Norwood Community Health Assessment 2011

Norwood City Health Department

2059 Sherman Avenue

Norwood, OH 45212

(513) 458-4600

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2011 Community Health Assessment

Norwood City Health District (NCHD)

Objective:

To provide an up to date Community Health Assessment for the Norwood City Health District (NCHD) that will assist the staff and Board of Health to evaluate and plan programs and services for the residents and community of Norwood.

The Mission of NCHD is to prevent the spread of disease; promote healthy life styles and behaviors and protect the environment, residents and visitors from harmful effects of pollutants, diseases and potential acts of terrorism.

Identified Need:

In 2005 NCHD staff, community leaders and residents of Norwood participated in a Community Health Assessment to identify public health issues important to the community. NCHD would like to evaluate the progress made on the community health concerns identified in the 2005 Community Health Assessment. They were:

1. Language and cultural differences due to increased number of immigrants moving into the community
2. Alcohol and substance use, tobacco
3. Access to Healthcare
4. Elder abuse/ unsafe living conditions
5. Environmental issues
6. Obesity, especially in school age children
7. Teen pregnancy and STD's

Other issues mentioned in the 2005 report were:

8. Communication with the community
9. The importance of Norwood City Health Department
10. The need for parental and personal responsibility

In addition evaluation is needed on the planning and response by the City of Norwood and NCHD during the 2009 H1N1 Pandemic.

Introduction

A Community Health Assessment is an effective way of communicating with members of a community and identifying what they find to be the most important health issues in the community. The 2011 Norwood Community Health Assessment was conducted in three phases:

Phase 1: Community Health Assessment Progress Report: A progress report was developed on improvements made on the community concerns identified in 2005. Information was gathered through meetings with Norwood Health Department Staff, and two community leader groups. An Advisory Council was developed from members in the community leader groups.

Phase 2: Norwood Community Health Assessment (NCHA) Survey: A survey was developed to identify current community concerns. The NCHA Survey was developed based on questions identified in the community leaders groups, staff concerns, and questions from community partners.
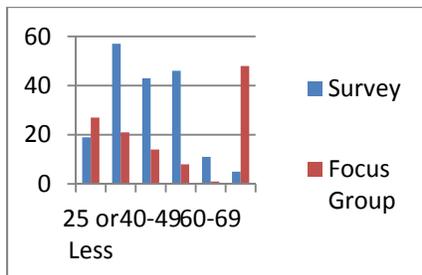
Phase 3: Health Assessment Focus Groups: Nine focus groups were conducted to identify community concerns. Topics and questions were taken from the survey identified by the Advisory Council. Focus groups were conducted at the Norwood Senior Center (Seniors), Norwood High School Culinary Council (High School Students), Norwood Recreation Center (Parents) and Norwood Service League (Hispanic). Four open focus groups were conducted at the Norwood Public Library and Norwood Health Department.

Data for the Norwood Community Health Assessment was collected over a six month period from many sectors of the Norwood population. Individuals who participated either lived or worked in the City of Norwood. Community focus groups and surveys were conducted to gather a representative sample of the Norwood Community. Surveys were distributed at community events, on line, Facebook, community groups, churches, schools and the Norwood Chamber of Commerce. Invitation to participate in the community focus groups were also distributed through the same organizations. 119 people participated in the focus groups and 193 people submitted surveys. Participants ranged in age from 17 to 75 years.

Participant Demographics

Total number of participants by age: Total number of participants by gender:

Survey's: 192   Focus Groups: 119   Survey's: Male 23.7%   Focus Groups: Male 22.7%
   Female 76.3%   Female 77.3%
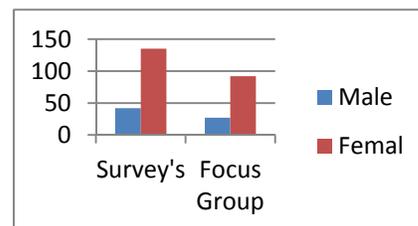
Norwood, Ohio

The City of Norwood in the state of Ohio was established in 1888 covering a land area of 3.1 square miles in the heart of Hamilton County, Ohio. Norwood is an independent city in the Greater Cincinnati metropolitan area. The city is located in Southwest Ohio with easy access by three major highways *I*-71, *I*-75 and the Norwood Lateral Expressway or Ohio Rt. 562.

Norwood has a population of 19207, people as recorded by the 2010 U.S. Census Bureau. The population has declined by 11.39% since the 2000 Census. The population consists of White Non-Hispanic (86.6%), African American (7.6%), Hispanic (5.1%), with the remaining population consisting of Asian, American Indian or other race (0.7%). The median age of the population is 34.2 years. The median household income in Norwood is $37,500.[1]
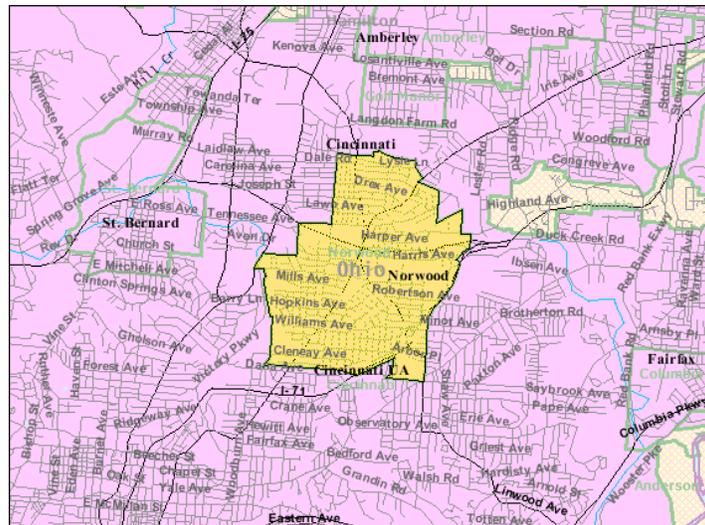
Norwood Health Department

The Norwood Health Department was founded in 1890 and is presently located at 2059 Sherman Avenue. The Vision of the Norwood Health Department is:

> "All people who live or work in Norwood are protected from disease and other public health threats and are able to utilize health information, services and resources to achieve optimal health. "

The Health Department staff consists of the Health Commissioner, the Environmental Health Director, the Director of Nursing, Health Inspector, Local Registrar, and Public Health Nurse.

The Board of Health is the government body of the Norwood City Health Department, consisting of 5 members appointed by the Mayor and approved by the City Council. [2]

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[1] U.S.Census Bureau, Profile of General Population and Housing Characteristics: 2010 Demographic Profile Data, Norwood city, Ohio.

[2] www.norwoodhealth.org

Phase 1: Community Health Assessment Progress Report on 2005 Norwood Community Health Concerns.

Priority Health Issues and Suggestions identified in the 2005 Community Health Assessment were discussed with Norwood Health Department Staff and two community leader groups to see if the previous study's findings were still high priorities in the community.

1. Language and cultural differences due to increased number of immigrants moving into the community.

   Issues related to immigration was a health issue concern to the Norwood residents who participated in the focus groups, receiving votes in all but one of the groups in 2005. Participants mentioned potential problems caused by language barriers, such as inability to provide services and convey needed health information. Other issues were:

   - While there are translation services available, there are not enough translators.
   - Problem with differences in cultural expectations.

   "Language and cultural differences" were said to be less of a problem in both staff and community leader meetings. The reasons cited were the economy downturn resulted in fewer immigrants moving into the area and the immigrants that live in Norwood have been assimilating and finding the resources they need. Two Cambodian families have moved to Norwood and efforts are being made to find literature in Khmer. Hispanic residents have resources available to them, the Norwood Service League offers English as a second language classes and a full time Hispanic social worker, the Norwood Health Center works with Hispanic children. There are several Spanish health brochures available from CDC, ODH and other resources.

   Problems with cultural differences are still a problem cited by the three groups. The Hispanic population is still apprehensive about filling out forms with information that may be perceived as being connected to the government in any way. The lack of the use of seat belts and car seats has been identified because they are unfamiliar with them in their countries of origin. Teen pregnancy is actually viewed as a good thing among Hispanic teens, and many homes investigated live with roaches and bed bugs.

2. Alcohol and substance use, tobacco

   Focus group participants thought alcohol and substance use were a concern, primarily because their use leads to other problems. Alcohol and drug use is a factor in violent crimes, and their use by young people may contribute to other problems such as unplanned pregnancy. Tobacco was included in the first group. However, members felt that it was a separate issue. Second hand smoke was a concern, since there were still smoking sections in restaurants.

