

# Community Brochure for Open Door Community Health Centers

Andrea Jones  
Department of Social Work  
Cal Poly Humboldt  
Class of 2023

## Community Need Statement

After conducting a needs assessment with Open Door clinics, I wanted to find ways to integrate and advocate for other community resources while promoting quality health and education. I propose to develop a brochure to prevent barriers that requires patients to find their own voices, while navigating the health care system. I wanted to actively support other organizations and their services in my mock brochure, for health and educational purpose to Open Door’s 60,000 patients. Even though some of the organizations in the mock brochure do not often intertwine, I think it’s important to show unity and diversity through advocating and support each other's mission.

If approved, the brochure could potentially be utilize at each of Open Door’s primary clinics, used as outreach material for Member Services Department, and other organizations. The ODCHC brochure will help bring awareness and about community resources around individuals' health and mental health needs as well as have access to crisis support, and Open Door communication tool of MyChart. This will helps patients get their voices heard through request for medical documentation, prescription refills, or additional questions to their care team.

## Acknowledgements

Open Door Community Health Centers  
-ODCHC Member Services Department  
-Latino Health Coordinator  
-Racial Equity Alliance  
ODCHC Leadership Team

## Method

Needs Assessment: I attended 7 out of 10 Open Door Community Health Centers that offer primary health care.

Evaluation: Certain site carried their own brochure and/or an outdated one that did not accurately reflect the services offered, or none at all.

**Arcata-Northcountry Clinic /Humboldt Open Door Clinic**

**Eureka-** Community Health Clinic /TVSC Mobile

**Fortuna-**Community Health Centers

**Crescent City-**Del Norte Community Health Centers

**Willow Creek-**Community Health Centers

Proposal: Attended Executive and Board Member Retreat and collaborated with ODCHC VP of Operations for both North and South Division.

Development: Worked with OD Member Services Department to develop the brochure multilingual in English, Spanish, and Hmong. Designed a QR code for MyChart, to have faster access to communicate with provider, refill prescriptions, or pay a bill.

Sustainability: Provide access to cultural resources in the community, and include land acknowledgement and Indigenous Honor Tax.

## Deliverable/Results

After being invited to attend the 2023 Executive and Board Member Retreat by the Racial Equity Alliance, I took this opportunity to introduced myself to the Executive team, and further understand what's available services will Open Door Community Health Centers (ODCHC) offer to their patients, and the future infrastructure of the new clinic sites. This also was an opportunity to advocate on how patients can access sustainable communications between not only their primary care providers but their entire team that supports the Social determinants of Health. I focused on highlighting some of ODCHC support and specialty services, while promoting other organizations.

The outcome was that I wanted to developed a brochure for ODCHC, to symbolize one centralized location for community-based organization and for the purposes of awareness of health and cultural resources. Developing a brochure in different languages for ODCHC will help bridge the gap between providers and patients communication, education, and access. This is where I designed a QR code to help patients to have faster access to their primary provider, or needs. Through integration of health services, and other organizations I plan to provide sustainable cultural and crisis information to the community. By building a stronger relationship with individuals’ health center, we can provide quality care to our patients.

## References

DSM-5 Diagnostic and Statistical Manual of Mental Disorder: Garcia, Betty and Petrovich, Anne. (2015). Strengthening the DSM: Incorporating Resilience And Cultural Competence (2nd Edition). Springer Publishing Company, NY.  
Open Door Community Health Centers. (Published: July, 21, 2022). Retrieved from: <https://opendoorhealth.com/> [1]  
*Humboldt County coronary heart disease mortality data report, 2005-2018 - Version 10/22/2019.* (2019, October 22). Humboldt County. Retrieved March 28, 2023, from <https://humboldt.gov/DocumentCenter/View/82836/Humboldt-County-Coronary-Heart-Disease-Mortality-Data-Report-2005-2018-PDF>  
Healthy People 2030, U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. Retrieved [date graphic was accessed], from <https://health.gov/healthypeople/objectives-and-data/social-determinants-health>

## Theoretical Issues/Literature

Health disparities: According to the Department of Health and Human Services reported in 2019 statistics:

1. The stroke mortality rate in over 80% of Humboldt County zip codes (based on zip code of residence at death) exceeds the national and state mortality rates. This includes the most populous and some of the most rural, low population density zip codes in Humboldt County.
2. Over 50% of Humboldt County diabetes deaths from 2005-2018 occurred prior to age 75.
3. Heart disease mortality rate in over 40% of Humboldt County
4. Fentanyl-related drug poisoning deaths increased 363% in 2021 from 2020, accounting for 64% of all drug-poisoning deaths.
5. The 2014-2016 Humboldt County liver disease mortality rate was twice that of California and the US

Modalities Used:

-Strengths Based Perspectives

-Tribal and Indigenous Holistic approach

-Restore Relationships

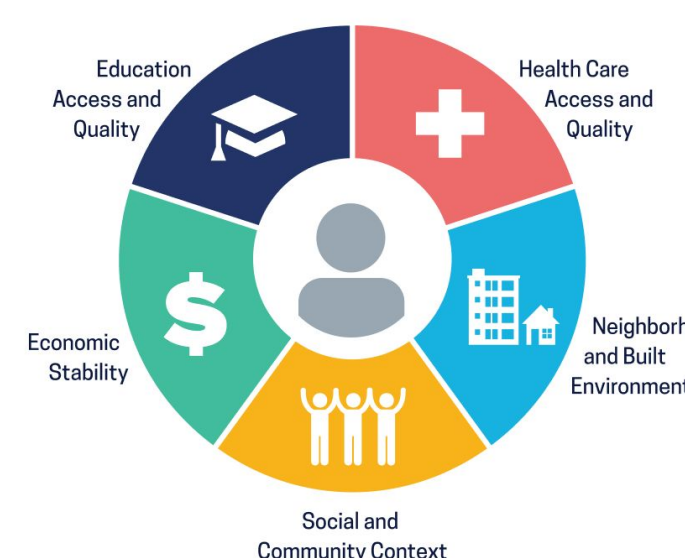
-Improve Families SDOH

-Value other community organizations

-Emphasis on Cultural Humility

“We are striving to make efforts to achieve one goal; of improving families Social Determinants of Health through strengths based practice and by practicing Indigenous holistic approaches in order to restore and value our relationships while emphasize on cultural humility.” - Drea Jones

### Social Determinants of Health



Social Determinants of Health  
Copyright 2019  
Healthy People 2030

## Credibility Statement

My commitment to bring awareness of health inequalities in diverse populations. When beginning a project before proceeding with the experiences, here is a brief description of our credibility to conduct this study, as I used my knowledge and skills/strengths but also aimed to be open to new ideas as they unfolded-concept of epoche.

I choose to use Indigenous methodologies holistic approaches centered around support, aid, empowerment, and other factors that may bring up people in my community. My diverse clinical and academic expertise enhances this research with a goal of refraining overgeneralizing my own experiences as much as possible to create a balance of field knowledge and practical application.