ACCESS TO CARE

Partnership for a Healthy Durham

Overall Goal

Uninsured and underinsured people in Durham County have access to quality healthcare coverage and have an established primary care home equipped to address health-related social needs

Increase healthcare and health insurance access

Work on connecting those who are uninsured with a medical home and to resources, particularly those who are ineligible due to barriers with immigration status or cultural barriers

Collaborate with the Mental Health committee to disseminate mental health resources

Improve/support navigation of healthcare access

Advocate for more organizations to employ Social Security Income (SSI) and Social Security Disability Income (SSDI) Outreach, Access, and Recovery (SOAR) workers.

Share healthcare/health insurance information in health adjacent (non-clinical) settings

Identify root causes of provider/capacity shortages.

Recruit existing mobile units for outreach events

Expand navigation & benefits enrollment workforce to improve understanding about healthcare options and resources
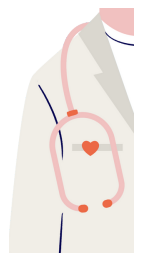
Increase the availability and capacity of community clinics to accommodate demand by supporting and spreading awareness about local options that provide access to care for uninsured/underinsured people

Advocate for a community health worker (CHW) workforce that has benefits and fair wages

Advocate for and help to identify funding for permanent CHW positions

Connect allies who can provide guidance and allyship to CHWs

Use North Carolina's definition of CHWs. Advocate for shared language in hiring for positions and guidance on how to market positions

Advocate for the healthcare workforce to reflect Durham demographically and linguistically. Share data about these demographics with organizations that employ CHWs

Support and expand Durham County CHW efforts that support the CHW workforce. Partner with the Community Health Worker Roundtable to connect CHWs, allies, and other stakeholders to support the workforce.
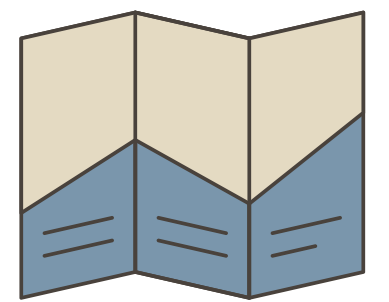
Advocate for paid sick leave for all CHWs

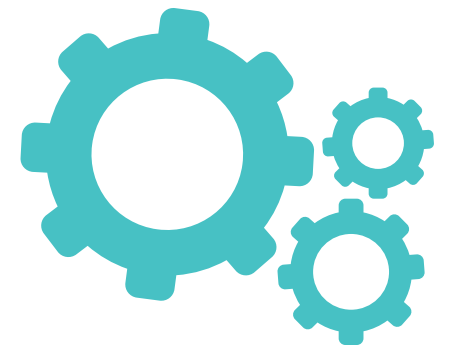Simplify written communications and improved integration of CHW in care teams.

Improve healthcare and health insurance literacy

Update and distribute the medical options brochure in plain English & plain Spanish + additional top 2 languages spoken in Durham

Develop system approach to expand language access

Improve language access by ensuring that materials and communications are available in plain language and in languages other than English to increase the number of insured residents

Identify funding sources for bilingual staff to help navigate the health system in Hispanic and Latina/o/x communities

Collaborate with PANFA on Walk with a Doc program to get providers who speak languages other than English involved with community outside of the clinic setting