

Municipal Public Health Officials COVID Impact Survey: Franklin County Responses

Tuesday, November 23, 2021

22

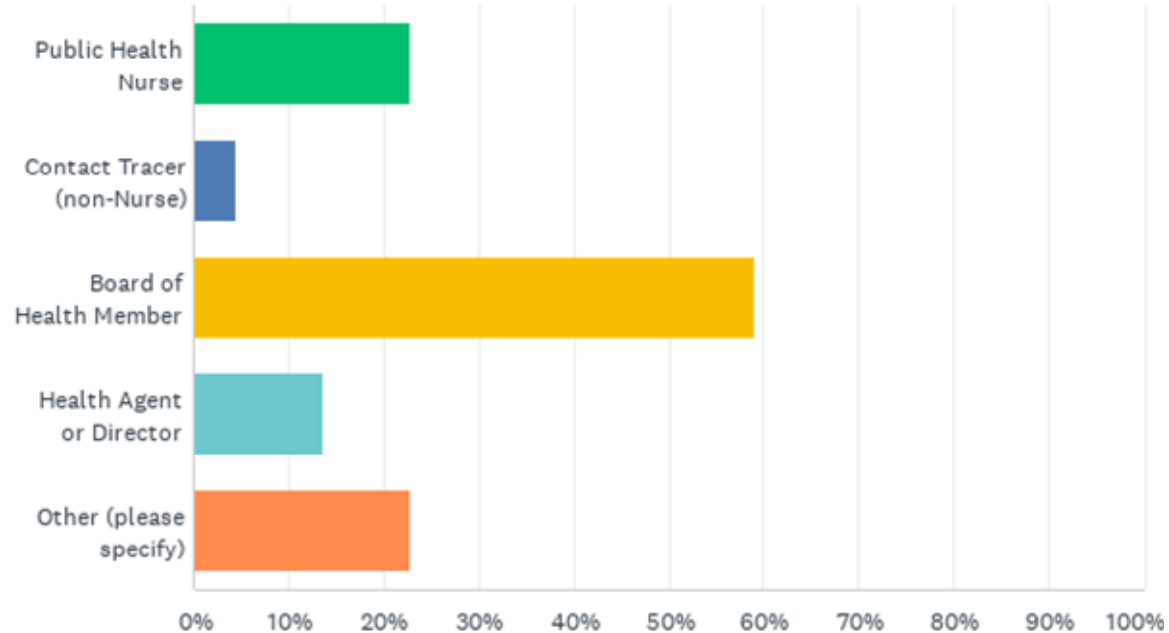
Total Responses

Date Created: Thursday, August 19, 2021

Complete Responses: 22

Q2: What is your position/role? Check all that apply.

Answered: 22 Skipped: 0



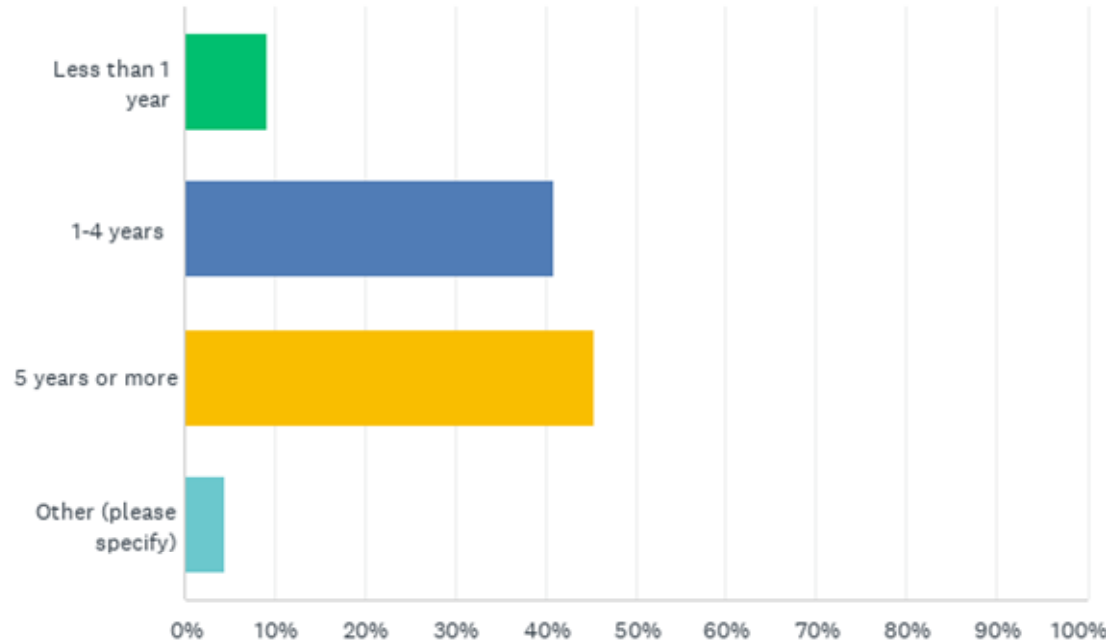
Q2: What is your position/role? Check all that apply.