"Alcohol and substance abuse" were determined to be the biggest problems in the community now, with the suggestion to drop the tobacco from the category. The passage of a tough Ohio smoking law in 2006 has cut the amount of smoking in public places, although there is concern that it could be a problem again in the future with cuts in funding the "Complaint Line" and the elimination of the cessation program. There was a program to address teen smoking that recently ran out of funding. With respect to substance abuse, young, unemployed males seem to be the primary users. A permanent drug "take back" box can help with prescription drugs. It was mentioned that drug abuse was also a big concern for the Hispanic community. Norwood Police Department does have a drug task force, which many in the community see as an asset. Many EMS runs are caused by substance abuse issues. Heroin and meth seem to be the two biggest drugs on the rise, with "meth mouth" causing many emergency room visits for dental pain.

Community members felt that part of the problem is that parents are unwilling to admit that there is a problem. This can also lead to prescription abuse by their children. Many feel that the "Parents who host lose the most" campaign is worthwhile, but not necessarily having as much of an impact as they would like to see.

3. Access to Healthcare

Focus group participants recognized that there are many Norwood residents who either don't have health insurance coverage or are under insured and not able to afford services, such as prescription medications, mental health and dental care. The group noted that the Health Department provides many services to people for free or very low cost, including immunizations, blood pressure checks, and home nurse visits. They noted that the Health Department also can help people find available services.

"Access to healthcare" also moved up the list of priorities with the addition of dental problems. Dental problems are currently the number one reason for people visiting the emergency room. There was also discussion among the community leadership groups about nearby clinics and doctor offices closing their doors. Very few doctors in Norwood accept Medicaid. Healthcare is becoming more of an issue with many losing their healthcare at their jobs. Also having problems accessing healthcare are the "working poor" who cannot afford healthcare or who cannot afford to pay the co-pays or treatment costs. Lack of transportation to healthcare is another hurdle in personal access to care.

4. Elder abuse/ unsafe living conditions

Most participants in the focus groups believed that elder abuse should be considered in the context of abuse in general, including child abuse and domestic violence. Participants believed that helping elderly in unsafe conditions is challenging because many times the elderly are too proud to ask for help, or they are unaware of what help may be available. Suggestions were

made to work with churches and other group organizations to identify seniors who might be at risk and to improve transportation for seniors.

"Elder abuse/unsafe living conditions" are still seen as a problem. Dwindling resources in the community have decreased senior services. Health Department still provides senior home visits upon referral.

5. Environmental issues

Environmental issues prompted a lot of discussion in focus groups, and concerns revolved around two main issues. 1) Trash in public places and 2) neglected property. Trash in public places includes litter and neglected public or private garbage. Another major concern of participants was neglected or abandoned property.

"Environmental Issues" were considered more of a priority today, especially with the wide spread occurrence of bed bugs in the region. One of the issues with bed bugs is that some people aren't bothered by bed bugs, so they don't take steps to stop the problem. Also some landlords don't seem to view it as a priority or as their responsibility and it is difficult to get someone to be financially responsible for getting rid of the bed bugs.

Neglected Property is still a growing issue in the community. The recently formed Keeping Our Property Safe (KOPS) program seems to be helping, but is still too new to have hard data on the effectiveness of the program. At issue are not only the landlords, but tenants who don't respect the property or the neighborhood. Other environmental issues include hoarders and foreclosures/walkaways. The vacant homes increase the frequency of copper theft and it seems there are more "squatters" now with vacant property. The problems in the housing market are causing more vacancies in Norwood which means prices are dropping and the cheaper housing is not bringing in the same type of renter as in the past. Many landlords don't even bother doing background checks on their tenants out of desperation to rent the property. Many tenants stay less than a year, with very few over two years which contributes to the problem. Referrals from Fire and Police Departments on neglected properties are certainly appreciated and acted upon, but they are not necessarily an accurate barometer of what is going on in the community.

When reviewing the revised surveys, an issue that was mentioned more than once was that previously nice homes and neighborhoods were changing. The increase in vacant homes has changed whole neighborhoods and streets.

6. Obesity, especially in school age children

Obesity was an old and continuing problem. Participants felt that this was a family issue. They attributed the increase in overweight and obesity in younger age groups to poor nutrition and lack of exercise. Participants believed that parents need to be more involved in encouraging and modeling healthy eating behaviors and activity.

Obesity is still an issue in the community as well as juvenile diabetes. However, the school district has taken action with the schools now concerned with student's body mass index. The "We Thrive Campaign" is helping address the problem. The Norwood Department of Food and Nutrition Services has partnered with parents to encourage healthy school nutrition. One of the suggestions made in 2005 was to stop selling pop in schools. Norwood Schools has already begun to replace pop with healthier choices.

7. Teen pregnancy and STD's

Some participants felt that STD's were a bigger problem than pregnancies, and that STD's don't get talked about enough. Efforts aimed at reducing STDs would also have an impact on reducing sexual activity and the number of pregnancies.

Many felt that drug abuse contributed to both of these problems. Also an issue was that many times it is difficult to get both partners to get treatment for STDs resulting in recurrence. Most referrals for STD's are coming from Planned Parenthood and general practitioners. With the conclusion of the GRADS program, the exact numbers of teen pregnancies are not known. Community members felt that teen pregnancies were actually fewer and that a larger concern was care for their babies and parenting classes for teens.

8. Communication with the community

Every group mentioned the lack of a community newspaper. This makes it very difficult for the health department to inform the public about their services and community health concerns. Several comments revealed that many people are not aware of health services that are available from the health department, especially new immigrants who also have language barriers.

The Health Department staff and community leaders did not feel that this was an issue. Today NCHD has a web site, partners with several community groups and informs the community through the Community Blog and Face Book page. There is a new community paper distributed in Norwood called the Norwood Star established in March 2009.

9. The importance of Norwood City Health Department

   Everyone agreed in 2005 that the NCHD did a great job working with the community and providing services to the community. They were also a great help in linking and coordinating other community services.

   NCHD is still looked upon very favorably by the community leaders.

10. The need for parental and personal responsibility.

   Discussion of health issues related to children and youth (obesity, teen pregnancy, alcohol and drug use, dental care) always turned to parental responsibility and role modeling. Many felt that while education was needed, it was not the school's responsibility. Parents sometimes give mixed messages in direct opposition to lessons children have learned in school.

   Positive parental involvement is still needed. Education for parents is needed on how to be good role models to their children.

Phase 2: Norwood Community Health Assessment Survey

Summary Report

The 2011 Community Health Assessment Survey was divided into six areas: Community Health, Personal Health, Family Health, Pandemic Planning, Environmental and Community Demographics. The information collected from the surveys assisted the Advisory Council in determining the topics of discussion for the Focus Groups. The top items in each category were prioritized and discussed by each group. 193 people answered some or all of the questions. 182 or 94.3% completed the whole survey.

Community Health

1. **How would you rate the overall health of our community?**

   191 people answered this question:

105 people thought that Norwood is "Somewhat healthy".	**55.0%**
41 people thought that Norwood is "Unhealthy"	21.5%
27 people thought that Norwood is "Healthy"	14.1%
9 people thought that Norwood is "Very Healthy"	4.7%
9 people thought that Norwood is "Very Unhealthy"	4.7%

2. **What are the important qualities for a "Healthy Community"?**

   191 people answered this question. Each participant was asked to make three choices.   A percentage calculation is not meaningful to this question. The top five answers are:

Good schools	**# of responses 75**
Good jobs and healthy economy	# of responses 66
Healthy behaviors and lifestyles	# of responses 65[3]
Low crime/ safe neighborhoods	# of responses 65
Access to health care	# of responses 64

3. **Explain why you chose the three answers:**

   Healthy behaviors, food choices and adequate exercise are important to one's overall health. Low crime and safe neighborhoods makes the community healthier with a lower crime rate. Access to care is important to staying healthy reducing chronic illnesses. Good schools educate our children, providing them with the knowledge they need to go to college or get good jobs.

   Most people stated that they made their selections because they were the very building blocks of a healthy lifestyle. Be it a good education, good job, or medical accessibility, most respondents stated without it, there would not be a healthy community.

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[3] Top five choices are selected for the report. If two issues have the same number of responses they are both listed.

4. In the following list, what do you think are the **three (3) most important "risky behaviors"** in our community? (Those behaviors which have the greatest impact on overall community health.)

   183 people answered this question. Each participant was asked to make three choices. A percentage calculation is not meaningful to this question. The top six answers are:

Drug and Alcohol Abuse	**# of responses 104**
Obesity	# of responses 57
Child abuse/ neglect	# of responses 44
Mental health issues	# of responses 37
Cancer	# of responses 34
Aging problems (arthritis, hearing, vision)	# of responses 34

5. Please explain why you chose these as the most important "health problems"?

   Drug and Alcohol abuse lead to other problems in the community, crime and violence. Obesity stems from the family. There is not enough good education to help our children learn how to eat properly. Aging problems were also mentioned several times in the survey notes. Many of the responses were more like observations in the community rather than a personal experience. The strongest reactions usually mentioned kids, the effects the selected problem was having on children.

