



**Froedtert Community Hospital – Oak Creek
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 – Oak Creek 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 Milwaukee County Community Health Survey and Milwaukee County Key Informant Interviews conducted through a partnership between Ascension Wisconsin, Aurora Health Care, Children’s Wisconsin, and Froedtert Health. 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 – Oak Creek 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 – Oak Creek 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 – Oak Creek 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 Milwaukee 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
Affordable Childcare	4
Safe and Affordable Housing	4
Accessible and Affordable Healthcare	2
Access to Social Services	2
Economic Stability and Employment	2
Racism and Discrimination	2
Community Violence and Crime	1

Top Two Social Determinants of Health

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

1. Affordable Childcare
2. Safe and Affordable Housing

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

Social Determinants of Health Issue Summaries

Affordable Childcare

COVID-19 impact:

- During the pandemic many daycares closed or reduced their hours or capacity, and there are some that never reopened
- Especially with more than one child, people are choosing to stay home instead of working because they can't afford childcare
- Before and after school programs for school-aged children have limited spots, making it difficult for parents to be in the workforce full time
- Employment issues; can't staff wraparound care programs or recruit qualified staff for childcare centers
- Infection prevention rules and guidelines help with spread of disease, but families then have to find backup care very frequently

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

- Flexible scheduling hours
- Daycare with transportation for school-aged children
- Wraparound care
- Lower costs for full time young children in childcare
- Better pay for childcare workers

Community stakeholders critical to addressing this issue:

- Schools
- Business community (in-house daycare)
- Childcare providers
- Faith-based organizations

Safe and Affordable Housing

COVID-19 impact:

- A lot of things have increased in cost and a lot of people aren't working – COVID made that worse
- Issues with supply chains, supply & demand
- Elderly populations have very fixed incomes
- Shelters and emergency housing were limited with COVID and now have long waiting lists. Organizations had to limit capacity and close warming rooms

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

- Have a variety of housing options, including affordable for fixed income or low-income
- Need to find a word for “affordable housing” that doesn't “scare” people
- Find a way to subsidize developers to build affordable housing complexes
- Educate elected officials, community members, etc., about housing issues and reframing how we think about rental properties
- Transitional housing is needed

Community stakeholders critical to addressing this issue:

- Elected officials
- Businesses
- Community
- Public Health
- Developers

Accessible and Affordable Healthcare

COVID-19 impact:

- During COVID we saw a hiatus on removing people on Medicaid; BadgerCare was more available. Now we're seeing people lose their coverage
- COVID was a deterrent for people to seek care, and affected the ability for hospitals to provide appropriate levels of care

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

- Expanding Medicaid eligibility and BadgerCare eligibility, a lot more people would benefit from that coverage and be able to access affordable healthcare

Access to Social Services

COVID-19 impact:

- Enhanced mental health and substance misuse issues – social isolation
- Staffing for social services and community organizations are pinched
- Mistrust with government agencies or healthcare in general

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

- Having more medical/healthcare providers be aware of social issues to provide a more holistic approach to care
- Address the large transient population of people that move throughout the county that need access to behavioral health services. It's tough for each jurisdiction to address individually
- Bringing mental health services to the community level rather than one place (hub & spoke model)
- School districts coordinating with healthcare providers

Community stakeholders critical to addressing this issue:

- Healthcare
- Milwaukee County Behavioral Health

Economic Stability and Employment

COVID-19 impact:

- COVID was a great disruptor of income
- People working in service roles were shut down and it changed circumstances for many families
- Many people are slowly coming back into a workforce in industries that are short-staffed and overworked
- Rising costs of housing and inflation on food, supply & demand is a chain reaction from what we experienced the last two years
- A lot of families are "doubled up," living with multiple generations or sending children to stay with an older sibling or aunt. Families can't afford to stay together

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

- Having some flexibility in work (remote work, alternative schedules)
- Increasing minimum wage

Community stakeholders critical to addressing this issue:

- Business owners
- Elected officials at the state level

Racism and Discrimination

COVID-19 impact:

- Some municipalities declared racism as a public health crisis, but public health couldn't respond to the pandemic and racism

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

- Need to be having more conversations about these issues, the experiences people are having, and work together to address it

Community stakeholders critical to addressing this issue:

- All business, agencies, people need to be involved

Community Violence and Crime

COVID-19 impact:

- Auto theft has gone up across the county
- City of Milwaukee has seen an increase in gun violence, but not seen that as much on the south side of the county
- Unsure if trends are tied to COVID

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

- Addressing other SDOH helps us address community violence and crimes
- Emphasis on trauma-informed care
- Change behaviors across first responders, healthcare, in the way we interact with clients that have a lot of trauma

Community stakeholders critical to addressing this issue:

