care; and more funding for housing programs.

Key Community Partners to Improve Health: Waukesha County Health and Human Services, NAMI (National Alliance on Mental Illness) Waukesha, State legislators and government, law enforcement, criminal justice system, health care and mental health care providers, counselors, churches, first responders, libraries, employers and workplace, parent groups, 2-1-1, Rogers Memorial Hospital, case management for the homeless, support groups, Thriving Waukesha initiatives, Sixteenth Street Community Health Center, and Catholic Charities.

Nutrition

Ten respondents included Nutrition as a top health issue for the County.

Existing Strategies: Food pantry programs, diabetes meal programs, meal sites working to deliver healthier meals, garden programs, monthly meetings of the Waukesha County Nutrition Coalition, Wellness Council dietary requirements implemented in schools, grants for salad bars as part of lunch programs in schools, programming around nutrition education in schools, YMCA nutrition education programming, farmers markets, dieticians providing grocery store tours, Hope Network resources for new moms related to breastfeeding, senior meal programs, the Menomonee Falls Community Education and Recreation programs, UW-Extension Nutrition Education Programs; the FoodShare program, and farmers market vouchers for seniors were all named as strategies being implemented to address education about and access to nutritious foods in the county.

Barriers and Challenges: Commonly noted barriers and challenges related to nutrition included lack of knowledge about nutrition, and the ease of access and lower cost of less nutritious food options. Other responses included: farmers markets are no longer accepting FoodShare; gaps in data used for program development; lack of funding for nutrition education and related programs; children may not prefer healthier food options at school; cost of dietary coaching; and some people do not know how to cook or prefer not to cook.

Needed Strategies: Respondents shared these ideas for the future: expand the “healthy donation” list beyond the Waukesha Food Pantry; perform screenings to identify special dietary needs when clients first access food pantry services; offer healthier food choices at food pantries and direct clients to these choices; farmers markets should accept FoodShare; more gardening programs in schools; eliminate vending machines; advocate for reduced portion sizes at restaurants; reduce fees for community programs; and provide more printed educational materials, including healthy meal ideas.

Key Community Partners to Improve Health: Restaurants, community gardening programs and their connections to food pantry programs, food pantries, on-campus gardens, senior and student gardening programs, insurance companies, YMCAs, municipal government, parks and recreation departments, UW-Extension Nutrition Education Programs, non-profit organizations and agencies, and grocery stores were all named as partners needed to improve the county’s health related to nutrition.

Oral Health

Six key informants included Oral Health as a top health issue for the County.

Existing Strategies: Waukesha County Community Dental Clinic’s services, Marquette University’s School of Dentistry Clinic’s services, and educating children about importance of caring for their teeth were named as current strategies in place related to oral health.

Barriers and Challenges: The main barriers cited were the high cost of dental care, the lack of dental providers, and dental clinics not accepting Medicaid payment. Other barriers and challenges included the distance to dental clinics and lack of transportation, restricted space and resources at existing free and low-cost dental clinics, the perception that medical care is more important than dental care, applications and paperwork are a deterrent for some patients to free and low-cost dental clinics, some clinics will provide treatment for major dental issues, but not preventive care and cleanings, and the support and resources are inconsistent between counties.

Needed Strategies: Key informants suggested more local dentists and facilities are needed to provide affordable services and services to the Medicaid population. They also suggested expanded urgent care for dental emergencies, age appropriate clinics with space for different age groups, connections and partnerships between dental clinics and emergency departments, more preventive care, clarification about what services dental groups are willing to provide, and more education on healthy choices related to oral health.

Key Community Partners to Improve Health: State legislators, Marquette University’s School of Dentistry, Waukesha County Technical College’s dental hygienist program, volunteer dental

hygienists, Waukesha County Community Dental Clinic, dentists, and elementary schools were named as key community partners needed to improve the oral health of the county.



Physical Activity

Twelve key informants included Physical Activity as a top health issue for the County.