6. What do you think are the most "risky behaviors" in our community?

   185 people answered the question. Each participant was asked to make three choices. A percentage calculation is not meaningful to this question. The top six answers are:

Drug abuse	**# of responses 109**
Alcohol abuse	# of responses 96
Poor eating habits	# of responses 61
Being overweight	# of responses 49
Dropping out of school	# of responses 49
Lack of exercise	# of responses 46

7. From the most important problems in the community, why did you make these choices?

   Most of the discussion was around drug and alcohol abuse, obesity, poor eating habits and students dropping out of school due to alcohol, substance abuse and pregnancy.

   Once again, the more passionate answers involved the effect on the children of the community. This question in particular seemed to bring about more responses mentioning teens. Although not a leading response, there was a higher mention of racism among the Hispanic respondents than the rest.

Personal Health

8. How would you rate your personal health?

   185 people answered the question, the answers are:

Healthy	# of responses 93	50.3%
Somewhat healthy	# of responses 52	28.1%
Very healthy	# of responses 25	13.5%
Unhealthy	# of responses 9	4.9%
Very Unhealthy	# of responses 6	3.2%

9. How would you rate the health of your family?

   182 people answered the question, the answers are:

Healthy	# of responses 98	53.8%
Somewhat Healthy	# of responses 53	29.1%
Very Healthy	# of responses 26	14.3%
Unhealthy	# of responses 5	2.7%
Very Unhealthy	# of responses 0	0%

10. What health issues have you or a family member had in the last year?

    158 people answered the question. Each participant was asked to make choose all that applied. A percentage calculation is not meaningful to this question. The top six answers are:

Allergies	# of responses 87
High Blood Pressure	# of responses 53
Diabetes	# of responses 45
Arthritis	# of responses 37
Dental Problems	# of responses 31
Cancer	# of responses 25

Questions related to child safety:

11. Has your child or child in your care been injured and required medical attention?
    183 people responded to this question.

Yes	# of responses 35
No	# of responses 138
Don't know	# of responses 6
Choose not to answer	# of responses 4

12. If yes, where did the most recent injury occur?
    30 people responded to this question.

At home	**# of responses 19**	**63.3%**
At a sporting event	# of responses 4	13.3%
Some other place	# of responses 2	6.7%
At a school related event	# of responses 3	10.0%
In a car, motorcycle, or other	# of responses 2	6.7%

13. What causes the injury? (Select only one)
    16 people responded to this question.

Fall from furniture	**# of responses 4**	**25.0%**
Fall from walking or running	# of responses 3	18.8%
Struck /strike by object	# of responses 3	18.8%
Fall from pushing or shoving	# of responses 3	18.8%
Dog/ animal bite	# of responses 1	6.3%
Fall from stairs	# of responses 1	6.3%
Cut/pierced by knife	# of responses 1	6.3%
or other sharp object.		

Family Health

14. In the past year did you or your family use any of the following services?
    162 people responded to this question. Each participant was asked to choose all that applied.   A percentage calculation is not meaningful to this question. The answers are:

Doctor's Office	**# of responses 132**
Dental Office	# of responses 100
Emergency Room	# of responses 41
Urgent Care	# of responses 25
Take Care Clinic (Walgreens)	# of responses 24
Norwood Neighborhood Health	# of responses 22
Norwood Health Department	# of responses 18

15. In the past year did you or anyone in your family need medical services but could not get them?
    145 people responded to this question. Each participant was asked to choose all that apply.   A percentage calculation is not meaningful to this question. The answers are:

No health insurance	**# of responses 30**
Inability to pay	# of responses 16
No dental insurance	# of responses 14
No appointment available	# of responses 8
Does not apply	# of responses 99

16. What kind of service(s) were you or a family member unable to get?
    38 people responded to this question. Each participant was asked to choose all that applied.   A percentage calculation is not meaningful to this question. The answers are:

Medical	**# of responses 31**
Dental	# of responses 16
OBGYN	# of responses 8
Mental Health	# of responses 4
Specialist	# of responses 1

Environmental Concerns

17. Please check all of the items that you feel are environmental concerns.
    183 people responded to this question. Each participant was asked to make three choices.   A percentage calculation is not meaningful to this question. The top answers are:

Bed Bugs	**# of responses 157**
Neglected property	# of responses 104
Exposure to tobacco smoke	# of responses 78
Neighborhood safety	# of responses 76
Air pollution	# of responses 75
Trash in Neighborhood	# of responses 75
Rental Property	# of responses 70

18. What are the top three things you feel Norwood needs to do to improve our environment?

    Roads need fixing, pot holes and side walks.
    Bed bugs, bed bugs, bed bugs.
    Neglected property, over run yards, trash pickup.

H1N1 Pandemic

19. In 2009 Norwood Health Department provided Community Vaccination Clinics to provide the citizens of Norwood with H1N1 Vaccine. Did you participate in one of the free clinics?

    179 people answered the questions:

Yes	# of responses 46
No	# of responses 133

20. If yes, how would you rate the service you received at the clinic?

    44 people answered the question:

Very Good	**# of responses 30**	**68.2%**
Good	# of responses 10	22.7%
Neutral	# of responses 3	6.8%
Poor	# of responses 1	2.3%

21. How do you feel the communication about H1N1 Flu education, and information about the clinics was handled by the Norwood Health Department?

141 people answered the question:

Easy to access information	**# of responses 42**	**29.8%**
The NCHD staff were easy to work with during the H1N1 Campaign.	# of responses 38	27.0%
Could not find information	# of responses 8	5.7%
Did not look for information	# of responses 53	37.6%

22. Were you aware of the H1N1 Vaccination Campaign "Not Me Not My Family"?

169 people answered the question:

Yes	# of responses 51	30.2%
No	# of responses 118	69.8%

Demographics

23. What is your age range?

181 people responded to this question:

25 or less	# of responses 19	10.5%
26-39	# of responses 57	31.5%
40-49	# of responses 43	23.8%
50-59	# of responses 46	25.4%
60-69	# of responses 11	6.1%
70-79	# of responses 5	2.8%
80-89	# of responses 0	0.0%

24. Gender

177 people responded to this question:

Male	# of responses 42	23.7%
Female	# of responses 135	76.3%

25. What ethnic group do you most identify with?

177 people responded to this question:

White/Caucasian	# of responses 128	72.3%
Hispanic	# of responses 39	22.0%
Multi race	# of responses 5	2.8%
African American	# of responses 4	2.3%
Native American	# of responses 1	0.6%

26. Education

178 people responded to this question:

Less than High School	# of responses 31	17.4%
High School Diploma	# of responses 56	31.5%
Community College 2 years	# of responses 19	10.7%
College Degree 4 years	# of responses 41	23.0%
Masters Degree	# of responses 31	17.4%
Other	# of responses 2	

27. Household Income

171 people responded to the question:

Less than $20,000	# of responses 43	25.1%
$20,000 to $29,000	# of responses 14	8.2%
$30,000 to $39,000	# of responses 18	10.5%
$40,000 to $49,000	# of responses 10	5.8%
Over $50,000	# of responses 86	50.3%

28. How do you pay for health care?

177 people responded to the question:

Health Insurance	# of responses 119	67.2%
Pay cash (no insurance)	# of responses 43	24.3%
Medicaid	# of responses 16	9.0%
Medicare	# of responses 13	7.3%
Veterans Administration	# of responses 1	.6%

29. What is your zip code? (listed on complete report)

30. Do you live or work in Norwood?

177 people answered this question:

I am a resident of Norwood	# of responses 82	46.3%
I work in Norwood	# of responses 44	24.9%
I live and work in Norwood	# of responses 51	28.8%

31. Where/How did you participate in the Norwood Community Health Assessment?

148 people answered this question:

Work	# of responses 56	37.8%
Event	# of responses 44	29.7%
Personal contact	# of responses 40	27.0%
Church	# of responses 1	.7%
Community Meeting	# of responses 5	3.4%
Grocery Store/shopping mall	# of responses 3	2.0%

Complete survey responses including comments can be view at:
https://www.surveymonkey.com/sr.aspx?sm=QmK328VNp3sapBZ7TV38KpiJyxBRwYsvPsJkdOATsYg_3d

Phase 3: Norwood Community Health Assessment Focus Groups 2011

Nine community focus groups were conducted to identify community concerns. Topics were taken from the Norwood Community Health survey developed in Phase 2. Focus groups were conducted at the Norwood Senior Center (Seniors), Norwood High School Culinary Council (High School Students), Norwood Recreation Center (Parents) and Norwood Service League (Hispanic). Four open focus groups were conducted at the Norwood Public Library and Norwood Health Department.

Data from the Norwood Community Health Assessment was collected over a six month period from many sectors of the Norwood population. Individuals who participated either lived or worked in the City of Norwood. Community focus groups and surveys were conducted to gather a representative sample of the Norwood Community. Surveys were distributed at community events, on line through Facebook, community groups, churches, schools and the Norwood Chamber of Commerce. Invitations to participate in the community focus groups were also distributed through the same organizations. 119 people participated in the focus groups and 193 people submitted surveys. Participants ranged in age from 17 to 75 years.

