



Albany Medical Center Hospital PPS

Cultural Competency/Health Literacy (CC/HL) Champion Meeting

August 11, 2016

Meeting Agenda

- Welcome & Introductions
 - Expectations for participation
- Discussions
 - Organizational Focus on CC/HL
 - Data and Metrics related to CC/HL
- Next steps
- Questions



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Welcome CC/HL Champions

- Your participation in CC/HL is critical for the success of DSRIP.
 - True system transformation will require cultural changes in our patients, providers, and organizations
- Your role as CC/HL Champion:
 - Collaboration is essential – Be willing to share any CC/HL-related best practices
 - Become a change agent for your organization
 - Bring information and initiatives back to your organization to disseminate and implement



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Expectations for Participation

- CC/HL Champion engagement is important to make system changes.
- Attendance for CC/HL Champion meetings will be mandatory starting DY2 Q3.
 - Entire group will meet on a quarterly basis to highlight organizations with best practices and share resources.
- CC/HL Champions will be responsible for ensuring that right individuals in their organizations receives CC/HL-related trainings.



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Expectations for Participation Continued

- Individual champion will work directly with the PMO to identify and work toward organization-specific goal (optional).
- Goal setting for each organization
 - Align with DSRIP goals and projects you participate in
 - Align with your organization's mission and future direction
 - Focus on patients: improving their health and experience
 - SMART goal: need to be measurable to demonstrate success
- Benefits of participating
 - Augment/complement your current effort with DSRIP projects and other CC/HL-related initiatives in your organization
 - Get connected to resources and support
 - Get your organization prepared for the VBP environment



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Discussion: Organizational Focus on CC/HL

- Policy Assessment Tool from University of Chicago
- What are current initiatives and efforts related to CC/HL in your organization?
- How does your organization engage community representatives in decision-making processes?
- Does your organization provide a cultural competency training? If so, what does it cover?



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Discussion: Data and Metrics related to CC/HL

- What type of data does your organization collect to gain information about CC/HL-related activities and/or issues?
- What are challenges/barriers to collecting consistent and comprehensive data?



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Next Steps

- Tentative date for the next meeting:
 - Thursday, November 10th at 11am-12pm
 - In Person and available via WebEx
- First CC/HL training: September 2016
 - Topic: Cultural Competency 101
 - Audience: TBD
 - More information will follow

Please email Mingie Kang kangm1@mail.amc.edu if you have any question or concern.



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Questions?



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