Existing Strategies: Wellness programs linked to health insurance premiums and places of employment; state-level requirements for law enforcement employees; education about the health benefits of physical activity; walking clubs; bike to work initiatives; fitness centers onsite at the workplace; standing desks in offices; physical education and physical activity promotion in schools; sports options for all ages; the YMCA's programming and focus on building long-term relationship to support physical activity; summer school programs incorporating physical activity sessions; parks and trails; Learning to Move- Move to Learn mini-group activities; Hope Network News resources; and communication with parent networks were examples cited of work being done to promote physical activity in the county.

Barriers and Challenges: Key informants noted the following barriers and challenges exist: Wellness programs rely on the honor system; behavior change is difficult; too much screen time and promotion of a sedentary lifestyle for kids; lack of activities for kids, or the activities are too focused on competition rather than being active; the cost of participating in activities or belonging to a health club can be a barrier; lack of knowledge and awareness about the importance of regular physical activity; busy schedules, lack of time, and competing priorities; lack of programs tailored to individuals' physical abilities; lack of funding for kids' involvement in club sports; fear of the unknown and reluctance to try new things; lack of transportation; bussing kids to schools rather than walking or riding bikes to a neighborhood school; and lack of collaboration and information sharing between agencies.

Needed Strategies: Wellness programs that encourage or monitor participation; more education at all levels; increased understanding of the connections between mental and physical health; more visibility events like Wheeling for Healing; sharing best practices between businesses for employee health; funding to offset costs of memberships to fitness centers; competitions within or between schools or workplaces; active role models for kids; fitness centers at schools; referrals from physicians to physical activity programs; physical therapy to ease into full exercise programs; funding for kids scholarship programs to provide access to YMCA memberships, classes, and camps; and free group exercise classes in the community were suggestions offered to respond to the physical activity needs of the county.

Key Community Partners to Improve Health: Waukesha County Executive’s Office, Waukesha County Health and Human Services, Waukesha County Business Alliance, local chambers of commerce, YMCAs, health clubs, parks and recreation departments, community leaders, public and private sectors, schools, health care (including and beyond nurses and doctors), community paramedics, Community Outreach Health Clinic, community-based programs, social service agencies, and parent groups were named as key partners in addressing physical activity in the county.

Reproductive and Sexual Health

None of the respondents included Reproductive and Sexual Health as a top five priority issue. Existing strategies, barriers and challenges, needed strategies, and key community partners in the County were not identified for this issue.

Tobacco Use

Eight key informants included Tobacco Use as a top health priority for the County.

Existing Strategies: Wisconsin Wins tobacco compliance checks, notifying parents when children have e-cigarettes, smoke free campus policies, smoking cessation programs, the high cost of and taxes on tobacco products, health classes, physical education focused on alcohol, tobacco, and other drugs, and decreased access to tobacco products were named as current strategies in place to address tobacco use in Waukesha County.

Barriers and Challenges: Vaporizers and e-cigarettes present new challenges, including now being used for illegal drug activity; lack of education or labeling related to e-cigarettes; lack of stigma around tobacco use; nicotine addiction is hard to break, and lack of prevention and education resources for adults were named as the main challenges and barriers to addressing tobacco use.

Needed Strategies: Key informants suggested changing policies and ordinances to include wording like “simulated tobacco products”; local business policies against e-cigarette use; increased taxes on tobacco and simulated tobacco products; peer pressure to quit tobacco use; healthy workplace campaigns; incentives for quitting; tiered approaches to health insurance premiums; and continued education about the dangers of tobacco use, including printed materials and public service announcements.

Key Community Partners to Improve Health: Schools; retailers; churches; senior centers; employers; state legislators; the American Lung Association; the American Cancer Society; the Tobacco Free Coalition in Dodge, Jefferson, and Waukesha Counties; and partnerships between local municipalities and surrounding communities were all named as key partners in addressing tobacco use in the county.



Access to Health Care

Access to health care was ranked as a top five health issue by thirteen key informants.