Methodology

Community members were invited to participate from the Norwood Senior Center, community events (Norwood Day at Coney Island, Police Night Out, Santa and Mrs. Claus Visit at Norwood Recreation Center), businesses, Norwood City Schools, Chamber of Commerce Members, Churches, and Norwood City Employees and through social media sites like Facebook and Citizens for a Better Norwood community blog.

Questions for the focus groups were determined by the Advisory Council on 11-15-2011. The Council felt that generic open ended questions would illicit the best responses from the participants. The top six topics under each section of the Community Health Survey were used as talking points in each focus group. Each focus group lasted from 1 hour to 90 minutes depending on the size of the group. A list of issues was placed on the wall and the participants were asked to place a dot next to each issue that they felt needed attention in Norwood. If there was a topic of concern not on the list, they were asked to place it on a separate paper. The topics with the most dots were discussed. The participants were asked the following questions under each topic:

1. Please describe what the issue looks like? What makes you say that it is an issue?
2. How does the issue affect you and your family?
3. What factors are causing the issue?
4. What would it take to improve the issue?

At the conclusion of the nine (9) focus groups. Seven Community Health Concerns received 72 dots or more with bed bugs receiving 139 dots. Cancer was the highest rated Personal Concern with 59 dots. Below are the top three concerns in each area and the discussion associated with these concerns.
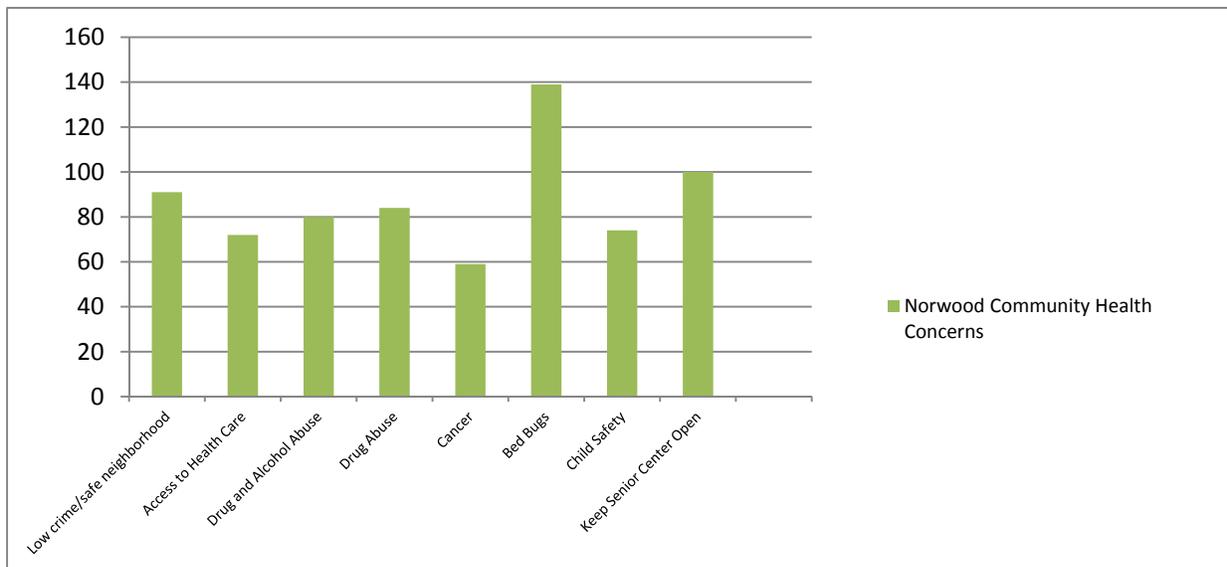
Priority Health Issues and Suggestions 2011

Healthy Community Concerns received 330 dots:

- Low crime/ Safe Neighborhood   91 (27.6%)
- Access to health care   72 (21.8%)
- Good Schools   67 (20.3%)

Five out of the nine groups chose Low crime/ Safe Neighborhoods as the priority issue in order to make Norwood a healthy community to live and work. A community with low crime rates and safe neighborhoods make it inviting for new families and businesses to want to move into the area. Discussion around the killings in the community related to stabbings and drug deals going bad identified fear among seniors, parents and the students at the high school. The fact that crime is visible to the community makes participants feel unsafe. These safety issues affected the participants and their families because they didn't want to go out in Norwood at night. Parents didn't feel it was safe for their children to play outside. Neighborhoods used to be safe to walk in. Now the streets are deserted because people don't want to walk alone.

The second issue discussed was Access to Healthcare. Many individuals with insurance didn't have a problem accessing services. However, those with poor insurance and no insurance had a harder time getting access to doctors. Lack of money was the greatest issue and paying for services by cash was expensive. There are also very few Doctors and Dentists who accept Medicaid. Transportation for seniors to get to their appointments is very poor. Often seniors are waiting for hours to get picked up and taken home.

Norwood needs good schools to educate our children and to draw good people into the community. Participants discussed how good schools provide strong education for our children to prepare them for life and get ready for college or vocational school. Schools make good students and good students will make good citizens. Good schools have many opportunities for our children both during school and after school. They have good teachers and staff that provide new opportunities for our kids.

Suggested Solutions:

- Increase police visibility in the streets.
- Create a campaign to increase communication and education in the community. Involve youth in programs and projects in the community to discourage them from vandalizing and stealing.
- Teach positive behaviors, good values in schools and churches. Offer parenting and career support.
- Increase support for the neighborhood watch program. Ask Citizens on Patrol members to be more visible, doing presentations at school and with the Senior Center.
- Create a One-Stop Wellness Center with extended hours with multiple offices to provide health and mental health services for people to access in the evening.
- Project Safe Neighborhood - http://www.bja.gov/grant/psn.html Last grant issued in July 2011.
- http://www.ncpc.org/programs/celebrate-safe-communities/

22

Community Health Problems received 276 dots:

- Drug and Alcohol Abuse   80   (29.0%)
- Child Abuse/ Neglect   70   (25.4%)
- Obesity   44   (15.9%)
- Aging Problems   44   (15.9%)

Four out of nine focus groups had strong discussions about Drug and Alcohol Abuse. Drug and Alcohol abuse was mentioned from four diverse groups. Employers see drug and alcohol abuse in their employees and have to terminate them. Even when you want to keep someone working you have to terminate them due to their lack of work ethic. School staff has seen parents arrive at school that are visibly drunk or high and they can't even sign in to get their children. Teachers also mentioned listening to their students talk about their parents drinking habits, while the student group thought that teachers needed to be drug tested. Norwood Fire Department has an unusually high call rate for overdose victims. At the church focus group we discussed how men roam the streets on drugs or alcohol and are found sleeping on the benches near the church. The problem is that Norwood is near the highway with easy access to the community. There is a lot of drug dealing in the community. Another reason for drug and alcohol abuse is due to poor economy and the high unemployment rate. More people tend to self medicate to forget their problems. Parents also discussed the problem with the sports teams drinking. The students use the large 32oz McDonalds drinking cups to hide their alcohol.

Child Abuse and neglect was mentioned by teachers and parents. Teachers and school staff talked at length about how kids are under fed or have terrible home lives. Parents don't feed their children properly so the kids are learning terrible eating habits. These terrible eating habits are what contributed to 60% of the students in Norwood Schools being classified as obese.

Obesity is seen as a problem for the whole community. Due to a busy life style, many participants mentioned eating too much fast food. It was also mentioned that there are many more fast food restaurants in the community than healthy places to eat. Shortage of money is another reason discussed. It is costly to buy fresh fruits and vegetables, healthy food is very expensive. If someone is obese it affects the whole family, health issues and attitude. They need some kind of support. It was mentioned that Norwood City Schools Food and Nutrition Services has done a lot to improve what the students are eating at school. The Norwood Health Department was also mentioned as a good resource for helping the community learn about healthy life styles.

Suggested Solutions:

- Need to identify where drug and alcohol abuse is starting, then develop a prevention program for families. Enforce stronger drug testing at school and in the community.
- Norwood Schools provides meals for kids to take home on the weekend. Provide a parent program on how to provide the right resources for your kids. Use the community school model to provide parenting classes and activities for their family while the parents participate. Provide

classes on healthy living, career choices, job transitioning and parenting in the evenings for parents.

- Suggest a combined campaign with the Norwood City Schools, Norwood Health Department and other agencies working on the Advisory Committee on what a healthy life style looks like. Hold a billboard or poster contest for a positive poster for the campaign. Ask Kroger and other local businesses if they will sponsor educational classes and workshops for the community.
- Develop a community garden to teach people the value of fresh food. Partner with a restaurant that is willing to teach people how to cook healthy food from the gardens.

