

AMCH PPS DSRIP CULTURAL COMPETENCY AND HEALTH LITERACY COMMITTEE MEETING MINUTES

MEETING INFORMATION

MEETING TITLE:	AMCH PPS DSRIP Cultural Competency and Health Literacy Committee
DATE:	August 27, 2015; 10:00-10:30am
LOCATION:	Albany Medical Center DSRIP PMO *Conference Call

ATTENDEES

	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Lauren Ayers <input checked="" type="checkbox"/> Shirley Belotte <input checked="" type="checkbox"/> George Clifford <input checked="" type="checkbox"/> Benna Eldridge <input checked="" type="checkbox"/> Diane Mickle Gotebiowski <input checked="" type="checkbox"/> Marcus Harazin <input checked="" type="checkbox"/> Mingie Kang <input checked="" type="checkbox"/> Mary Jo Laposta <input checked="" type="checkbox"/> Wilma Alvarado-Little <input checked="" type="checkbox"/> Mary McQuade <input checked="" type="checkbox"/> Shannon McWilliam
--	--

AGENDA OVERVIEW

<u>Topic</u>
<ul style="list-style-type: none"> ✓ Committee Membership/Introductions ✓ Review and approval of July meeting minutes ✓ PMO Updates ✓ Review draft of CCHL baseline survey ✓ September deliverables <ul style="list-style-type: none"> List of strategies ✓ Meeting Schedule ✓ Goals for September meeting ✓ Discussion

MAIN POINTS / DECISIONS

<p><u>Main Discussion Points from Attendees:</u></p> <ul style="list-style-type: none"> ✓ Meeting commenced at: 10:05 a.m. ✓ The meeting opened with introductions. ✓ Ms. Kang announced that the meeting was being recorded to maintain official records for the PPS as required by the NYS DOH. ✓ Motion: Made by Ms. Ayers, that the July 23, 2015 meeting minutes be approved. Mr. Harazin seconded the motion. Motion approved with one abstention. <p><u>PMO Updates</u></p> <ul style="list-style-type: none"> ✓ PMO submitted the implementation plan/quarterly report on August 6, 2015. As stated previously, a few changes have been made to deadlines of CCHL deliverables. ✓ PAC meeting webinar was held on August 24, 2015. ✓ PMO website is being developed and committee members will be receiving an email requesting permission to add their contact information to the website.
--

Review final draft of CCHL baseline survey

✓ Ms. Kang explained the outline that the survey is being compiled for the committee and project related questions with a comparison to the National Clas Standards. Overlaps and scales using 1 to 4 have been removed for standardization purposes.

Ms. Belotte stated her comments as follows:

- need to include additional languages of Arabic and Burmese
- need clarification of organization use of different methods for patient feedbacks, distinction of patient or staff for grievance resolution processes and difficulty of measuring staff knowledge of cultural competency
- correction of grammatical errors and easy translation of information
- add question about training opportunities in cultural competency (how often and type of classes to be offered)
- need to have organizations share their written cultural competency guidelines for training purposes

Ms. Belotte will scan her questions in detail to Ms. Kang for review.

Ms. Laposta stated the need for clarification of citation for using questions from multiple sources, the importance of validity and reliability of baseline questions for post measurement and the need for objectivity of the survey questions. Ms. Laposta and Ms. Alvarado-Little agreed the need for validity in the answers received and how the answers will be utilized for the expected outcomes are essential. Ms. Alvarado-Little additionally added the need to add “describe” to the survey questions for accurate responses.

Ms. Laposta suggested including questions related to existing policies, such as the Executive order, EO26 for New York State and ADA, to see if organizations follow these policies. She also recommended rewording a few questions for clearer interpretation.

Mr. Harazin agreed with the previous statements and also raised the question of the need to ask what they would like to know, not necessarily what they already know in an effort to build a better system.

Dr. Clifford stated this is a draft and many changes will continue to be made to finalize the survey for accuracy in assessment of health literacy, requirements for patient complaint resolution when cultural competency issues arise, and appropriate staff demographics to match the patient demographics and the need for more factual questions and no “opinion” questions. All are in agreement in the importance of serving all patients, especially at-risk Medicaid population, with quality services.

Additional Item(s)

- ✓ September 30, 2015 deliverables have been met.
- ✓ Ms. Kang stated the committee has started to assess the DY1, Q3 deliverables; health literacy assessment tools for providers to conduct for patient use, patient educational materials in multiple languages and metrics that will be used to assess the providers’ CCHL levels.

Further comments regarding survey questions may be directed to Ms. Kang.

Next meeting will be September 24, 2015, TBD.

- ✓ Meeting adjourned: 10:37 a.m.

Respectfully submitted by,
Mary McQuade
Program Coordinator
Center for Health Systems Transformation at AMC
Meeting recorded on digital recorder