

Partnership for a Healthy Durham
Access to Care Committee
August 8, 2024
Agenda

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: Bria Miller & Krista Kicsak

Present: Bria Miller, Angel Romero, Krista Kicsak, Howard Eisenson, Elizabeth Brill, Edeia Lynch, Kenton Spencer, Natascha Cross Rubio, Savannah Carrico, Sebastian, Sally Wilson, Shelisa Howard Marinez, Sierra Elrahal, John Mitchell, Kina Edwards, Gina Upchurch		
Topic	Major Discussion	Recommendations and Action Steps
Welcome - Introductions & Icebreaker	Introductions in the chat. Name, organization & email address if this is your first time along with the response for the icebreaker.	
2024-2027 Community Health Improvement (CHIP) Discussion – Bria Miller & Krista Kicsak	<p>Participants reviewed a document with the current objectives and strategies developed in the in-person CHIPs sessions. These were drafted based on the work done in regular committee, reviewing CHA data, listening session data, and other sources of information available. In the conversation this morning, they edited the objectives to solidify three. Then, broke into three groups to solidify the strategies to achieve those objectives.</p> <p>Final Results Statement: 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.</p> <p>Objective 1: Increase healthcare access and insurance literacy.</p>	<p>Angel and Edeia will send out the link to the working document to the Access to Care Committee. Committee members will review the additional strategies listed and decide which ones to keep and which objectives they will support by Wednesday, August 14 at 12pm.</p>

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	<p>Objective 2: Support a community health worker workforce that addresses health related social needs that has benefits and wages.</p> <p>Objective 3: Language access ensuring that materials and communications are available in plain language and in languages other than English to increase the number of insured residents.</p> <p>Objective 1: Increase healthcare access and insurance literacy.</p> <p>Strategies for objective 1:</p> <ul style="list-style-type: none">• Collaborate with mental health committee to disseminate mental health resources<ul style="list-style-type: none">○ Finalize and distribute the Access to Care brochure together with the mental health access brochure.○ Add a QR code to the mental health resource brochure and the URL• Recruit existing mobile units for outreach events<ul style="list-style-type: none">○ Identify which mobile units are available. Invite them to # of health fairs. Set a goal for impact.○ Connect the organizers of the health fairs to the mobile units.• Increase community-based, trusted, and supported navigators to increase health access and insurance literacy• Improve/support navigation of healthcare access<ul style="list-style-type: none">○ Create a short video	
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	<ul style="list-style-type: none">○ Or screenshots that help with navigation• Work on closing gaps with those who are uninsured, particularly those who are ineligible due to barriers with immigration status.<ul style="list-style-type: none">○ Collaborate with refugee center, LATIN-19, El Centro Hispano• Share healthcare/health insurance information in health adjacent (non-clinical) settings<ul style="list-style-type: none">○ People/places that people trust. Barbershops, soccer leagues, places of worship, schools, justice involved pops, places of work○ People who qualify for Medicaid but don't realize that they qualify.○ Do some kind of production- commercial, bus wrap, something creative <p>Objective 2: Support a community health worker workforce that addresses health related social needs that has benefits and wages.</p> <p>Strategies for Objective 2:</p> <ul style="list-style-type: none">• Funding for permanent positions, guidance on how to market positions, and connect allies to community health workers to support funding opportunities (guidance around allyship)• Advocating for the healthcare workforce to reflect Durham demographically and linguistically• Increase support and awareness about local options that provide access to care for uninsured/underinsured people like Lincoln, Project Access, Samaritan, charity care through local partnership, Durham Network of Care, and listservs	
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	<ul style="list-style-type: none">• Supporting and expanding Durham County CHW efforts that support the CHW workforce by partnering with the Community Health Worker Roundtable to connect CHWs, allies, and systems to support workforce• Advocate for paid sick leave for all workers• Increase the availability and capacity of community clinics to accommodate demand• Support SSI/SSDI Outreach, Access, and Recovery (SOAR) workers to improve access to social security disability benefits for individuals with physical, mental, or complex health conditions• Monitor annually how Duke Health is using the CHA to create community benefits and what progress is made <p>Objective 3: Language access ensuring that materials and communications are available in plain language and in languages other than English to increase the number of insured residents.</p> <p>Strategies for objective 3:</p> <ul style="list-style-type: none">• Update and distribute the medical options brochure in plain English & plain Spanish + additional top 2 languages spoken in Durham.• Develop medical options brochure distribution and engagement plan• Develop system approach to expand language access<ul style="list-style-type: none">○ Advocate for a community-wide resource that allows for more language access (interpretation, translation) <p>Strategies that are not clarified:</p>	
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	<p>Other strategies:</p> <ul style="list-style-type: none">• Support permanent bilingual staff to help navigate the health system in the Hispanic & LatinX communities• Simplifying written communications and improved integration of CHW in care teams• Establish a continuous feedback loop where people who are giving feedback are clear in what is happening with it and are invested in the follow up• Expand navigation & benefits enrollment workforce to increase understanding about Medicaid, ACA plans, Medicare (Senior PharmAssist/shiip), Lincoln CHC, Samaritan, PADC...• Monitor ANNUALLY how Durham County is using/investing the Community Health Trust Fund (from lease of formerly county hospital to Duke - DRH)• Increase knowledge of resources available to people in the community• Understand the funding that is available and how it is being used (State, HASP, local \$, etc.)• Share information about the services health professionals can provide.• Expand health care options for undocumented Durham neighbors. Collaborate with refugee center, LATIN-19, El Centro Hispano, City office with refugees?• 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• Improve the trust that residents have in the health system	
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Announcements	<p>Aging Well Durham is having a community meeting on September 25 at Duke Memorial. Conversation on the Durham Comprehensive Aging Plan. Lunch will be served. Climate resiliency will be the topic in the afternoon. Shelisa has flyers in English and Spanish. Simultaneous interpretation will be available in English and Spanish.</p> <p>The design of the Access to Care brochure is now complete. We are looking at several sources of funding to print it. Duke Office of Community Health will print some. If you know of other funding sources, please let Angel know.</p>	
Meeting Adjourn		

***Next Meeting: September 12, 2024: 8:30-9:30am**