Risky Behaviors received 301 dots:

- Drug Abuse   84 (27.9%)
- Alcohol Abuse   63 (20.9%)
- Dropping out of school   63 (20.9%)
- Being overweight   46 (15.3%)

Drug and Alcohol abuse and being overweight were identified at the focus groups not only as Health Problems but as the most risky behaviors, reinforcing the behaviors mentioned in the previous group. The next risky behavior discussed was dropping out of school. Although the graduation rate has improved, there are still too many students who drop out of school. Many dropout because of drug and alcohol related issues and lack of parental support. Teen pregnancy was also cited as a reason why kids drop-out of school.

Suggested Solutions:

- Develop more afterschool programs for Norwood youth.
- Develop a skateboard park for kids. More outdoor area. Engage the students in re-development project with property owned by the city.
- Develop a program with High School students to help seniors with meals.
- Need after school programs with computers.
- Early school-based mental health detection.
- Partial hospitalization program in Norwood.
- Mentoring program.
- Parent involvement.
- Ask Tri Health to bring programming to the schools, senior center and recreation department.

Personal Health received 214 dots were:

- Cancer   59 (27.6%)
- Diabetes   47 (22.0%)
- High Blood Pressure   40 (18.7%)

Cancer was identified as a problem in the community. Many families have had multiple cases of cancer in one family. Cancer education is available. However, the question was brought up if there is an environmental reason why there are so many cases of cancer?

Diabetes was discussed hand in hand with obesity at many of the sessions. Hispanics don't often recognize the signs and symptoms of diabetes. People don't understand that it can be prevented.

High Blood Pressure was also discussed in relation to poor eating habits and life choices. There weren't any discussions around the lack of information on how to manage high blood pressure.

Suggested Solutions:

- Education, training, health fairs on cancer, diabetes and high blood pressure.

Environmental Concerns received 340 dots:

- Bed Bugs   139 (40.9%)
- Neighborhood Safety   59 (17.4%)
- Neglected Property   55 (16.2%)

Bed bugs were probably the liveliest discussion as it has impacted many people's lives. It has affected seniors, school families and staff, Hispanics, rental property owners and renters and the health department. This past year the Senior Center had to stop picking up a woman from her apartment due to bed bugs in her complex. Students at Norwood Schools can't carry their book bags around school. Teachers and students are very careful not to leave handbags on the floor. Parents even mentioned not being able to let some of their children's friends come over to their house to play, they then have to ask the kids to play outside. One man mentioned having to spend $2,000.00 to combat bed bugs in his rental property. Renters are afraid to move into other rental property in case the property is already infested with bed bugs. It is costly to manage and embarrassing to families. One woman said she has never had bed bugs in Mexico and when they moved here it was awful seeing them crawl all over her children. No matter how clean you try to keep your home it doesn't always keep bed bugs out. Landlords say renters must take care of the problem. If one does and neighbors don't do anything, they come right back. It can be an endless battle.

Neighborhood Safety and Neglected Property were two problems identified in the community as a whole. Norwood is over 50% rental property. Many landlords do not follow up with their tenants to

keep the property clean and the lawns kept up. Many renters do not care about the property because they don't plan to stay very long.

Suggested Solutions:

- Bring back chemicals to manage the bed bugs. Does diatomaceous earth as a natural powder work in trying to get rid of bed bugs?
- Education for families on how to get rid of bed bugs.
- Laws to make landlords exterminate for bed bugs.
- Incentives program to make rental property owners keep up their property.
- Need a positive Norwood campaign to get more companies and people to want to live in Norwood.

Child Safety received 74 dots:

Participants were asked if any children in their care or that they knew of, needed medical attention

- Yes   31   (41.9%)
- No   38   (51.4%)
- Don't know   5   (6.8%)

Then they were asked where did they get injured? 45 dots were received.

- At a school   15 (33.3%)
- At home   13 (28.9%)
- Other   7 (15.6%)
- School   6 (13.3%)

Questions about Child Safety were supplied by the Cincinnati Children's Hospital. Norwood has a high rate of children seen at Children's Hospital related to falls and injuries. School was identified as one of the most common places children fall especially in relationship to school sports and activities. At home kids often fall due to siblings sharing beds and large families living in smaller living conditions.

Suggested Solutions:

- Provide education and training for parents and coaches on signs and symptoms to watch for in a child after an injury.
- Car safety was also mentioned as a need for Hispanic families. They are not accustomed to using seat belts in cars.

Senior Issues received 364 dots many of the topics were brought to the Advisory Councils attention from the seniors at the Senior Center:

- Keeping the Senior Center Open   100 (27.5%)
- Senior Income and meals   70 (19.2%)
- Crossing Guards   57 (15.7%)

Norwood is an aging community. Many of the seniors that could afford better housing have moved out of the community. The present Senior Center is in the basement of an old school in what the seniors consider an unsafe part of the community. Some seniors go to Hyde Park or Sycamore Senior Centers because both facilities have better programming and facilities. In spite of the run down conditions the seniors asked for help in keeping the senior center open. Presently the senior center provides socialization for 80+ seniors in the community.

Meals on Wheels and transportation were identified problems for seniors. The Norwood Senior Center was notified by Meals on Wheels that they had spent their budget and would not be able to provide $1.00 meals for seniors in Norwood. Norwood seniors who need assistance with meals are being helped by the staff at the Senior Center when they have food for meals. Transportation was identified as a problem for seniors by the medical providers at one of the focus groups. It was mentioned that a shuttle service that cares for seniors is needed to help those with disabilities get to their appointments. One client had to wait six hours for transportation home.

Suggested Solutions:

- Develop programs for seniors with other groups and organizations.
- Identify funding sources to keep the Senior Center Open.
- Work with faith based organizations to identify seniors who need assistance.

Conclusion

The prevailing concern amongst the participants seemed to stem from the economy. The recurring themes were good jobs, better rental property, and better healthcare, all of which depend on a healthy economy. Substance abuse was another universal concern. Not only were people in all age groups concerned about it, but they seemed to be concerned about drug abuse across all demographics as well, and the cycle of substance abuse that gets handed down from generation to generation. Among environmental issues most of the issues revolved around cleanliness, from trash in the community to rundown property. However, the clear number one environmental concern was bed bugs in the community. Many residents acknowledged that there is not an easy solution to the issue, but many spoke of ways that it has affected the manner in which they live, regardless of whether they personally have bed bugs or not.
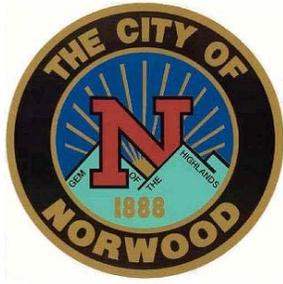
The Norwood Health Department seemed be perceived favorably, although it did appear there was a lack of awareness of some of the Department's programs amongst some of the respondents. Overall, participants did seem to feel that Norwood can fix its problems and many appreciated the fact that the

Health Department took the time to listen to the community to identify what concerns them. As the concerns are addressed, it is certain that many in the community will be very supportive of the efforts.

The Norwood Community Health Assessment was prepared by

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P.O. Box 428673, Cincinnati, OH 45242-8673.

PH:(513) 289-5721

E-mail: saboliz@designingsuccess.com

Appendix

NORWOOD HEALTH DEPARTMENT

Community Health Assessment
Advisory Council Meeting

Tuesday, November 15, 2011
Conference Room
7:00 PM – 8:30 PM

AGENDA

TOPIC:

1. Introduction

2. Purpose of the Meeting

3. Review of 2011 Community Health Assessment Surveys

4. Questions for Focus Groups

5. Next Steps

Advisory Council

Brad King, Health Commissioner Norwood City
Karen Chinchilla, Service League of Norwood
Deb Robison, Family and Children First Coordinator, Norwood City Schools
Dawn Gardner-Davis, Cincinnati Children's Hospital Medical Center
Steve Rump, Assistant Chief, Norwood Fire Department
Susan Knox, Citizens for a Better Norwood
Heather Shimel, Norwood Christian
Kathy Strasser, RN Norwood City Schools
Sharon Hobbs, Norwood Senior Center
Roger Kipp, Food and Nutrition Services Manager, Norwood City Schools
Mary Horan, Citizen, Cincinnati State Technical and Community College

Tom Peterson, Designing Success, Inc.
Liz Sabo Johnson, Designing Success, Inc.

Not in attendance:
Chandra Corbin, RN, Norwood Health Department
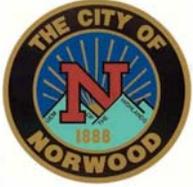
2011 Norwood Community Health Assessment
Norwood Health Department
2059 Sherman Ave.
Norwood, OH 45212
(513) 458-4600

Please take a few minutes to complete the survey below. The purpose of this survey is to get your opinions about community health issues and our quality of life. In collaboration with our public health partners, the Norwood Health Department plans to compile this information and use it as input for the development of a community health programs. Any information taken on this survey is strictly CONFIDENTIAL. We do not ask that you put your name on this survey. The survey will take approximately 5-10 minutes to complete. **Thank you for your time and interest in helping our community.**

Part 1: COMMUNITY HEALTH

1. How would you rate the overall health of our community?
___ Very unhealthy ___ Unhealthy ___ Somewhat healthy ___ Healthy ___ Very healthy

2. In the following list, what do you think are the **top three (3) important factors for a "Healthy Community?"** (Those factors which most improve the quality of life in a community.)

