

We Asked You: How Can We Provide Better Care?

Our goal at PHMC's Public Health Campus on Cedar (Cedar Campus) is to provide high-quality care that meets the need of our community. But how do we know if we are meeting that goal? We partnered with the Drexel Urban Health Collaborative at the Dornsife School of Public Health to hold workshops to hear from community members and people who provide care at Cedar Campus. Each of those groups worked together to create models showing what helps us provide high-quality care, and what makes accessing this care more difficult.

Community Members Said: **Trust**

Cedar Campus will provide better care if it becomes part of the the community, and not just located in the community.



What adds trust

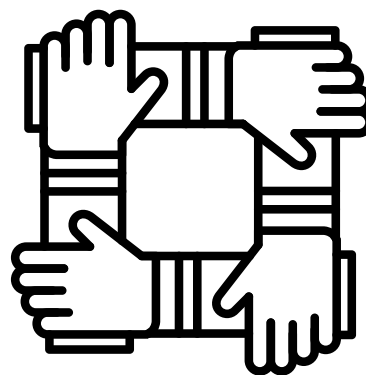
- Community engagement and outreach
- Provider availability and access to care
- Good relationships
- Transparency

What decreases trust

- Denying services
- Poor communication
- Not involving the community

Care Providers Said: **Coordinating Services**

Providers must work together to make sure that patients get the care they need, and that resources are not wasted.



What adds coordination

- Safety
- Reputation and trust
- Outpatient mental health for all

What decreases coordination

- Long patient wait times
- Low provider availability and retention
- High cost of care and low provider wages

What's Next?

We will use this feedback to track how well we are doing in each of the areas that community members and providers said were important to providing high quality, accessible care.

