

Cultural Competency and Health Literacy Committee
May 29th, 2015

Center for Health Systems Transformation
At Albany Medical Center

Members in Attendance: Jennifer Bates, Todd Faubel, Shirley Belotte Abigail Gallucci , Diane Mickle Gotebiowski, Christine McIntyre, Shannon McWilliam, and Michael Burgess

TOPIC	DISCUSSION	ACTION
Welcome and Introductions	Members introduced themselves, and the importance of health literacy and cultural competency to the success of DSRIP was discussed.	<i>None</i>
Mission Statement	Committee members reviewed the CCHLC mission statement. Members discussed the need to specify which staff would be assessed, and suggested a few other minor changes. With changes, committee members approved the CCHLC mission statement	<i>Jenn Bates to make suggested changes</i>
Committee deliverables and deadlines	Committee members discussed the two milestones, as well as the deliverables due to meet these milestones each quarter. Committee members discussed how these sounded like a heavy lift, and questioned the likelihood of all participating providers completing a survey. Jenn Bates discussed how most deliverable for DY1Q2 required identification of health disparity hot spots, and assessing the current health literacy and cultural competency skills of our current providers. Jenn Bates stated she has already started to identify hot spots using CNA data, and that as a team we would be able to brainstorm on surveys, trainings and tools that may meet our needs. Jenn Bates also informed the committee that completion of the surveys would be a requirement for participating providers.	<i>Jenn Bates to make notes for next meeting on health disparity hot spots.</i> <i>CCHLC to identify survey, training vendors, etc. that may be useful for DY1Q2 deliverables</i>
Recruitment of members	Jenn Bates discussed the need to expand the CCHLC, and how it would be ideal to have members from all of our five county regions on board. Jenn Bates also discussed the requirement for consumer involvement. CCHLC members discussed ideas for recruiting peers, which included gift cards, help with transportation, etc. CCHLC members discussed how they would think about the populations they serve for possible peer nominations. CCHLC members discussed ideas for who we need at the table, and several members stated they would email contacts for people who they would like to nominate to Jennifer Bates	<i>CCHLC members to email Jenn with names of people who may be interested in serving on the committee.</i> <i>CCHLC members will consider options for recruiting and maintaining consumer participation</i>
Chairing the committee	Jenn Bates discussed the need for a committee chair or co-chairs. Jenn stated that this person would help run the meetings, and would be	<i>Nominations for chair to be emailed to Jenn Bates prior</i>

	responsible for providing the PAC executive committee with completed work/ideas. The Chair would also have a non-voting seat on the PAC.	<i>to the next meeting (TBD)</i>
Goals for next meeting	<p>Jenn Bates discussed how we would ideally vote on a chair/cochairs at the next meeting</p> <p>Jenn Bates will provide the CCHLC with health disparity hot spots using the CNA at the next meeting for further discussion</p> <p>CCHLC members to begin considering/emailing Jenn with nominations for people who may be beneficial to serve of the committee.</p> <p>CCHLC members to brainstorm and bring back ideas for health literacy vendors, trainings, surveys, etc. for discussion.</p>	<i>CCHLC members to send chair nominations to Jenn</i>
Questions and Comments	<p>CCHLC member discussed the importance of improving health literacy with all consumers, including the elderly population. It was stated that falls among the elderly result in serious health problems, and that this is a population we may want to target for improved health outcomes.</p> <p>Chrissy and Jenn discussed how we will need to look at the 11 DSRIP projects, and identify target populations based on project goals and populations. Health literacy and cultural competency tools creating will assist participating providers to better serve the specific population they are working with.</p> <p>CCHLC members also discussed how this appeared to focus on educating providers, and asked how this would get to the patient level.</p> <p>Chrissy and Jen discussed that in addition to providing education to and assessing consumers, patient navigators will be identified to assist with consumers who have low literacy or comprehension levels.</p> <p>CCHLC members asked who these navigators would be, and if they would use staff who are currently volunteering as navigators at certain agencies.</p> <p>Jenn and Chrissy discussed how we do have funding based on each projects, and that the navigators could be voluntary or employed. Jenn and Chrissy discussed how we would have more information on this as we begin completing our project implementation plans. However, a discussion was made around the importance of utilizing the resources we already have rather than starting from scratch.</p>	<i>Further questions can be directed to Jenn Bates via phone or email</i>
Next Meeting	<p>CCHLC members agreed to monthly meetings moving forward.</p> <p>CCHLC members can contact Jenn at any time for questions, comments or concerns.</p>	<i>Jenn to email out possible dates for June meeting, and will try to keep this date consistent each month</i>

Respectfully submitted by,
Erin Newhouse
Center for Health Systems
Transformation at AMC
Meeting recorded on digital recorder