Check only three: Please rank (1) most important (2) second important (3) third important.

___ Good place to raise children	___ Strong Family life
___ Low crime / safe neighborhoods	___ Good jobs and healthy economy
___ Good schools	___ Healthy behaviors and lifestyles
___ Access to health care (e.g., family doctor)	___ Parks and Recreation
___ Clean environment	___ Religious or spiritual values
___ Affordable housing	___ Emergency preparedness
___ excellent racial ethnic relations	___ Other_____

From the most important factors for a "Healthy Community" Please explain why you chose:
1. _____
2. _____
3. _____

3. In the following list, what do you think are the **three (3) most important "health problems"** in our community? (Those problems which have the greatest impact on overall community health.)

Check only three: Please rank (1) most important (2) second important (3) third important.

___ Aging problems (e.g., arthritis, hearing/vision loss)	___ Heart disease and stroke	___ Teen pregnancy
	___ High blood pressure	___ Domestic violence
___ Cancers	___ HIV / AIDS	___ Diabetes
___ Child abuse / neglect	___ Mental health problems	___ Dental problems
___ Drug and Alcohol	___ Obesity	___ Other_____

From the important "health problems" Please explain why you chose these problems.
1._____
2._____
3._____

4. In the following list, what do you think are the **three (3) most important "risky behaviors"** in our community? (Those behaviors which have the greatest impact on overall community health.)

Check only three: Please rank (1) most important (2) second important (3) third important.

___ Alcohol abuse	___ Racism
___ Being overweight	___ Tobacco use
___ Dropping out of school	___ Not using seat belts / child safety seats
___ Drug abuse	___ Unsafe sex
___ Lack of exercise	___ Other_____
___ Poor eating habits	

From the important "risky behaviors" Please explain why you chose these behaviors:
1._____
2._____
3._____

Part 2: INDIVIDUAL HEALTH

1. How would you rate your personal health?
   ___ Very unhealthy ___ Unhealthy ___ Somewhat healthy ___ Healthy ___ Very healthy

2. How would you rate the health of your family?
   ___ Very unhealthy ___ Unhealthy ___Somewhat healthy ___ Healthy ___ Very healthy

3. In the following list what health issues have you or a family member had in the last year (check all that apply)?

___ Arthritis	___ Heart disease/ Stroke
___ Allergies	___ High blood pressure
___ Cancer	___ HIV/AIDS
___ Child Abuse	___ Infant death
___ Dental problems	___ Infectious disease (e.g. hepatitis, TB, etc.)
___ Diabetes	___ Liver disease
___ Dog bites	___ Motor vehicle injuries
___ Falls	___ Respiratory/lung disease
___ Hearing loss	___ Other_____

4. During the past 12 months, has your child or a child in your care been injured and required medical attention? (Medical attention includes emergency room visit, attention that requires the child to see doctor or other health care provider or attention where the parent/caregiver is able to administer the medical care themselves)

   ___ Yes   ___ No   ___ Don't know   ___ Choose not to answer

5. If yes to question 4, where did the most recent injury occur?

___ At home
___ At child care
___ In a car, motor cycle, or other motor vehicle
___ At school
___ At a school-related event

___ At a sporting event or while playing a sport
___ Some other place (Please specify)
_____
___ Don't know
___ Choose not to answer

6. What was the cause of the injury? SELECT ONLY ONE

___ Fall from stairs
___ Fall from furniture
___ Fall from walking/running
___ Fall from bike, skates, skateboard, ATV
    or other wheeled equipment
___ Fall from pushing, shoving by or with another
___ Struck/strike by object (table/door/car/etc.)
    or person.

___ Cut/pierce by knife or other sharp object
___ Dog/animal bite
___ Suffocation/choking on object
___ Accidental poisoning
___ Burn (fire, hot liquid/object)
___ Other (please specify):_____

7. In the past year did you use any of the following services: Check all that apply

___Doctors Office   ___ Norwood Neighborhood Health Center ___Urgent Care
            (Baby's Milk Fund Clinic)
___Dental Office   ___Norwood Health Department   ___Emergency room
___ Take Care Clinic (Walgreens)   ___ Other _____

8. In the past year did you or any of your family members need medical services but could not get them? Please check all of the reasons that you could not get care.

___ No health insurance
___ No appointment available
___ No transportation
___ No dental insurance
___ No childcare
___ Provider did not speak my language
___ Inability to pay
___ Does not apply

What kind of service? Check all that apply.

___ Medical
___ Dental
___ OBGYN
___ Mental Health
___ Specialist _____
___ Other_____

Part 3: Community Environmental Concerns

1. Please check all of the items that you feel are community environmental concerns.

___ Air pollution	___ Pest control
___ Bed Bugs	___ Pet control
___ Communicable diseases	___ Rental Property
___ Exposure to tobacco smoke	___ Trash in neighborhoods
___ Living conditions	___ Trash in public places
___ Neglected property	___ Unsafe road conditions
___ Neighborhood safety	___ Unsafe water
	___ Other_____

2. What are the top three (3) things you feel Norwood needs to do to improve our community's environment?
   1. _____
   2. _____
   3. _____

3. In 2009 the Norwood Health Department provided Community Vaccination Clinics to dispense the H1N1 Vaccine to citizens of Norwood. Did you participate in one of the free clinics in Norwood?
   ___ Yes   ___ No   If yes, where did you get vaccinated?_____

4. If yes, how would you rate the service you received at the clinic?
   ___ Poor   ___ Not good   ___ Neutral   ___ Good   ___ Very good

   Please comment: _____

5. How did you feel the communication about the H1N1 Flu education, and information about the clinics was handled by the Norwood Health Department?

   ___ Did not look for information   ___ Couldn't find information   ___ Easy to get information
        ___ NCHD Staff were easy to work with during the H1N1 Campaign.

6. Were you aware of the H1N1 Vaccination Campaign **"Not Me Not My Family"**?

   ___ Yes   ___ No   If yes, what did you think of the campaign title?
                                        _____

Part 4: Community Demographics

1. Age: ___ 25 or less
   ___ 26-39
   ___ 40-49
   ___ 50-59
   ___ 60-69
   ___ 70-79
   ___ 80-89
   ___ Other _____

2. Male ____   Female ____

3. Ethnic group you most identify with:
   ___ African American
   ___ Asian/Pacific Islander
   ___ Hispanic/Latino
   ___ Native American
   ___ White/Caucasian
   ___ Other _____

4. Education:
   ___ Less than High School
   ___ High School Diploma/ GED
   ___ Community College (2 years)
   ___ Collage Degree (4 years)
   ___ Masters Degree
   ___ Other _____

5. Household Income
   ___ Less than $20,000.
   ___ $20,000 - $29,000
   ___ $30,000 - $39,000
   ___ $40,000 - $49,000
   ___ over $50,000

6. How do you pay for your health care?
   ___ Pay cash (no insurance)
   ___ Health insurance
   ___ Medicaid
   ___ Medicare
   ___ Veterans Administration
   ___ Other _____

7. What is your zip code: _____

8. Do you live or work in Norwood?
   ____ I am a resident of Norwood
   ____ I work in Norwood
   ____ I live and work in Norwood

9. Where/How did you participate in this survey?
   ___ Church
   ___ Community Meeting
   ___ Grocery Store/Shopping Mall
   ___ Mail
   ___ News paper
   ___ Personal Contact
   ___ Work
   ___ Other _____

Thank you for participating in the Norwood Community Health Assessment Survey. If you would be interested in participating further in the Community Focus Groups, please give us your contact information below (This information will not be included in survey results).

----------------------------------✂--✂-------------------------------

If you would be interested participating in a Community Focus Group please give us your:

Name: _____

Address: _____ Zip Code: _____

Phone: _____ E-mail Address: _____
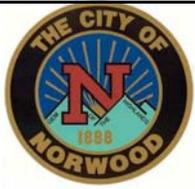
Evaluación de salud de la comunidad de Norwood 2011
Departamento de Salud de Norwood
2059 Sherman Ave.
Norwood, OH 45212
(513) 458-4600

Por favor tómese unos minutos para completar esta encuesta. El fin de la misma es obtener sus opiniones acerca de los problemas de salud de la comunidad y nuestra calidad de vida. El Departamento de Salud de Norwood planifica compilar esta información junto con nuestros socios de salud pública y utilizarla para el desarrollo de programas de salud para la comunidad. Cualquier información que brinde en esta encuesta es estrictamente CONFIDENCIAL. No le pedimos que incluya su nombre en la encuesta. Completar esta encuesta le tomará aproximadamente 5 a 10 minutos. **Gracias por su tiempo e interés por colaborar con nuestra comunidad.**

Parte 1: SALUD COMUNITARIA

1. ¿Cómo calificaría la salud general de nuestra comunidad?
__ Muy insalubre __ Insalubre __ Algo saludable __ Saludable __ Muy saludable

2. De la siguiente lista, ¿Cuáles **3 (tres) factores considera los más importantes para una "comunidad saludable"**?   (Los factores que más mejoren la calidad de vida en una comunidad.)

