

**Partnership for a Healthy Durham  
Access to Care Committee  
Durham County Human Services Building, 414 E. Main Street, Durham**

**September 8, 2016  
MINUTES**

**Facilitator: Lloyd Schmeidler**

**Present:** Lloyd Schmeidler, Molly Laing, B. Angeloe Burch Sr., Kimberly Alexander-Bratcher, Kimberly Monroe, Gary Greenberg, Charita McCollers, Susie Surlles, Sidra Nasir, Marissa Mortiboy, Bill Smith, Elizabeth Howell, Angel Romero, Norma Marti, Muna Mujahid,  
*Guests:* Wilma Liverpool, Jonathan Kotch, Norma Marti, Elaine Hart-Brothers

<b>Project/Topic/Goal</b>	<b>Major Discussion Points</b>	<b>Recommendations</b>	<b>Action Steps</b>
<b>Welcome &amp; Introductions</b> <i>Lloyd Schmeidler &amp; All</i>			
<b>Review &amp; Approve August Meeting Minutes/Notes</b> <i>Lloyd Schmeidler</i>	The minutes were revised to include the Department of Housing and Urban Development (HUD) definition of homelessness which is more restrictive than the definition used by local organizations.		Marissa will send the revised August minutes to Lloyd and Angeloe.
<b>Health Literacy Discussion</b> <i>Wilma Liverpool, Dr. Jonathan Kotch, Norma Marti, &amp; Dr. Elaine Hart Brothers</i>	<p>Health literacy is a strategy on the Access to Care action plan.</p> <p>Wilma Liverpool shared personal experiences of dealing with the health care system, communicating with providers and understanding medical language used. She also discussed the role of racism in health care.</p> <p>The Community Health Coalition is addressing health literacy. The committee action plan states the Community Health Coalition would address this topic at their May 2016 community dinner. The May dinner focused on nutrition rather than health literacy.</p> <p>There is a disconnect in how health information is communicated by providers and received by patients. Health literacy goes beyond understanding the words of the provider, but whether a patient can act on that information. "Ask Me Three" is a tool for patients to communication with providers. Find out the diagnosis, what to do about it and</p>	<p>Look for a grant to address health literacy in Durham.</p> <p>Get the Health Ministry Coordinator with the health department more involved with the Partnership.</p> <p>The committee needs to work on policy change to get health literacy tools into the health care system.</p> <p>Include Anne Drennan's health</p>	<p>Provide feedback on the Health Check/Health Choice brochure.</p>

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	<p>bring an advocate to the appointment. Patients should have specific questions for the provider and ensure they understand everything before they leave the appointment.</p> <p>Suggestions to improve health literacy include providers using pictures, simple language, videos and demonstrations to communicate complex health information. Physicians also need to be trained on health literacy and communicating with patients of different backgrounds. Patients also need to be educated in more patient-centered settings and through community health workers and promotoras. Norma passed around a child health insurance brochure she created to inform the public on resources available. The brochure is not available in other languages which is an issue.</p> <p>The health literacy workgroup has worked with an intern who assessed tools pharmacists were using to communicate medication information and gathered baseline data. He also addressed other barriers in receiving health care. The data was shared with Dr. Cheryl Brewer at Duke Health. The committee needs another goal champion within Duke Health to push health literacy in the system.</p> <p>A paid grant is needed to review existing health literacy resources, develop a tool and test it with targeted audiences. The work likely can't be accomplished without a supporting grant.</p> <p>Existing materials that can be used to address health literacy include a presentation used by Duke cardiology that explains health conditions in very plain terms in large fonts. The health ministry group through the Durham County Department of Public Health gives out health information that is very easy to understand. There needs to be better coordination between efforts in Durham. These health</p>	<p>literacy information with the minutes.</p>	
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	literacy tools need to be incorporated into the health care system.		
<b>Announcements</b> <i>Committee Members</i>	<p>The Duke Men’s Health Initiative is taking place on Saturday, September 17 and Lincoln Community Health Center and Sunday, September 18 at Duke. Free screenings are included</p> <p>Grace Lutheran Church in Walltown is having a health fair on Sunday, September 18 with free health screenings.</p> <p>The Partnership is beginning the process for the 2017 Community Health Assessment.</p> <p>The Community Health Coalition website is <a href="http://www.chealthc.org">www.chealthc.org</a>. They send out monthly health tips.</p> <p>Alliance Behavioral Healthcare is hosting a supportive housing fair on Monday, September 12 in the Human Services building f to educate people on housing resources available. There are eight slots available.</p> <p>On November 10, the State is hosting a conference to discuss statewide community health worker standards at the Koury Center.</p>		
<b>Meeting Adjournment</b>	Meeting adjourned at 9:40 am.		
<p><b>Next Meeting: October 13, 2016, 8:15 AM</b> <b>Durham County Human Services Bldg., 414 E. Main Street, Durham</b></p>			