Existing Strategies: The Culturally Competent Education Initiative; free, reduced fee, and community health clinics; the Sussex Community Summit; partnerships with health organizations; outreach education; programs offered by the Lake Area Free Clinic; transportation to appointments is available for seniors and residents with disabilities in some areas; collaborations and referrals between health care systems; the work of Regional Enrollment Networks to enroll people in the appropriate health care coverage; Wisconsin Association of Free Clinics network raises awareness; Sussex Chamber of Commerce event on Affordable Care Act open enrollment; and bigger businesses promoting wellness with incentives were all existing strategies named by key informants related to the issue of health care access.

Barriers and Challenges: Commonly named barriers and challenges were the high costs of medical care and medication, especially for those without insurance; a general lack of health literacy and health insurance literacy; and lack of transportation. Key informants specifically named the following barriers and challenges to accessibility to health services: Even for the insured, there can be high insurance deductibles, co-pays, and costs of medication; lack of dental care available; changes to health care systems; lack of support services; fewer providers in smaller communities and rural locations; limited hours of operation that conflict with the schedules of working people; lack of knowledge about available services; limited access to specialty care; mental health issues can sometimes make it hard to access care; and there may be language barriers that cannot be accommodated at all locations.

Needed Strategies: Key informants recommend these strategies for increasing access to health care in the county: More providers of affordable dental care; think about how the Washing County transportation model could work in Waukesha County; increased partnerships between health care systems; electronic medical records for community providers; more clinics in smaller communities; political will to change the transportation system; more information and support for families, especially those caring for elderly family members; on-site clinics in senior centers and community centers; health insurance literacy programs and evaluation of what information is still needed; more intentional convening of community stakeholders to discuss strategies, root causes, and prevention; greater investment in prevention strategies and programs; encourage businesses to provide wellness incentives; more education for employers about the Wisconsin health insurance exchange; and more community health fairs to reach residents.

Key Community Partners to Improve Health: The Public Health Department; Health and Human Services; dentists; free clinics; health systems; emergency department and urgent care providers; transportation providers; Interfaith programs; frontline workers; non-profits; the Aging and Disability Resource Center; UW-Extension Community Education program staff; parish nurses;

school nurses; assisted living centers; senior centers; legislators to affect change around immigration reform and Medicaid expansion; community health navigators; social workers; behavioral health providers; chambers of commerce members; specialists on the Wisconsin health insurance exchange; fitness centers; 2-1-1; and St. Joseph's Medical Clinic were named as key partners to be involved in improving access to health care in the county.

Injury and Violence

Injury and Violence was ranked as a top five health issue by three key informants. One key informant noted domestic abuse, domestic violence, and sexual assault as specific concerns in this area.

Existing Strategies: Key informants noted there are limited strategies, and current strategies may not be working.

Barriers and Challenges: Key informants noted there are a number of intersecting reasons it is difficult to address violence: stigma or shame related to these experiences; lack of awareness in the community that violence is happening in peoples' homes; community focus on intervention rather than prevention; economic issues and unemployment; those who are injured are uninsured or cannot access health services; and social services are sometimes under-staffed and operating in silos with many competing priorities.

Needed Strategies: Respondents indicated police may need further training around these issues; employers need to be educated to understand employee needs around violence in their homes; revising policies broadly; training around crisis intervention broadly; eliminating silos and respecting partnerships; and a summit or symposium for all kinds of care providers to come together to learn about and discuss issues of violence in the community.

Key Community Partners to Improve Health: Police departments, schools, churches, and social workers.

