



Froedtert Community Hospital – New Berlin Community Health Needs Assessment

A summary of key stakeholder focus groups

2022

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Introduction

This report presents a summary of public health priorities for the Froedtert Community Hospital – New Berlin service area, as identified and reported in 2022 by a range of providers, policymakers, and other local experts and community members (“key stakeholders”). These findings are a critical supplement to the Waukesha County Community Health Survey and Waukesha County Key Informant Interviews conducted through a partnership between Ascension Wisconsin, Aurora Health Care, Children’s Wisconsin, Froedtert Health, ProHealth Care, and the Waukesha County Public Health Division. 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 stakeholders in the Froedtert Community Hospital – New Berlin service area were identified by the Froedtert Health Community Engagement team. Two focus groups were conducted from August and September 2022. The interviewers used a standard interview script that included the following elements:

- Ranking of two social determinants of health that are the most important issues for the service area.
- For those two social determinants of health, identification of:
 - How COVID-19 has impacted this issue
 - One major effort the community could rally behind to improve the issue
 - The community stakeholders that are critical to addressing the issue
- Ranking of two health conditions and behaviors that are the most important issues for the service area.
- For those two health issues, identification of:
 - The populations most affected and how they are affected
 - Existing strategies to address the issue
 - Additional strategies needed and barriers to addressing the issue
 - The community stakeholders that are critical to addressing the issue
 - One major effort the community could rally behind to improve the issue
 - One thing the organization needs to address this issue
 - How COVID-19 has impacted this issue

All stakeholders were made aware that participation was voluntary and that responses would be analyzed by Froedtert Health Community Engagement staff. Based on the summaries, this report presents the results of the 2022 key stakeholder focus groups for the Froedtert Community Hospital – New Berlin service area.

The report first presents the social determinants of health issue rankings, including a list of the issues which were ranked most frequently by respondents, followed by summaries of the key stakeholders’ responses to the social determinants of health items from the interview guide. It then presents the health conditions and behaviors issue rankings, including a list of the issues which were ranked most frequently by respondents, followed by summaries of the key stakeholders’ responses to the health conditions and behaviors items from the interview guide.

Limitations: Two key stakeholder focus groups were conducted with seven respondents in the Froedtert Community Hospital – New Berlin service area. This 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 stakeholders had been interviewed. Results should be interpreted with caution and in conjunction with other Waukesha County data (e.g., key informant interviews, community health survey and secondary data).

Social Determinants of Health Focus Area Rankings

In two focus groups, a total of seven key stakeholders were asked to rank two social determinants of health issues from a list of 14 focus areas. The table below presents the results, including a summary of the number of times an issue was mentioned as a top two social determinant of health. More details about the top social determinants of health are included in the Social Determinants of Health Issue Summaries section of this report.

Social Determinant of Health	Key Stakeholder Top 2 Ranking
Accessible and Affordable Healthcare	2
Access to Social Services	2
Economic Stability/Financial Elder Abuse	2
Affordable Childcare	1
Family Support	1
Social Connectedness and Belonging	1

Top Two Social Determinants of Health

The areas ranked most consistently as top two social determinants of health for the Froedtert Community Hospital – New Berlin service area were:

1. Accessible and Affordable Healthcare
2. Access to Social Services

Summaries of themes for each issue are presented below in the order listed in the table above.

Social Determinants of Health Issue Summaries

Accessible and Affordable Healthcare

COVID-19 impact: More telehealth services, appointments were cancelled or delayed which affected care.

An effort that the community could rally behind to improve this issue: Lake Country Free Clinic/Eagle Free Clinic, explore nontraditional opportunities for care and insurance and partner on community events to raise awareness of health care resources.

Community stakeholders critical to addressing this issue: Faith-based organizations, education, healthcare, politicians, and employers who have healthcare plans for their employees, including EAPs.

Access to Social Services

COVID-19 impact: Lack of individuals in the social service industry, home visits were prohibited, long waitlists, and social isolation.

An effort that the community could rally behind to improve this issue: Funding and sustainable infrastructure. Make social service workers compensation commensurate with difficulty of the work.

Community stakeholders critical to addressing this issue: Politicians, United Way, and educators.

Economic Stability/Financial Elder Abuse

COVID-19 impact: Businesses had to pivot due to the pandemic and some were able to do well and others were not. Pay scales had to increase because of competition, cost of living increased, and staffing shortages.

An effort that the community could rally behind to improve this issue: Unknown.

Community stakeholders critical to addressing this issue: Businesses, educational institutions, and government.

