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# SANTA FE COUNTY

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## ACCOUNTABLE HEALTH COMMUNITY

We are building a system that helps residents navigate community services and offers providers access to data and information to better serve residents, improve health and reduce health care costs.



## **COMMUNITY ENGAGEMENT AND THE ACCOUNTABLE HEALTH COMMUNITY**

A navigator for Senior Services at Santa Fe County is assisting a man to get healthcare, heat and water after living off the grid for three years. Pecos Valley Medical Center is now a MoGro distribution site and people who haven't had access to fresh and healthy foods are now able to pick up fresh food weekly at the clinic. Interfaith Community Shelter is seeing a 30% increase in men and women who need shelter.

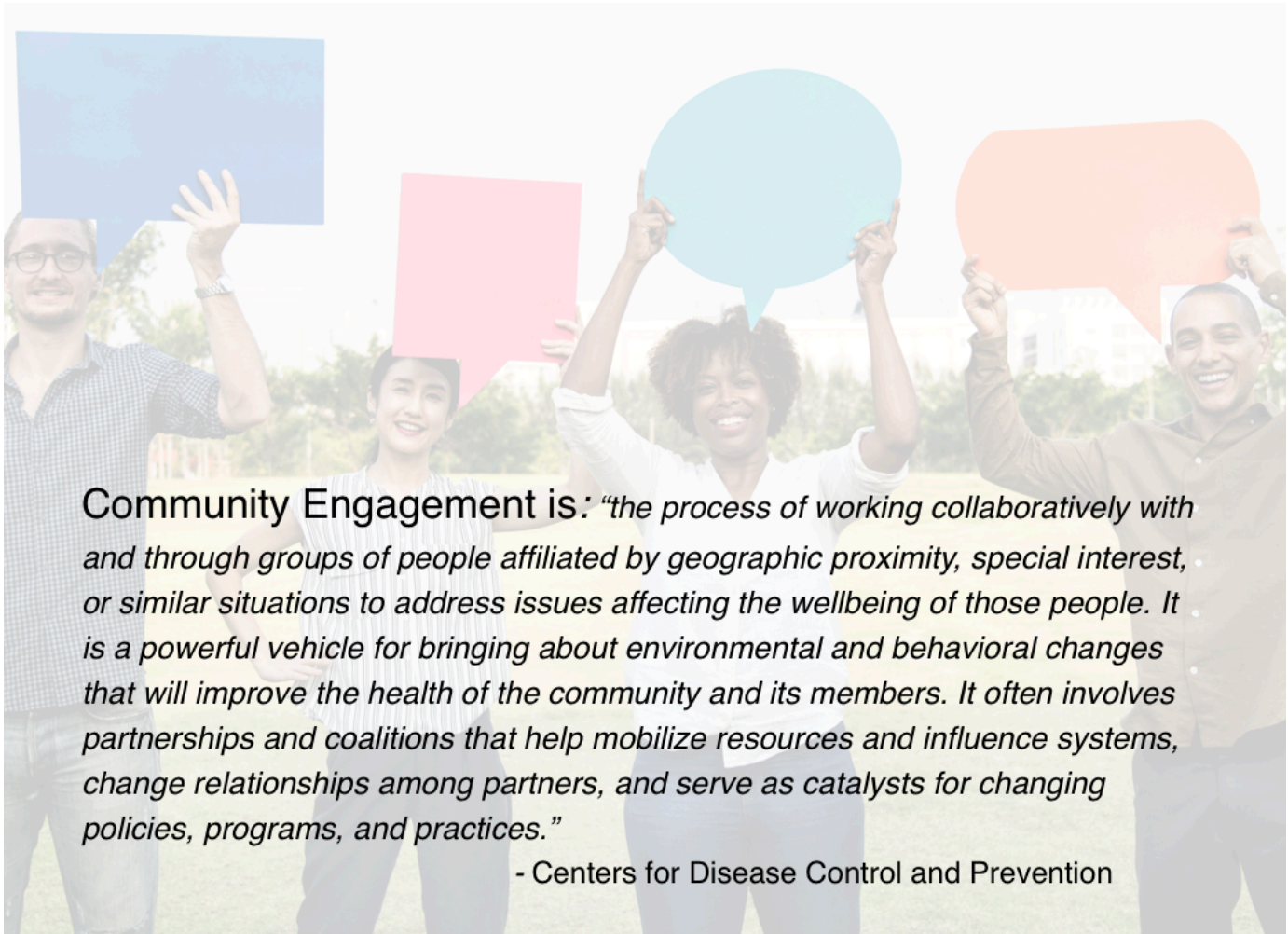
Ramps are being built to provide accessibility to make aging at home possible and sources of heat to warm structures are being secured. Plans are created with goals to move someone from temporary to stable housing, knowing there is a long and difficult pathway to securing a permanent home. Navigators are working to address a variety of other needs relating to unmet social determinants of health.

As part of the Accountable Health Community (AHC) in Santa Fe County, over 30 navigators work in clinics, homeless shelters, school programs, and county, city and community social service agencies, assisting vulnerable residents of Santa Fe county. It's fall, and temperatures are dropping. People need housing with reliable heat and utilities, access to healthy food, dependable transportation and to feel safe from interpersonal violence. Navigators worked with 351 people in the last quarter to address 1325 unmet needs.

What are the experiences of individuals receiving navigation services? How can the AHC be improved? What systemic issues are impeding a county resident's well-being? We want to hear from the man living off the grid who has recently been connected to medical services, and from the woman who has just received a permanent home via help from The Life Link. How can experience inform the Accountable Health Community?

As implementation continues we are asking stakeholders to articulate what community means to them and how best to engage our community in a meaningful way. We want to know what is and isn't working within the AHC and the larger human service system, with the goal of co-creating solutions for improvement and/or policy change.

In a recent discussion about community engagement, the AHC Advisory Committee described the Accountable Health Community as individual centered, a network that provides deep listening and accountability to individuals, each other and the community, and one that is dedicated to results. It is not a top-down or "siloes" approach, but rather inclusive, wanting the voice of individuals as well as the collective to be heard.



**Community Engagement is:** *“the process of working collaboratively with and through groups of people affiliated by geographic proximity, special interest, or similar situations to address issues affecting the wellbeing of those people. It is a powerful vehicle for bringing about environmental and behavioral changes that will improve the health of the community and its members. It often involves partnerships and coalitions that help mobilize resources and influence systems, change relationships among partners, and serve as catalysts for changing policies, programs, and practices.”*

- Centers for Disease Control and Prevention

Identifying, assessing and improving the AHC process from the perspective of the individual needing services is a goal. Experiences of those receiving navigation services as well as those of navigators provide valuable insight as we look to mobilize resources and influence systems.

Whether for quality improvement or to identify and potentially address policy issues in the human service system, we know it is imperative to listen and act with all stakeholders in the AHC. This is the “Year of Community Engagement.” Share your thoughts on how best to engage our community.

**For more information on the Accountable Health Community please contact:**

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