Answered: 22 Skipped: 0

ANSWER CHOICES	RESPONSES	
Public Health Nurse	22.73%	5
Contact Tracer (non-Nurse)	4.55%	1
Board of Health Member	59.09%	13
Health Agent or Director	13.64%	3
Other (please specify)	22.73%	5
Total Respondents: 22		

Q3: How long have you worked in public health in Western Massachusetts?

Answered: 22 Skipped: 0



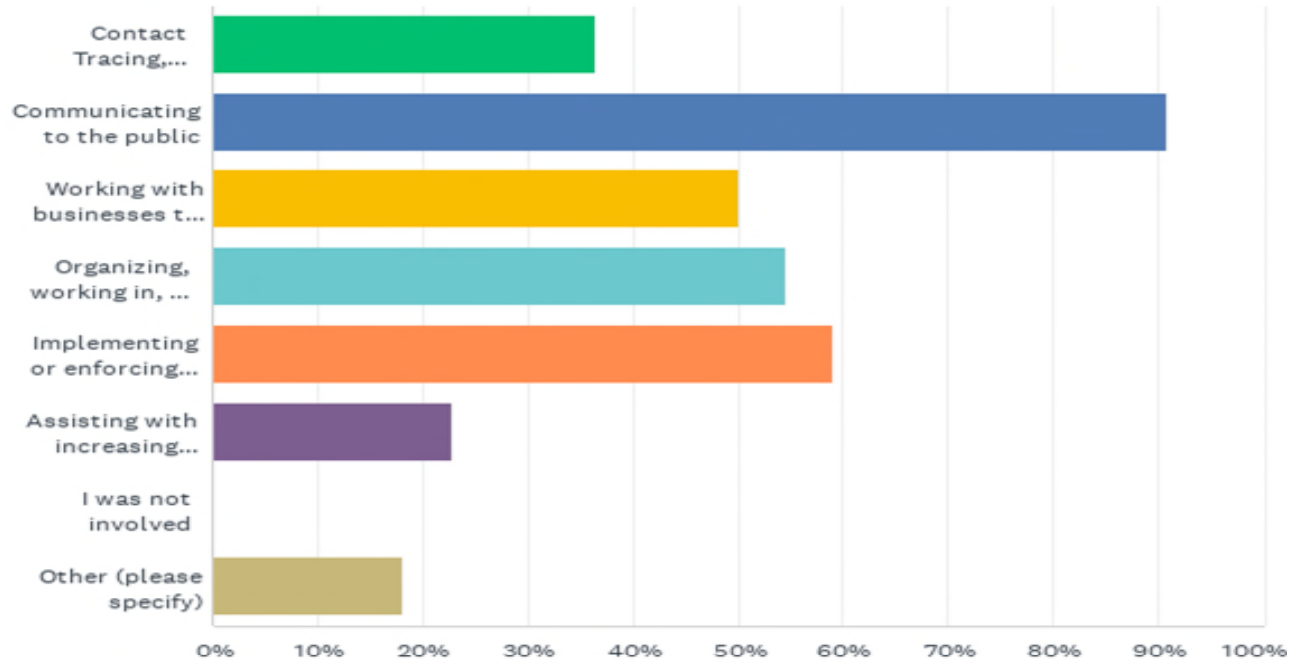
Q3: How long have you worked in public health in Western Massachusetts?

Answered: 22 Skipped: 0

ANSWER CHOICES	RESPONSES	
Less than 1 year	9.09%	2
1-4 years	40.91%	9
5 years or more	45.45%	10
Other (please specify)	4.55%	1
TOTAL		22

Q4: How were you involved with COVID response? Select all that apply.

