

**Partnership for a Healthy Durham  
Access to Care Committee  
March 10, 2022  
Minutes**

**Access to Care:** This committee’s activities include advocating for changes that will affect health care coverage for residents across all ages and developing community and agency-based strategies to make measurable improvements in access to care for the uninsured and underinsured residents of Durham.

**Facilitated by:** Kearston Ingraham & Kimberly Alexander

<b>Present:</b> Kearston Ingraham, Bria Miller, Kimberly Alexander, Mark Melton, Angel Romero, Keyanna Terry, Savannah Carrico, Kim Shaw, Elizabeth Brill, James Davis, Philip Gibson, Randy Rogers, Sally Wilson, Gina Upchurch, Georgina Dukes		
Topic	Major Discussion	Recommendations and Action Steps
<b>Welcome and Introductions</b>		
<p><b>Addressing the digital divide: improving health and digital literacy to improve health equity</b></p> <p><i>Dr. Mark A. Melton, Interim Provost and Vice President of Academic Affairs at Saint Augustine’s University (SAU) And Durham County Department of Public Health, Men’s Health Council Leader</i></p>	<p>People have expressed that they need help navigating and accessing healthcare using digital platforms. Personal navigators can be helpful to people. It is important to be mindful of the language we are using to explain accessing healthcare virtually and being mindful of the age of users. Using clear, common language is the best approach.</p> <p>The first point to focus on is accessibility. This includes having the devices and connection necessary to connect with providers. The next is around literacy with all things medical and all things digital. It is important that people understand how to use the software, where to access their medical information, how to see and schedule appointments, and to understand the medical information being shared with them. There are varying levels of access and literacy so services should vary to fit the needs of those being served.</p> <p>One way to measure the digital literacy divide may be polling physicians to see how many appointments have been missed. Another is to gather feedback from those using the digital platforms.</p>	<p>Include in education, mindfulness of digital literacy for those who are students going into the healthcare fields.</p> <p>perhaps some 'basic rules of engagement' might help</p>

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<p><b>Provide Feedback for CMS Medicaid &amp;CHIP Survey</b> <i>All</i></p>	<p>The committee reviewed the survey and provided the following feedback:</p> <ul style="list-style-type: none"> <li>• Due to the pandemic, recipients of Medicaid and CHIP were not required to provide proof to receive services, nor were they required to complete re-certification. It would be helpful to hear how local Departments of Social Services plan to respond to the masses of applications for services coming.</li> <li>• Equip DSS with the support needed to get the work done, including the equipment, employees, hours or accessibility needed</li> <li>• Share with other community stakeholders how the plan will be rolled out and what they can do to support its success?</li> <li>• Communicate what resources others in the community can provide.</li> <li>• Develop educational tools that can be used throughout communities to communicate messaging.</li> </ul>	
	<p>The City of Durham is launching an Equitable Infrastructure program that puts \$1.6 million per year towards historically left out communities. These funds will go towards physical and soft infrastructure like parks sidewalks, programs, etc. They will launch an engagement initiative later.</p> <p>Triangle Nonprofit Leadership turned 50 years old last month.</p>	

**\*Next Meeting:** April 14<sup>th</sup> at 8:30 am