Affordable Childcare

COVID-19 impact: Childcare centers closed during COVID-19, limited times and exposure for kids, and difficult for parents to go to work.

An effort that the community could rally behind to improve this issue: Implement early childhood care in school districts.

Community stakeholders critical to addressing this issue: School districts, residents and financial institutions- incentives.

Family Support

COVID-19 impact: Family units become more cohesive, employers became more understanding of family issues such as childcare, sick time off, and there were a few years without activities happening for families in the community.

An effort that the community could rally behind to improve this issue: Elderly with dementia need more family support.

Community stakeholders critical to addressing this issue: Social services.

Social Connectedness and Belonging

COVID-19 impact: Social isolation.

An effort that the community could rally behind to improve this issue: Community getting back together for events that are smaller and outdoors.

Community stakeholders critical to addressing this issue: Schools and employers.

Health Conditions and Behaviors Focus Area Ranking

In two focus groups, a total of seven key stakeholders were asked to rank health conditions or behaviors from a list of 11 focus areas. The table below presents the results, including a summary of the number of times an issue was mentioned as a top two health condition or behavior. More details about these health conditions and behaviors are included in the Health Condition and Behavior Issue Summaries section of this report.

Health Conditions and Behaviors	Key Stakeholder Top 2 Ranking
Mental Health, Mental Conditions, Suicide	5
Alcohol and Substance Use	1
Communicable Diseases/COVID-19	1

Top Health Conditions and Behaviors

The areas ranked most consistently as the top health conditions and behaviors for the Froedtert Community Hospital – New Berlin service area were:

1. Mental Health, Mental Conditions, Suicide
2. Tied- Alcohol and Substance Use and Communicable Diseases/COVID-19

Summaries of themes for each issue are presented below in the order listed in the table above.

Health Condition and Behavior Issue Summaries

Mental Health, Mental Conditions, Suicide

Populations most affected and how they are affected: All population are impact but those that are not insured or underinsured are significantly impacted.

Existing strategies: Having resources, insurance policies cover mental health services, co-pays/premiums are low so people can afford insurance, employers are prompting EAPs, education on the topic starting in elementary school, people are more likely to go back for treatment/services, less stigma, and grant funding.

Needed strategies: Workplace clinics/health center to provide easy access, no co-pay, work with faith-based organization to set up opportunities for counseling, break down silos, collaboration, sustainable funding and more providers, specifically for dementia.

Community stakeholders critical to addressing this issue: Employers, faith-based organization, and health care organizations. We are all in this together: everyone should be at the table.

An effort that the community could rally behind to improve this issue: Offer more support, continue to reduce stigma, and awareness of community resources to navigate individuals to appropriate care.

Organization needs: More individuals working in the mental health field and training for workplaces.

COVID-19 impact: Very negatively, no access to treatment/services, number one call for police is wellness checks. A lot of people lost their jobs and financial issues, childcare issues, elderly individuals isolated at home.

Alcohol and Substance Use

Populations most affected and how they are affected: Everyone.

Existing strategies: Employers providing resources through EAP and working with those who are addicted.

Needed strategies: Educating youth about the consequences, adults educated on new drugs, adults need to refrain from being open about using alcohol/drugs - continues the culture of use, prevention, and change cultural norms.

Community stakeholders critical to addressing this issue: Everyone - employers, and educators.

An effort that the community could rally behind to improve this issue: More education about holistic health.

Organization needs: Training for staff.

COVID-19 impact: Alcohol consumption went up.

Communicable Diseases/COVID-19

Populations most affected and how they are affected: All populations affected by COVID-19 but primarily adult individuals.

Existing strategies: Mandates by state law.

Needed strategies: Staying aware of updated guidelines and information related to vaccines, quarantine and potential mandates.

Community stakeholders critical to addressing this issue: Public officials, health organizations and business owners.

An effort that the community could rally behind to improve this issue: Unsure.

Organization needs: Access to changing information from reliable sources.

COVID-19 impact: NA

Appendix A: Key Stakeholder Focus Group Participants

Name	Title	Organization
Barton Smith	Campus Administrator	LindenGrove
Julie Niedfeldt	VP of HR and EHS	Dynatect
Katie Malone	Human Resources Manager	Wenthe-Davidson Engineering
Krisann Durnford	Executive Director	Muskego Area Chamber of Commerce
Tony Fus	Officer, Special Services Division	New Berlin Police Department
Kellie Sanders	Chief Academic Officer	School District of New Berlin
Tina Conley	Interim Executive Director	New Berlin Chamber