Answered: 22 Skipped: 0

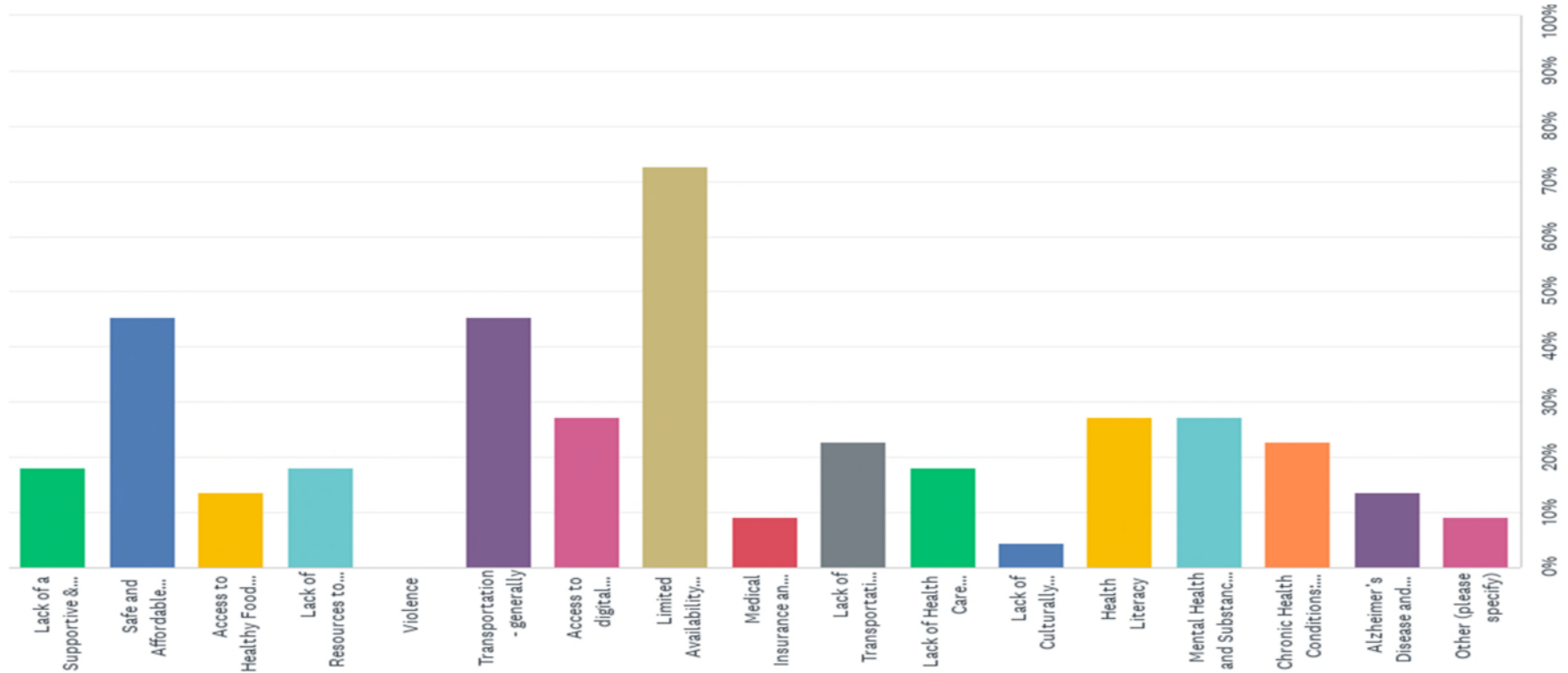


Q4: How were you involved with COVID response? Select all that apply.

Answered: 22 Skipped: 0

ANSWER CHOICES	RESPONSES	
Contact Tracing, Isolation, and Quarantine	36.36%	8
Communicating to the public	90.91%	20
Working with businesses to help them understand and follow business guidance.	50.00%	11
Organizing, working in, or volunteering in Covid vaccination clinics.	54.55%	12
Implementing or enforcing mask mandates.	59.09%	13
Assisting with increasing access to COVID testing in your community.	22.73%	5
I was not involved	0.00%	0
Other (please specify)	18.18%	4
Total Respondents: 22		

Q6: Aside from COVID, what are the 3 most urgent needs/problems in your service area?