- Police
- Fire
- Public Health
- Healthcare providers
- Schools

Health Conditions and Behaviors Focus Area Ranking

In two focus groups, a total of seven key stakeholders were asked to rank two health conditions and 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	10
Alcohol and Substance Use	7

Top Health Conditions and Behaviors

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

1. Mental Health, Mental Conditions, Suicide
2. Alcohol and Substance Use

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:

- Every population is affected
- Stressors may be different, but mental health conditions don't skip over any populations
- Often see it alongside poverty
- Youth data: impact on youth that started high school during COVID
- Older population, especially in regards to isolation

Existing strategies:

- Many organizations and agencies are bringing a spotlight to mental health and wellness, addressing the stigma associated with it
- Mental health providers located in the schools to break down barriers to access
- People are talking about it a little more
- Case managers to help support people and get them connected to resources
- Mental health providers are able to see people virtually

Needed strategies:

- There's a challenge in determining what's working well with data
- Need to engage additional populations in existing strategies like providers in schools
- Need more providers, and more access prior to things getting to an emergent situation
- Continue to address stigma
- Incorporate a mental health and wellness check into other annual checks
- Continued collective impact around the issue – shared resources, advocating for more resources
- Continued training and support for first responders

Community stakeholders critical to addressing this issue:

- Community leaders & messengers
- Youth leaders
- Healthcare providers / hospital systems
- Schools
- Community itself
- Front line services (police, public health)
- Milwaukee County
- FQHCs
- Churches, religious institutions

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

- Continue working on exposure and efforts to de-stigmatize the topic
- Normalize talking about and planning about our mental health
- Workforce development to create a pipeline for behavioral health careers
- Collective impact

Organization needs:

- A way for community members to find local resources
- More providers
- Provider willingness to work with individuals on medication assisted treatment
- Resources to know where to refer people to

COVID-19 impact:

- Stress levels went beyond the “red zone” for many people: overall stress, abrupt change of lifestyle, economic impacts, the difference of opinion on COVID, having COVID, etc.
- COVID was traumatizing for everyone, and exposed how fragile and interdependent we are
- It was a need before, but COVID exasperated it
- Elderly have been isolated, young people have had crises in schools, etc.

Alcohol and Substance Use

Populations most affected and how they are affected:

- Everyone is or can be affected

- Lower income are higher users
- For each substance, there's a populations: in school age we see more alcohol, tobacco & marijuana, for 20-somethings there are more issues with other illegal drug use
- Overdose-related deaths in our communities are more in the 40-50 year old range
- Seeing more senior citizens latterly than ever before

Existing strategies:

- Overdose fatality reviews for opioids
- Quick response team going out in non-fatal overdose, working with peer support counselors
- Quick response teams are also connected with family members to provide resources
- Case manager hired to oversee response teams
- More collective impact, not working in silos anymore; collaboration among South Shore Health Departments
- Availability of Narcan

Needed strategies:

- Looking at what impact we can make with alcohol abuse & reduction initiatives
- Focusing on multi-drug use, not just opioids or fentanyl
- Continued education
- Getting Narcan out in more spaces

Community stakeholders critical to addressing this issue:

- Healthcare, especially emergency rooms
- Public health
- Milwaukee County
- Behavioral Health
- Elected officials
- Licensing establishments (liquor licenses)
- Police
- Fire/EMS

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

- Programming in schools
- Leveraging activities and things youth are already engaged in – community of positive experience
- Getting more people & businesses carrying and educated about Narcan

Organization needs:

- More education
- Funding
- Attention on all substances, not just opioids
- Buy-in, support and understanding, especially from community and elected officials
- Accessible treatment options

COVID-19 impact:

- COVID put everything on hold when health departments had to shift focus
- Pushed timelines back for many things; momentum we had has fallen flat
- Service providers are not back to full service yet
- People couldn't access hospital care because they were full of COVID patients
- More individuals were using substances alone during the pandemic

Appendix A: Key Stakeholder Focus Group Participants

Name	Title	Organization
Bridget Kotarak	Assistant Superintendent	Oak Creek-Franklin Joint School District
Ashley Haas	Health Officer	Greendale Health Department
Jackie Ove	Health Officer	South Milwaukee/ St. Francis Health Department
Mike Havey	Assistant Fire Chief	Oak Creek Fire Department
Daniel Bukiewicz	Mayor	City of Oak Creek
Darcy DuBois	Health Officer	Oak Creek Health Department
Jason Bigelow	Executive Directors / Pastor	Salvation Army
Amanda Rodriguez	Community Programs and Integration Manager	Community Medical Services – South Milwaukee (CMS)
Heather Puente	Health Officer	Cudahy Health Department
Sigmund Tomkalski		Community Representative