

Cultural Competency and Health Literacy Committee Meeting Minutes

The Center for Health Systems Transformation Albany Medical Center

July 23, 2015

Members in Attendance: Lauren Ayers, Jennifer Bates, Shirley Belotte, Michael Burgess, George Clifford, Sam Cowles, Benna Eldridge, Todd Faubel, Elizabeth Glassanos, Diane Mickle Gotebiowski, Mickey Jimenez, Mingie Kang, Tandra LaGrone, Mary McQuade, Michelle Sohl, and Phyllis Wang

TOPIC	DISCUSSION	ACTION
Call to order	This meeting was called to order at 10:04am.	<i>Informational</i>
Introductions	All members introduced themselves, including their titles and organizational affiliations. Jen informed the committee that going forward Tandra will be running the meetings. Jen reminded the committee that the meeting is being recorded for minute's purposes.	<i>Informational</i> <i>Informational</i> <i>Informational</i>
Review and approval of June meeting minutes	June minutes reviewed and approved.	<i>Closed/ Minutes finalized</i>
Updates	Jen verified that all committee members are receiving her emails regarding meeting reminders and updates. These emails may also come from Tandra in the future so, it is important that she has a correct, updated distribution list. Jen reviewed the CCHLC Deliverables handout that had a few changes based on feedback from our independent assessor. <i>The identify CC Champions in each organization</i> deliverable was moved from DY1Q2 to DY1Q3. <i>The approve of developed customized curricula for staff training around CC, in person and web-based, with pre and posttest evaluations</i> deliverable was moved to DY1Q4. <i>The approve of developed protocols for small group on-site trainings for providers who require further skill development</i> moved to DY2Q1. These changes allow us to have more time to work on them. Jen stated that we will be submitting our project implementation plan and organizational implantation plan by the end of July. Jen reported that her and Tandra met and discussed that going forward the meetings will last for 1 hour, and will take place from 10am-11am on the fourth Thursday of the month. Jen, Mingie and Shirley met on 7/22/15 and looked at many resources on cultural competency and health literacy. Tandra thanked Shirley for her efforts on discovering those resources and the way she broke them down by zip code.	<i>Informational</i> <i>Informational</i> <i>Informational</i> <i>Informational</i> <i>Members will look over the resources and see what they can use for future deliverables</i>

	<p>Jen reported we have a PAC meeting scheduled for Monday, July 27th at 1:30pm.</p> <p>Benna shared that she has a resource that displays where the most uninsured individuals live within the state.</p>	<p><i>Jen will give Sarah committee members emails to add to the PAC meeting distribution list.</i></p> <p><i>Benna will email Tandra and Jen the resource to review</i></p>
<p>Review and discussion of health disparity hot spots/finalize</p>	<p>Jen and Sam Cowles used the feedback from the committee members on the draft document as well as the uninsured population resources to make changes.</p> <p>Jen provided the committee with an updated document regarding disparity hot spots.</p> <p>Sam Cowles explained where the hot spots listed on the document provided originated from. Sam stated they used CAN and other resources to identify factors leading to health disparities. Albany and Greene County were identified as the target hot spots. From there, they broke it down by zip code, using data on population size, race, graduation rates, income levels, vacant homes, and single family households. Sam also used feedback from the June meeting to look into other counties, as well as other indicators such as percentage of uninsured people, and added additional hot spots to the list.</p> <p>Jen recapped that this is just a hot spot list and that the committee will still be providing trainings and education to everyone in all five counties.</p>	<p><i>Jen will email the criteria and percentages used to identify these hot spots to committee members by the end of CoB 7/24/15 Draft will be finalized via email after review</i></p>
<p>Review and discussion of CC/HL provider assessment</p>	<p>Jen stated that this assessment is still a draft but, based on committee member's feedback, changes have been made. A final draft will likely be produced next month.</p> <p>Committee members expressed they felt last week's PAM training was helpful and the information provided is useful to this committee.</p> <p>The discussion took place around how to incorporate both consumer and provider involvement. The committee talked about the possibility of creating a volunteer based focus group of consumers as well as a focus group of providers as a helpful way to get feedback. George clarified this is a provider focused committee. The committee will focus on improving cultural competency and health literacy skills among providers so that they will be better able to provide cultural relevant and appropriate care, which will overtime allow for better patient health outcomes. George defined a provider as a licensed individual such as an RN, DO, NP, LCSW, MD.</p>	<p><i>Members will email Tandra and Jen after review of assessment for additional changes</i></p> <p><i>Jen and Tandra will reach out to contacts regarding interest in being a part of a focus group</i></p>
<p>September deliverables</p>	<p>Jen reviewed the CCHLC Deliverables handout provided and discussed the deliverables that are due in September. She reported a few of the deliverables have already been completed, and others are making good progress.</p>	<p><i>PMO will reach out to providers to</i></p>

		<i>get a champion on board</i>
August meeting	The August meeting will be held on the 4 th Thursday of the month from 10:00am to 10:30am and it will be a conference call for those available.	<i>Jen will send out a final draft of the hot spots, survey and July minutes by mid-August as well as conference call info</i>
Goals for next meeting	Committee members to provide feedback on documents provided via email to Jen and Tandra. Jen and Tandra to continue working on hot spot list and CCHL survey.	<i>Closed</i>
Questions	No questions.	<i>Closed</i>

Jen and Tandra thanked the members for their participation and the meeting was adjourned at 10:58am.

Respectfully submitted by,
Michelle Sohl
ASA VI
Center for Health Systems
Transformation at AMC
Recorded by digital recorder