Social Determinants of Health

Q6: Aside from COVID, what are the 3 most urgent needs/problems in your service area?

Barriers to Care

Medical Conditions

ANSWER CHOICES	RESPONSES	
Lack of a Supportive & Welcoming Social Environment	18.18%	4
Safe and Affordable Housing	45.45%	10
Access to Healthy Food and Places to be Active	13.64%	3
Lack of Resources to Meet Basic Needs	18.18%	4
Violence	0.00%	0
Transportation - generally	45.45%	10
Access to digital technology (e.g. cell phone service, phones or computers, high-speed internet)	27.27%	6
Limited Availability of Medical Providers	72.73%	16
Medical Insurance and Health Care-related Challenges	9.09%	2
Lack of Transportation to Access Medical Care	22.73%	5
Lack of Health Care Coordination	18.18%	4
Lack of Culturally Relevant Medical Care and Language Barriers	4.55%	1
Health Literacy	27.27%	6
Mental Health and Substance Use	27.27%	6
Chronic Health Conditions: Diabetes, Asthma, COPD, etc.	22.73%	5
Alzheimer's Disease and Dementia	13.64%	3
Other (please specify)	9.09%	2
Total Respondents: 22		

Non-COVID Health Priorities Identified by Franklin County Public Health Officials

- Priority social & economic determinants that impact health: **Safe and Affordable Housing and Transportation (a tie)**
- Priority barriers to accessing quality medical care: **Limited Availability of Medical Providers**
- Priority medical conditions and behaviors: **Health Literacy and Mental Health and Substance Use (a tie)**

Q7: Are there specific groups of people in the community whose health and well-being you are most concerned about?

1. Older adults: those lacking social support, those with chronic diseases, the homebound elderly
2. People living in poverty: families with young children, rural people, food insecure people
3. Youth, especially: disenfranchised, those with mental health needs
4. Migrant workers, farmworkers in Franklin County
5. People with Opioid Use Disorder

Q 8: What community assets did you discover during your work on COVID?

Community Level Asset Answers

- Informal support networks (rides, food shopping, checking on folks)
- Town-organized groups, including COVID Teams/Task Forces that communicated to the public and helped meet the needs of the vulnerable
- Emergency Dispensing Site Plans and Planning Groups
- Faith Communities
- Councils on Aging
- School Nurses
- Senior Centers
- Town Newspaper, Robo-Calls

Q 8: What community assets did you discover during your work on COVID?

Agency/Regional Asset Answers

- FRCOG
- Emergency Dispensing Site Plans and Planning Groups
- Life Path
- Community Health Center of Franklin County
- Regional Schools
- Community Action – esp food pantry delivery
- Regional Health Districts
- Senior Centers
- Vaccine Collaboratives
- Food Bank
- MRC
- TRIAD

Question 9: What feedback (if any) do you have about the ways in which hospitals and medical insurers collaborate with local public health systems and officials? Do you have recommendations to strengthen partnerships between hospitals/insurers and local public health systems?

- More collaboration is needed between local public health and hospitals, need the hospitals to work better with LPH (4)
- Better communication is needed (2)
- Investment in primary care offices
- hospitals that collaborated with BOH should have kicked back insurance \$ to the towns that helped run and organize their clinics; and on the same vein LBOH should have leveraged billing capabilities of the hospitals
- We need more advanced practice nurses to be a part of the provision of health care in rural communities. I think it would be greatly beneficial if a team of 2 APNs/town could come together and spend 1-2 days in each town and be available to provide health care on-site in each community. This would increase access to care by reducing distance that folks would have to travel for care, familiarize those APNs with members of that community, and provide a safety network so folks wouldn't delay seeking and receiving care for concerns that then go unattended until they are so unwell they need to access care through the ED.
- Focus more on needs of low income people (2)

Question 10: Any other comments?

- Rural residents are consistently over-looked and can have different health care needs from those living in urban settings. We need more rural health care providers on-site at local schools, libraries, or town halls so people can drop in as needed and not struggle with making appts. and then having to find transportation to distant destinations.
- Keep at it, we have learned so much. We can do better. Thank you so much for your efforts to make this a healthy strong community
- In general, we need more action and less talk. Fewer committees, fewer studies, more legislative action and grassroots action.
- Don't forget the rural areas – these folks are the most vulnerable