

# Delta Region Community Health Systems Development (DRCHSD) Program

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## Allen Parish Community Healthcare Hospital - Onsite Community Connect Event Summary

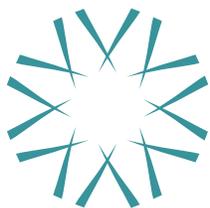
Event Date: October 26, 2022

Event Location: Coshatta Casino Resort

Organization CEO: Jackie Reviel

Community Champion: Kimberly Caldarera-Theriot

Center Staff: Ambresha Johnson and Robbie Nadeau



### NATIONAL RURAL HEALTH RESOURCE CENTER

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## Community Connect Overview

The Community Connect event was purposed to 1) Highlight the health care organization's current and emerging services; 2) Highlight collaboration already taking place; 3) Understand community members and joint partners' concerns.

The National Rural Health Resource Center staff applied ToP (Technology of Participation) Facilitation Methods, such as focused conversations to meet the event's objectives. ToP Facilitation Methods help to strengthen collaboration, promote inclusivity, and generate rich discussion.

## Getting Started and Setting the Stage

Center staff opened the event with a welcome and information about the National Rural Health Resource Center and Delta Region Community Health Systems Development Program. Introductions followed beginning with the Center staff, healthcare organization staff and participants. See [Appendix A](#) for an attendee list.

Center staff followed the welcome by highlighting the purpose of the day's event and reviewed the agenda to inform participants of the processes that would be utilized to answer the purpose. The agenda can be found in [Appendix B](#). The Center then introduced the health care organization team to deliver a presentation that highlighted the health care organization's current and emerging services, the collaboration already taking place, and to understand community members and joint partners' concerns. The presentation can be found in [Appendix C](#).

# Community Conversation

Following the healthcare organization’s setting the stage presentation, Center staff applied the ToP (Technology of Participation) focused conversation method to gather participants’ (community members and joint partners) thoughts and feelings to the information presented. After this conversation, Center Staff provided instructions to participants for small group work.

## What is one thing that stood out to you about the information that was shared?

- Raised \$250,000 for Children
- Elderly reminders for appointments
- Growth in community stands out
- Lab is now open 24/7
- Didn’t realize how involved the hospital is
- Chamber of Commerce is really good

# Small Group Work

To dive deeper into discussion and hear about the organization’s and participants’ priorities and concerns, Center staff separated participants into three small groups. Each small group had a designated facilitator, either the Community Champion or Center staff. A recorder was identified to capture responses on flip chart paper. This conversation steered participants from thinking about how their lives have been impacted positively or negatively by where they live to what they hope can take place in the community moving forward. Participants identified a spokesperson to report out information from their small groups. See verbatim responses in the below tables.

## Group 1

What words would you use to describe the community?

- Organized
- Diverse
- Friendly
- Close Knit
- Strong
- Faith

## Group 1

	<ul style="list-style-type: none"><li>• Kind</li><li>• Supportive</li><li>• Compassionate</li><li>• Youth-Returning</li><li>• Family Oriented</li><li>• Looks out for each other</li><li>• Strong Infrastructure</li></ul>
<p>Name some things in your community that positively contribute to its health status. Name some things in your community that negatively contribute to its health status.</p>	<p><b>Positive</b></p> <ul style="list-style-type: none"><li>• Gardens</li><li>• Strong Medical Team</li><li>• Gyms (2)</li><li>• Farmer's Market</li><li>• Chiropractor</li><li>• Walking Park</li><li>• Farming Community</li><li>• Organics/Aware of Pesticides</li><li>• 5ks/runs</li><li>• PB15 Programs In Schools</li></ul> <p><b>Negative</b></p> <ul style="list-style-type: none"><li>• "Good" food/Poor Diets</li><li>• Vaping</li><li>• Social Media</li><li>• Drugs plus the availability of them</li><li>• Cell Phones</li><li>• Mental Health</li><li>• Recovering from COVID/Hurricane Season</li></ul>
<p>What has been the history of collaborating in this community to address health outcomes?</p>	<ul style="list-style-type: none"><li>• Meet often with hospital</li><li>• DA office collab with schools and police</li><li>• Free Physicals for students with Dr. Courvine</li><li>• Lab 24/7 (X-ray and radiology)</li><li>• KFD gave radio to nursing home for calls/communication</li><li>• CPR training for all schools (bus, teachers) employees including AED</li></ul>
<p>What is key to successful collaboration?</p>	<ul style="list-style-type: none"><li>• Communication and being available for each other</li><li>• Having a goal/vision of what you want to accomplish</li><li>• Have the end in mind</li><li>• Good Follow-Through</li><li>• Holding each other accountable</li><li>• Strength in numbers</li><li>• Different points of view</li><li>• Double numbers/impact</li><li>• Different ideas</li></ul>