Appendix A

Waukesha County Key Informants

Name	Title	Organization
Joe Muchka, LPC, NCC, CSAC †, ††, †††	Executive Director	Addiction Resource Council, Inc.
Lloyd Bertram	Fire Chief	City of New Berlin Fire Department
Joe Rieder	Chief of Police	City of New Berlin Police Department
Linda S. Smith, APNP †, ††	Nurse Practitioner, Clinic Coordinator	Community Outreach Health Clinic
Debra Smith	Executive Director	Delafield Chamber of Commerce
Teri Terrill †, ††, †††	Executive Director	Family Service of Waukesha
Laura Cherone †, ††, †††	Director of Program and Clinical Services	Family Service of Waukesha
John Peterson	Director of Special Services	Hamilton School District
Lynn Minturn	Executive Director	Hartland Chamber of Commerce
Ralph Zick †	Executive Director	Hope Center, Inc.
Pauline Beck †, †††	Executive Director	HOPE Network, Inc.
Kathy Gale †, ††, †††	Executive Director	Interfaith Senior Programs
Patricia F. Deklotz, PhD	Superintendent	Kettle Moraine School District
Kristi Nelson Foy	Staff Attorney, Director of Employee Services	Kettle Moraine School District
Susan Graham Balzer	Assistant Superintendent of Operations	Kettle Moraine School District
Anselmo Villarreal, PhD †, ††, †††	President and Chief Executive Officer	La Casa de Esperanza
Mary Reich †, ††, †††	Executive Director	Lake Area Free Clinic
Megan Welsh †, ††, †††	Marketing and Development Director	Lake Area Free Clinic
Kathleen Wodushek †	Director	Menomonee Falls Area Food Pantry
Toni Gumina Yates	Executive Director	Menomonee Falls Chamber of Commerce, Inc.
Cindy Eggleston †, ††, †††	Executive Director	Mukwonago Food Pantry and Mukwonago Food Pantry Resource Center
Mary Madden †, ††, †††	Executive Director	NAMI Waukesha, Inc.
Jeanne Holden †	Director	New Berlin Food Pantry
Barbara Jacob †	Assistant Director	New Berlin Food Pantry
Roger J. Rindo, PhD †, ††	Superintendent	Oconomowoc Area School District
Lindsay Wojtasiak †, ††	Director of Nursing Services	Oconomowoc Area School District
Lisa Dawes †, ††	Director of Special Education and Student Services	Oconomowoc Area School District

Katie Miller	Executive Director	Oconomowoc Chamber of Commerce
Lori Cronin †, ††, †††	Supervisor, Community Outreach	ProHealth Care
Nancy Major †, ††, †††	President and Chief Executive Officer	Safe Babies Healthy Families
Peggy Brown †, ††	Executive Director	Saint Joseph's Medical Clinic, Inc.
Kathy Zarling †, ††, †††	Director of Pupil Services	School District of Menomonee Falls
Mary Jane Whitty	Student & Family Support Specialist	School District of New Berlin
Todd Gray †, ††, †††	Superintendent	School District of Waukesha
Marianne Canter †, ††, †††	Executive Director	Stillwaters Cancer Support Services
Carrie Ripp, MSW †, ††, †††	Program Director/ Counselor	Stillwaters Cancer Support Services
Jennifer Waltz †, ††, †††	Executive Director	Sussex Outreach Services
John Schiraj †, ††, †††	Director of Community Paternerships	United Way of Greater Milwaukee & Waukesha County
Kristen Gardner-Volle †, ††, †††	Income Portfolio Coordinator	United Way of Greater Milwaukee & Waukesha County
Anna Ruzinski	Police Chief/ Director of Protective Services	Village of Menomonee Falls Police & Fire Department
Paul Decker	Board Chair	Waukesha County Board
Suzanne Kelley	President	Waukesha County Business Alliance
Renee Ramirez †, ††, †††	Executive Director	Waukesha County Community Dental Clinic
Nancy Healy-Haney, PsyD, MPH	Public Health Manager	Waukesha County Department of Health and Human Services
Ben Jones, MPH	Public Health Officer	Waukesha County Department of Health and Human Services
Angie Bolson †, ††, †††	Branch Executive Director	YMCA at Pabst Farms
Tammy Foltz †, ††, †††	Health and Wellness Director	YMCA at Pabst Farms
Amber Joyce †, ††, †††	Youth Development Director	YMCA at Pabst Farms
Kim Schooley †, ††, †††	Senior Program Director	YMCA at Pabst Farms
Chris Becker †, ††, †††	Chief Executive Officer	YMCA of Greater Waukesha County

† Denotes this individual's position/organization represents low-income populations

†† Denotes this individual's position/organization represents medically underserved populations

††† Denotes this individual's position/organization represents minority populations