Marque sólo tres: Califique (1) más importante, (2) segundo en importancia y (3) tercero en importancia.

__ Que sea un buen lugar para criar niños	__ Excelentes relaciones raciales / étnicas
__ Pocos delitos / barrios seguros	__ Buenos empleos y economía saludable
__ Bajo nivel de abuso infantil	__ Vida familiar fuerte
__ Buenas escuelas	__ Comportamientos y estilos de vida sanos
__ Acceso a atención médica (ej.: médico familiar)	__ Baja tasa de mortandad y enfermedad adulta
__ Parques y espacios recreativos	__ Baja tasa de mortandad infantil
__ Medioambiente limpio	__ Valores religiosos o espirituales
__ Vivienda económica	__ Estar listos para emergencias
__ Eventos de artes y culturales	__ Otro_____

De los factores más importantes para una "comunidad saludable", explique por qué eligió:
1. _____
2. _____
3. _____

3. De la siguiente lista, ¿Cuáles son los **3 (tres) problemas de salud más importantes** de nuestra comunidad?   (Los problemas con mayor impacto sobre la salud general de la comunidad.)

Marque sólo tres: Califique (1) más importante, (2) segundo en importancia y (3) tercero en importancia.

__ Problemas de la edad (ej.: artritis, pérdida de visión/audición, etc.)	__ Enfermedades del corazón y apoplejías	__ Obesidad
	__ Presión arterial alta.	__ Violaciones/ ataques sexuales
__ Cáncer	__ VIH / SIDA	__ Enfermedades respiratorias / pulmonares
__ Abuso / negligencia infantil	__ Homicidio	__ Enfermedades de trasmisión sexual (ETS)
__ Problemas odontológicos	__ Muerte infantil	
__ Diabetes	__ Enfermedades infecciosas	__ Suicidio

__ Violencia doméstica	(ej.: hepatitis, TB, etc.)	__ Embarazo adolescente
__ Drogas y alcohol	__ Problemas de salud mental	__ Actividades terroristas
__ Caídas	__ Heridas por choques de vehículos	__ Otro _____
__ Heridas por armas de fuego		

De los "problemas de salud" importantes, explique por qué seleccionó estos tres.

1._____
2._____
3._____

4. De la siguiente lista, ¿cuáles son las **3 (tres) "conductas de riesgo" más importantes** en nuestra comunidad? (Las conductas con mayor impacto sobre la salud general de la comunidad.)

Marque sólo tres: Califique (1) más importante, (2) segundo en importancia y (3) tercero en importancia.

__ Abuso de alcohol	__ Falta de vacunas para prevenir enfermedades
__ Sobrepeso	__ Racismo
__ Abandono escolar	__ Tabaquismo
__ Abuso de drogas	__ No usar métodos anticonceptivos
__ Abuso / condiciones de vida inseguras para los ancianos	__ No usar cinturones de seguridad / asientos de seguridad para niños
__ Falta de ejercicio	__ Sexo no protegido
__ Falta de cuidados maternales	__ Armas de fuego sin seguro
__ Malos hábitos alimenticios	__ Otro_____

Explique por qué seleccionó estas como las "conductas de riesgo" importantes.

1._____
2._____
3._____

Parte 2: SALUD INDIVIDUAL

1. ¿Cómo calificaría su salud personal?

__ Muy insalubre __ Insalubre __ Algo saludable __ Saludable __ Muy saludable

2. ¿Cómo calificaría la salud de su familia?

__ Muy insalubre __ Insalubre __ Algo saludable __ Saludable __ Muy saludable

3. De la siguiente lista, ¿qué problemas de salud han tenido usted o un miembro de su familia en el último año? (marque todas las que se apliquen)

__ Artritis	__ Enfermedades del corazón / apoplejías
__ Alergias	__ Presión arterial alta.
__ Cáncer	__ VIH / SIDA
__ Abuso infantil	__ Muerte infantil
__ Problemas odontológicos	__ Enfermedades infecciosas (hepatitis, TB, etc.)
__ Diabetes	__ Enfermedades del hígado
__ Mordidas de perros	__ Heridas por choques de vehículos
__ Caídas	__ Enfermedades respiratorias / pulmonares
__ Heridas por armas de fuego	__ Enfermedades de trasmisión sexual
__ Pérdida de la audición	__ Otro_____

4. En los últimos 12 meses, ¿su hijo o algún niño bajo sus cuidados han sufrido una lesión que requiriera atención médica? (Se entiende por atención médica visitas a la sala de emergencia, atención que requiera que el niño vea al médico u otro proveedor de atención médica o atención en que el padre / persona responsable de los cuidados brindaran la atención ellos mismos)

___ Sí   ___ No   __ No lo sé   __ Elijo no responder

5. Si respondió sí a la pregunta 4, ¿dónde tuvo lugar la lesión más reciente?

__ En el hogar
__ En la guardería
__ En un automóvil, motocicleta u otro vehículo con motor
__ En la escuela
__ En un evento relacionado con la escuela

__ En un evento deportivo o practicando deportes
__ Otro lugar (especificar)

_____

__ No lo sé
__ Elijo no responder

6. ¿Cuál fue la causa de la lesión? ELIJA SÓLO UNA OPCIÓN

__ Caída de escaleras
__ Caída de un mueble
__ Caída por caminar / correr
__ Caída de bicicleta, monopatín, patines, patineta u otro equipo con ruedas
__ Caída de empujar o ser empujado con / por otro
__ Golpe de objeto (mesa, puerta, auto, etc.) o persona

__ Corte / perforación de cuchillo / otro objeto filoso
__ Mordida de perro / animal
__ Sofoco / ahogo con un objeto
__ Envenenamiento accidental
__ Quemadura (fuego, líquido u objeto caliente)
__ Otro (especificar): _____

7. En el último año, ¿ha utilizado alguno de estos servicios? Marque todas las opciones que correspondan.

__ Consultorio médico   __ Centro de salud barrial de Norwood   __ Atención de urgencia
(Clínica Baby's Milk Fund)

__ Consultorio odontológico __ Departamento de Salud de Norwood   __ Sala de emergencia

__ Take Care Clinic (Walgreens)   ___ Otro _____

8. En el último año, ¿usted o algún miembro de su familia ha necesitado atención médica pero no pudo obtenerla? Marque todas las razones por las que no pudo obtener esta atención.

__ No tener seguro médico
__ No había citas disponibles
__ Falta de transporte
__ No tener seguro odontológico
__ No tener guardería
__ El proveedor no hablaba mi idioma
__ No podía pagar
__ No se aplica

¿Qué tipo de servicio? Marque todas las opciones que correspondan.
__ Médico
__ Odontológico
__ Ginecológico
__ Salud mental
__ Especialista _____
__ Otro_____

Parte 3: Preocupaciones medioambientales de la comunidad

1. Por favor marque todos los puntos que considere preocupaciones medioambientales de la comunidad

   __ Contaminación del aire   __ Propiedades en alquiler
   __ Chinches   __ Desborde de sistema séptico
   __ Enfermedades contagiosas   __ Basura en los barrios
   __ Exposición al humo de tabaco   __ Basura en lugares públicos
   __ Condiciones de vida   __ Condiciones no seguras en las calles
   __ Propiedades descuidadas   __ Aguas no seguras
   __ Seguridad barrial   __ Manejo de la basura
   __ Basurales   __ Otro_____
   __ Control de pestes
   __ Control de mascotas

2. ¿Cuáles son las 3 (tres) principales cosas que usted siente que Norwood debe hacer para mejorar el medioambiente de nuestra comunidad?
   1. _____
   2. _____
   3. _____

3. En 2009 el Departamento de Salud de Norwood estableció Clínicas de vacunación comunitaria para dispensar la vacuna H1N1 a los ciudadanos de Norwood. ¿Participó en alguna de estas clínicas gratuitas en Norwood?
   ____ Sí ____ No   Si respondió sí, ¿dónde obtuvo su vacuna? _____

4. Si respondió sí, ¿cómo calificaría el servicio que recibió en la clínica?
   __ Malo   __ No bueno   __ Neutro   __ Bueno   __ Muy bueno

   Por favor, comente: _____

5. ¿Cómo le pareció que el Departamento de Salud de Norwood manejó la comunicación acerca de la educación sobre la gripe H1N1 y acerca de las clínicas?

   __ No busqué información   __ No pude encontrar información ___ Información fácil de obtener
         __ Fue fácil trabajar con el personal de NCHD durante la campaña de H1N1.