## Group 1

	<ul style="list-style-type: none"><li>• "What the mind can conceive and believe it can achieve"</li></ul>
What are you willing to help with to build trust and address community concerns?	<ul style="list-style-type: none"><li>• Communicate</li><li>• "Show up"</li><li>• School system: help with agreement for addressing health concerns (drug abuse/mental health)</li><li>• Help small businesses and town of Kinder in general</li></ul>

## Group 2

What words would you use to describe the community?	<ul style="list-style-type: none"><li>• Stick Together</li><li>• Friendly</li><li>• Love to collaborate</li><li>• Growth</li><li>• "We are better together"</li><li>• Discussing/Planning</li></ul>
Name some things in your community that positively contribute to its health status. Name some things in your community that negatively contribute to its health status.	<p><b>Positive</b></p> <ul style="list-style-type: none"><li>• The hospital getting out in the community has been huge</li><li>• Mental health is huge</li><li>• There is a referral system for mental health issues was referred to Lake Charles</li><li>• Has drug rehabilitation</li><li>• Churches are the first point of contact</li><li>• Excited to see growth</li></ul> <p><b>Negative</b></p> <ul style="list-style-type: none"><li>• We need counseling and social workers</li><li>• Need longer hours in clinics</li><li>• Need more suicide awareness for youth</li><li>• Elton and Fenton need services as well</li><li>• Utilize what we have</li><li>• Helpful if we had a list of hotline and resources</li><li>• Dialysis is needed</li></ul>
What has been the history of collaborating in this community to address health outcomes?	<ul style="list-style-type: none"><li>• Among the churches, collaboration is great</li><li>• We used to have better collaboration</li><li>• Because We Care Organization feeds the elderly</li><li>• Bring in representatives from other towns</li><li>• "From 0-10, I would say 3"</li></ul>

## Group 2

	<ul style="list-style-type: none"><li>• City of Kinder is high in collaboration</li><li>• "People move here for churches, safety, education and family."</li></ul>
What is key to successful collaboration?	<ul style="list-style-type: none"><li>• Collaboration with those smaller towns have not been great</li><li>• Closed mindedness</li><li>• What is going to be the best for our "communities"</li><li>• It is about getting the information out there</li></ul>
What are you willing to help with to build trust and address community concerns?	<ul style="list-style-type: none"><li>• Townhalls</li><li>• Listen to suggestions</li><li>• List to each other</li><li>• Need a good game plan</li></ul>

## Group 3

What words would you use to describe the community?	<ul style="list-style-type: none"><li>• Friendly</li><li>• Progressive</li><li>• Very accepting and welcoming to outsiders</li><li>• Kind</li><li>• Pride in the community</li></ul>
Name some things in your community that positively contribute to its health status. Name some things in your community that negatively contributes to its health status.	<p><b>Positive</b></p> <ul style="list-style-type: none"><li>• Jobs</li><li>• Recreation</li><li>• Swimming pool in Oakdale</li></ul> <p><b>Negative</b></p> <ul style="list-style-type: none"><li>• Lack of walking trails</li><li>• Drug use</li><li>• Suicide</li><li>• Lack of recreation available at no fee</li><li>• Break down of family/at risk students</li><li>• Grandparents raising grand kids</li><li>• Summer activities for children</li><li>• Lack of prepared nutritional snacks</li><li>• Lack of transportation</li></ul>

### Group 3

What has been the history of collaborating in this community to address health outcomes?	<ul style="list-style-type: none"><li>• Collaboration between Retirement Center and APCHH</li></ul>
What is key to successful collaboration?	<ul style="list-style-type: none"><li>• Need a coordinator</li><li>• Lack of planning to collaborate amongst some agencies</li><li>• Lots of resources but not sharing information</li><li>• People don't know where to go to access information that is available</li></ul>
What are you willing to help with to build trust and address community concerns?	<ul style="list-style-type: none"><li>• Pieces of paper saying "Did you know"</li><li>• "Now APCH Doing This" on a flier</li><li>• Fliers!</li><li>• Mrs. Pat will hand out fliers!</li></ul>

