



SOUTH COUNTY HEALTH ESTABLISHES COMMUNITY ADVISORY COMMITTEE

With the rapidly changing landscape of healthcare, South County Health's Senior Leadership and Board of Trustees recognize, now more than ever, the importance of open communication and understanding the needs of our community.

To deepen that connection, South County Health has established a **Community Advisory Committee** — a dedicated forum to strengthen dialogue between our hospital and the people we serve.

"Building trust through genuine conversation is essential to delivering healthcare that truly meets our community's needs," said Aaron Robinson, CEO of South County Health.

Active Listening in Action

The Community Advisory Committee serves as a vital bridge between SCH and our neighbors. This group of 17 trained volunteer community ambassadors engages in authentic conversations — listening to feedback, addressing concerns, and sharing accurate information about our hospital's services and initiatives.

"What makes this work is that I'm not speaking for the hospital—I'm listening for the hospital," said Janet Yozura, a committee member and longtime South County resident. "When I hear concerns in my conversations, I know they'll reach leadership. And when the hospital makes decisions, I can explain the 'why' behind them to my neighbors."

Facilitated by SM Coaching Solutions, a local firm specializing in community engagement and organizational development, the

committee embodies what it means to listen, learn, and respond with empathy. This initiative enhances South County Health's broader communication strategy by creating direct, two-way pathways for community dialogue. Committee members bring real-time insights to hospital leadership, helping inform strategic decisions and operational improvements that shape our future.

When changes occur, ambassadors are briefed so they can answer questions and clarify the "why" for neighbors — strengthening trust through transparency.

Since its launch in June, members have conducted more than 116 conversations across South County — reaching an estimated 250+ residents through direct dialogue and word-of-mouth.

Ambassadors represent diverse perspectives — from retired healthcare professionals and business leaders to volunteers and grateful patients — all united by their commitment to supporting accessible, high-quality healthcare in our region.

Building for the Future

Inspired by the Community Advisory Committee's success, we're expanding opportunities for residents to shape the future of healthcare in South County. Whether you want to volunteer, serve on a committee, or support our mission through giving, there's a place for you to make a lasting impact on the hospital that serves our neighbors, families, and friends.

"Building trust takes time, consistency, and genuine commitment," Robinson added. "We're in this for the long haul, and we're grateful to every community member willing to give us the opportunity to earn their confidence."

To learn more about the Advisory Committee or how to get involved, please email foundation@southcountyhealth.org



EVENTS

THANKS FOR GOING THE EXTRA MILE FOR BREAST HEALTH!

Thank you to everyone who joined South County Health and The Mews Tavern for this year's Gear 'N' Beer 5K on November 23! Your energy, spirit, and generosity helped advance breast health care in our community — supporting early detection, advanced treatment, and compassionate support for patients and families.

If you weren't able to participate but would still like to help, **please consider making a donation to the Breast Health Center** project by scanning the QR code →



Thank you to the **Vivian J. Palmieri Charitable Trust** for beautifying our Wakefield campus with the gift of a memorial rose garden. Blooming on the south side of the Medical Office Building for patients and visitors to enjoy.

southcountyhealth.org/ways-to-give