6. ¿Sabía usted acerca de la campaña de vacunación contra la gripe H1N1 **"Not Me Not My Family"** (Ni yo ni mi familia)?

   ____ Sí   ____ No   Si la conocía, ¿qué le pareció el título de la campaña?
                               _____

Parte 4: Datos demográficos de la comunidad

1. Edad: ___ 25 o menos
   ___ 26-39
   ___ 40-49
   ___ 50-59
   ___ 60-69
   ___ 70-79
   ___ 80-89
   ___ Otro _____

2. Hombre___   Mujer ___

3. Grupo étnico con el que más se identifica:
   ___ Afroamericano
   ___ Asiático / islas del pacífico
   ___ Hispano / latino
   ___ Nativo americano
   ___ Blanco / caucásico
   ___ Otro _____

4. Educación:
   ___ Menos que secundaria
   ___ Diploma de secundaria / GED
   ___ Instituto de formación profesional (2 años)
   ___ Título universitario (4 años)
   ___ Maestría
   ___ Otro _____

5. Ingresos del hogar
   ___ Menos de $20.000
   ___ $20.000 - $29.000
   ___ $30.000 - $39.000
   ___ $40.000 - $49.000
   ___ Más de $50.000

6. ¿Cómo paga por su atención médica?
   ___ Pago en efectivo (no tengo seguro)
   ___ Seguro médico
   ___ Medicaid
   ___ Medicare
   ___ Administración de veteranos de guerra
   ___ Otro _____

7. ¿Cuál es su código postal?: _____

8. ¿Vive o trabaja en Norwood?
   ___ Soy residente de Norwood
   ___ Trabajo en Norwood
   ___ Vivo y trabajo en Norwood

9. ¿Dónde / cómo participó en esta encuesta?
   ___ Iglesia
   ___ Reunión comunitaria
   ___ Tienda de comestibles / centro comercial
   ___ Correo
   ___ Periódico
   ___ Contacto personal
   ___ Trabajo
   ___ Otro _____

Gracias por participar en la Encuesta de evaluación de salud de la comunidad de Norwood. Si está interesado en participar más en los grupos de atención de la comunidad, por favor bríndenos su información de contacto a continuación (esta información no será incluida en los resultados de las encuestas).

---------------------------------✂--✂--------------------------------
Si le interesa participar en un grupo de atención de la comunidad por favor dénos su:

Nombre: _____

Dirección: _____ Código postal: _____

Teléfono: _____ Correo electrónico: _____

Norwood Community Health Assessment

Norwood City Health District (NCHD)

Focus Groups

- Norwood Community Center – Senior's Meeting

  Wednesday, November 16, 2011 9:30 a.m. to 12:00 noon

- Norwood High School - Culinary Council (High School Students) up to 20

  Friday, November 18, 2011 9:00 a.m. to 9:30 a.m. (We only have 30 minutes).

- Norwood Health Department - Parent/Community Focus Group

  Tuesday, November 22, 2011 8:00 a.m. to 9:30 a.m. (Adult Focus Group)

- Norwood Library - Parent/Community Focus Group

   Monday, November 28, 2011 6:30 p.m. to 7:45 p.m. (Adult Focus Group)

- Norwood Christian - Church Focus Group

   Wednesday, November 30, 2011 10:00 a.m. to 11:30 a.m. (Church Focus Group)

- Norwood Public Library – Parent/Community Focus Group

  Thursday, December 1, 2011 6:30 p.m. to 7:30 p.m. (Adult Focus Group)

- Norwood Recreation Center – Parent/ Community Focus Group

  Saturday, December 3, 2011 10:00 a.m. to 11:30 a.m. (Adult Focus Group)

- Norwood Health Department - Parent/Community Focus Group

  Thursday, December 8, 2011 1:00 p.m. to 2:30 p.m. (Adult Focus Group)

- Service League of Norwood - Hispanic Focus Group

   Thursday, December 8, 2011 6:00 p.m. to 7:30 p.m. (Hispanic focus group)

Norwood Community Health Assessment

Norwood City Health Department

Focus Group

Wednesday, November 30, 2011

1. Introductions

2. Taking a vote :

   - Please give us your opinion.
   - Place a dot next to each issue that you feel needs attention to improve the overall health of the community in Norwood.
   - If there is an issue not on the list, please put it on the blank sheet

3. Discussion:
   During the discussion we will talk about the top items in each category. We will ask the group four questions about each identified subject:

   - What does it look like? What would make you say it is an issue?
   - How does it impact you and your family?
   - What factors are causing the problem?
   - Do you have any ideas on what would it take to improve Norwood?

   Discussion of the top items under each category:
   - What would make Norwood a healthy community?
   - What are community health problems in Norwood?
   - What risky behaviors are you seeing in Norwood?
   - What personal health concerns are problems in Norwood?
   - What environmental issues affect the health of Norwood?
   - Senior Issues in Norwood
   - Child Safety

4. Next Steps

Area of Concern	Seniors	High School	NHD AM	NPL 28th	Churches	NPL 1st	NRC	NHD PM	Hispanic	Total	%	Total Dots
Number in attendance	47	19	1	4	3	4	30	3	8	**119**		
Healthy Community												
Low crime/ Safe Neighborhoods	42	13	1	3	6	0	25	0	1	**91**	27.6%	
Good Schools	19	9	0	7	2	0	25	0	5	**67**	20.30%	330
Good place to raise children	20	4	0	4	2	0	14	0	3	**47**	14.2%	
Healthy behaviors and life styles	21	7	0	3	3	4	12	0	3	**53**	16.1%	
Access to health care	35	10	0	2	2	0	16	3	4	**72**	21.8%	
Community Health Problems												
Drug and Alcohol Abuse	18	21	1	3	2	3	27	3	2	**80**	29.0%	
Obesity	12	15	1	2	2	1	9	0	2	**44**	15.9%	276
Cancer	16	9	0	0	2	0	10	0	1	**38**	13.8%	
Aging Problems	25	5	0	0	3	0	6	0	5	**44**	15.9%	
Child Abuse/Neglect	22	20	0	6	1	0	19	0	2	**70**	25.4%	
Risky Behaviors												
Drug Abuse	24	21	1	1	4	3	26	0	4	**84**	27.9%	
Alcohol Abuse	19	14	0	1	4	0	22	0	3	**63**	20.9%	301
Being overweight	13	18	1	1	2	1	9	0	1	**46**	15.3%	
Poor eating habits	17	9	0	2	2	1	11	0	3	**45**	15.0%	
Dropping out of school	15	16	0	4	2	0	23	3	0	**63**	20.9%	
Personal Health												
Allergies	19	1	0	0	3	0	11	0	1	**35**	16.4%	
Diabetes	15	8	1	3	2	1	13	3	1	**47**	22.0%	214
Arthritis	25	1	0	0	2	0	4	0	1	**33**	15.4%	
High blood pressure	21	4	0	0	2	2	10	0	1	**40**	18.7%	
Cancer	22	9	1	3	2	2	17	0	3	**59**	27.6%	
Environmental Concerns												
Bed Bugs	36	55	1	1	5	1	32	0	8	**139**	40.9%	
Neglected Property	26	3	0	3	7	0	15	0	1	**55**	16.2%	340
Neighborhood Safety	19	19	0	3	4	0	11	3	0	**59**	17.4%	
Rental Property	29	2	0	0	2	2	10	0	0	**45**	13.2%	
Air Pollution	12	8	0	0	7	0	8	0	3	**38**	11.2%	
Second Hand Smoke								0	4	**4**	1.2%	
Child Safety												
Child need medical attention?												
Yes	2	5		4	1	1	11	3	4	**31**	41.9%	
No	11	2	1		1	2	18	0	3	**38**	51.4%	74
Don't Know		4						1	0	**5**	6.8%	
Where did they get injured?												
At home		2		1	2	0	6		2	**13**	28.9%	

Area of Concern	Seniors	High School	NHD AM	NPL 28th	Churches	NPL 1st	NRC	NHD PM	Hispanic	Total	%	Total Dots
At child care		0		2	1	0	0		1	**4**	8.9%	45
At school		2		2	1	1	6	1	2	**15**	33.3%	
At school related event		1		1		0	2	1	1	**6**	13.3%	
Other						0	5		2	**7**	15.6%	
Senior Issues												
Adult mental abuse	10	10	0	0	2	0	10	0	0	**32**	8.8%	
Crime against the elderly	20	11	0	0	2	0	9	0	3	**45**	12.4%	364
Crossing Guards	19	15	0	2	4	0	16	0	1	**57**	15.7%	
Senior Income - Meals -vs- medication	36	10	0	1	6	3	9	2	3	**70**	19.2%	
Meals for Seniors	28	7	0	2	2	0	9	1	0	**49**	13.5%	
Keeping the Senior Center Open	49	21	1	1	5	0	19	0	4	**100**	27.5%	
Cleaning Streets	7		0				0		0	4	**11**	3.0%