## Closing

Center staff concluded the event with a brief focused conversation. Center staff also highlighted next steps to include dissemination of the HCO's community assessment to inform a community priority action planning workshop targeted for 6-8 weeks after the assessment closes. Attendees were also invited to participate in a walking and windshield tour in preparation of the upcoming Community Priority Action Planning Workshop. The tours may be used to observe the conditions in the environments where people are born, live, learn, work, play, worship, and age, also known as social determinants of health. Such observations are essential to informing all phases of community care coordination planning, development, and implementation. ([Appendix E](#))

### What information did you learn today that you can share with others?

- Having a new clinic is a game changer
- How willing and open everybody is to make a change
- It is great to have these types of organizations in order to make a change

**What advice or encouragement would you like to give to the healthcare organization team as we work together to address the community's health needs?**

- Possibly add an urgent care in this community
- We need longer hours
- Need Imaging at the hospital
- "We have the ability to make Kinder one of the best places to live in, Allen Parish is a community that people want to live and grow their family. All we need is a plan with the hospital to make this possible."
- Elderly do not want to use social media to find out information
- Need tv spots/radio announcements for the elderly to know what is going on

**What key partners are missing from our conversation today?**

- Representative from Oberland, Reeves, Elton, Fenton, Iowa, and Dry Creek areas
- Mayors from surrounding towns
- Pastors
- Community Members

# Appendices

## Appendix A: Attendee List



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Allen Parish  
Community Healthcare

### ALLEN PARISH COMMUNITY HEALTHCARE HOSPITAL CONNECT EVENT SIGN-IN

Name:	Organization:	E-mail:	Phone:
Doug Hebert	Allen Parish Sheriff	dhebert@allenparishso.com	
Sylvia Manuel	Exec. Director Hoosing	sylviamanuel_01@yahoo	337-524-3979
Kellye Foster	Allen Parish Community Hosp.	kfoster@allnhealth.net	337-738-9417
Rebecca Y. Roy	Allen Parish District Attorney	rebeccayroy@men.com	318 253-3159
Wasland LaFargue	Kinder Mayor	mayor@townofkinder.com	337-370-1906
Bret Fuselier	Kinder High School	bretfuse@live.com	337-842-2506
Pat Jones	Allen Council on Aging	allen.council@cedarbluff.net	318 335-3195
Angie Van Norman	Van Norman's Councilwoman Dist 4	angievanorman@gmail.com	337-309-0877
Sarah Rand	Kinder Retirement	kindersadmin@trustcaremanagement.com	337-738-5671
Brian Courville	The Grand Church	thegrandchurch@hotmail.com	337-513-8099
Kent Reed	Allen Parish School Board	Kent.Reed@LAUS	337-639-4311

Jacob Dilling	Allen Parish Police Jury	Jdilling@APPJ.us	337-515-6558
Chief Paul Courville	Kierker PD	chief@kierkerpd.com	337-390-9244
Gene Paul	Oakdale Mayor		705-304-9456
Robert Jones	Farmer Pastor Kinder Bible Church		337-802-5996
Emily Bertrand	Coushatta Casino		337-738-1235
Bill Mage	APCH	IT	337-580-8177
Kimberly	APCH	Champion	
Jackie R	APCH	CEO	
Nanda Calderera	community member		
Brenda Bayer	APCH		

~~Rose~~ Patrick Allen Parish School Board  
 Mary Bishop Coushatta Casino Resort  
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# Appendix B: Agenda

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## Delta Region Community Health System Development Program

### ALLEN PARISH COMMUNITY HEALTHCARE HOSPITAL - COMMUNITY CONNECT EVENT AGENDA

**Purpose:** 1) Highlight the health care organization's current and emerging services; 2) Highlight collaboration already taking place; 3) Understand community members and joint partners' concerns.

**Audience:** Community Champion, community joint partners (current and prospective), health care organization leadership, management and frontline staff

#### **October 26, 2022 (9:00 – 11:00 am, 2 hours)**

15 minutes	Getting Started <ul style="list-style-type: none"><li>• <b>Provide welcome</b></li><li>• <b>Discuss purpose of the day</b></li></ul>	Health care organization CEO, Center Staff
30 minutes	Setting the Stage – Presentation <ul style="list-style-type: none"><li>• <b>Share how the health care organization (HCO) has collaborated to meet the community's needs</b></li><li>• <b>Share healthcare organization's current and emerging services</b></li></ul>	Champion, CEO, CNO
45 minutes	Community Conversation <ul style="list-style-type: none"><li>• <b>Facilitated Q and A with all attendees to discuss community concerns and goals</b></li></ul>	Center Staff, Champion, CEO
20 minutes	Closing <ul style="list-style-type: none"><li>• <b>Share assessment with participants</b></li><li>• <b>Raffle door prizes (optional)</b></li><li>• <b>Share next steps</b></li></ul>	CEO, Champion, Center Staff

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# Appendix C: Allen Parish Community Healthcare Hospital PowerPoint Presentation

Presentation sent separately.



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## Allen Parish Community Healthcare Hospital Community Connect Event

**October 26, 2022**

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Appendix D: Group Photo



## Appendix E: Walking Windshield Tour

### Windshield and Walking Tours

Walking and windshield tours are designed to provide an in-depth look into a community's characteristics on foot or from a moving vehicle. The tours may be used to observe the conditions in the environments where people are born, live, learn, work, play, worship, and age, also known as social determinants of health. Such observations are essential to informing all phases of community care coordination planning, development, and implementation.

#### SHOULD YOU DO A WALKING TOUR OR WINDSHIELD TOUR?

Both tours offer a great way of understanding your community. A windshield tour might be useful when wanting to observe a larger area and the aspects of your interest can be sighted from the road. One should only conduct a windshield tour if riding as a passenger. Public transportation (if applicable) would also serve as a unique opportunity to meet, listen, and learn from community members. Walking tours promote a 'walk in my shoes or boots on the ground' feeling. It increases your chances of engaging in intimate conversations and listen to voices of the community.

#### HOW OFTEN AND WHEN SHOULD YOU CONDUCT A WINDSHIELD AND WALKING TOUR?

One observation does not allow for a comprehensive community tour. It is recommended to conduct tours as often as possible and during different times of the day (morning, afternoon, and evening), week, weekend, and year. This provides you a 'feel' for the community and increases your chances of understanding how people use the community and the unique differences between conditions or activities at varying times.

#### WHERE AREAS SHOULD YOU TOUR?

Deciding on areas to tour will shape your perspective of the community. Consider your organization's service areas, and where its target population and high utilizers dwell and frequent. Also, think about the areas where you are most unfamiliar and how a tour would build your awareness to inform and support community care coordination activities. A map should be used to help guide the tour.

<b>Tourist:</b>	<b>Date:</b>
<b>Community Name:</b>	<b>Tour Mode:</b>
<b>Observations</b>	
<b>Boundaries</b> Are the boundaries geographical, political, or economic? Do neighborhoods have names? Are there sub-communities? How are these identified?	
<b>Housing and Zoning</b> What is the age of the buildings? Are the residences single family or multifamily dwellings?	
<b>Signs of Decay</b> Is the area well maintained or in disrepair? Is there garbage strewn? Are there trashed/abandoned cars, places for rodents or other wildlife to hide, vacant lots?	
<b>Parks and Recreational Areas</b> Are there play areas for children and adults? Are they safe and maintained? Is there a Community Center? Who uses them?	
<b>Common Areas</b>	

Where do people collect for social gatherings; where do they “hang out”? Are they for particular groups or are they open to all? Are there signs posted?	
<b>Stores</b> What stores (grocery, retail, drug, dry cleaning, etc.) are in the area? How do residents travel to them?	
<b>Transportation</b> How do most people get around the area? Is there public transportation? If so what kind and does it appear to be used? Who uses it? What is the condition of the streets, roads, highways?	
<b>Communication</b> Is there evidence of local and national newspapers to other media? Are there informational posters on streets, busses, billboards, etc.?	
<b>Service Centers</b> What services are available in the community – health care, social services, schools, employment offices etc.?	
<b>People in the Community</b> Who is in the area during the day? What evidence is thereof	

particular “classes” of people – upper, middle, working, lower?	
<b>Industries</b> What are the major industries located in the area? What types of occupations are evident?	
<b>Protective Services</b> Where are fire and police stations located? Is there evidence of police and fire protection in the area?	
<b>Ethnicity</b> What is the predominant ethnic group? Are there residents from a variety of ethnic backgrounds or is the community mostly one group? Which one? Are there stores, restaurants, churches, schools, or languages that indicate a particular ethnic group(s)?	
<b>Religion</b> What churches and church-run schools are in the area (denomination)? How many are there of each denomination?	
<b>Health and Morbidity</b> Is there evidence of any health problems such as drug/alcohol abuse, communicable or chronic diseases, mental illness (etc.)?	

**Politics**

Is there evidence of political activity? Are there any signs that indicate a predominant political party (parties) or concern(s)?