OneCity Health Stakeholder & Patient Engagement Committee

Meeting Summary
August 18th, 2016
199 Water Street, 31st Floor, New York NY
4:30 – 6:00pm

In Attendance:
- Christina Jenkins (OneCity Health Services)
- Marjorie Momplaisir-Ellis (OneCity Health Services)
- Carmina Bernardo (PPNYC, Committee Co-Chair)
- Claire Patterson (NYC Health + Hospitals Elmhurst)
- Karen Benker (SUNY Downstate)
- Miriam Vincent (SUNY Downstate)
- Joan Altomonte (People Care, Inc.)
- Matilde Roman (NYC Health + Hospitals)
- Moira Dolan (DC 37)
- OneCity Health Services (Committee Support)
  - Inez Sieben
  - Cindi Lewis
  - Alison Leung
  - Margot Hughes-Lopez
- CulturaLink (Committee Support)
  - Donna Yurdin
  - Matthew Wynia (conference call)
  - Heidi Mallon (conference call)

Seated Members Not In Attendance:
- Marie Elivert (NYC Health + Hospitals Queens, Committee Co-Chair)
- Claudia Calhoon (New York Immigration Coalition)
- Carin Tinney (NYC DFTA)
- Noilyn Abesamis-Mendoza (Coalition for Asian American Children & Families)
- Susan Lehrer (NYC Health + Hospitals)
- Patrick O’Quinn (ACMH, Inc./CBC IPA)
- Max Hadler (New York Immigration Coalition)
- Ana Taras (William Ryan FQHC)
- Anthony Feliciano (Commission on the Public’s Health System)
- Yvette Villanueva (NYC Health + Hospitals)

<table>
<thead>
<tr>
<th>Item</th>
<th>Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Review of July 21st, 2016 meeting minutes</td>
</tr>
<tr>
<td>Item</td>
<td>Minutes</td>
</tr>
<tr>
<td>------</td>
<td>---------</td>
</tr>
</tbody>
</table>
| 2. CEO Updates | Updates provided by Christina Jenkins.  
  - OneCity Health continues to work with NYC Health + Hospitals to ensure alignment between H+H transformation work with DSRIP goals and commitments.  
  - As part of the midpoint assessment, the New York State Department of Health is conducting a 360 survey to selected network partners of each PPS and on-site visits.  
  - OneCity Health held an All-Governance retreat on July 28th, 2016 and in response to committee member feedback will continue to create opportunities for all committee members to interact.  
  - The PPS is continuing to provide support to partners through a variety of methods:  
    - Partner Reporting Manual published on August 1st  
    - Partner webinar held August 9th  
    - Launch of the OneCity Health Support Desk and Partner Portal |
| 3. Project 11 Update | Updates provided by Marjorie Momplaisir-Ellis  
  - Community partners will continue to administer the PAM in-person. Within NYC Health + Hospitals, connections to insurance and primary care will be the primary focus and CipherHealth will administer the PAM in multiple languages through voice calls.  
  - While Cipher has multiple language capability, the vendor is dependent upon the availability of language data provided by NYC H+H and is thus currently limited to provision of survey in Spanish and English. At present, the operational workflow does not include patient notification that s/he may receive a survey call from CipherHealth.  
  - OneCity Health is working to develop the infrastructure to track and document the connections and health education provided by partners.  
  - The mapping of social service and healthcare providers within the PPS, including communication and distribution plans, is in progress. |
| 4. Cultural Competency/Health Literacy (CC/HL) Assessment | Presentation by Donna Yurdin, Matthew Wynia and Heidi Mallon  
  - CulturalLink has been awarded the vendor contract to conduct the assessment and analysis of CC/HL partner data.  
  - The assessment will occur with seventy five (75) OneCity Health partner sites.  
  - The Communication Climate Assessment Tool (C-CAT) is a validated tool which allows an organization to obtain a set of clear, valid measures across 9 domains. It is endorsed by NQF to provide data that can influence health disparities. |
<table>
<thead>
<tr>
<th>Item</th>
<th>Minutes</th>
</tr>
</thead>
</table>
| 5. Opportunities for CBO Engagement and Procurements for Expertise | - Updates provided by Marjorie Momplaisir-Ellis  
  - OneCity Health provided a letter of support and commitment to provide fifty thousand dollars ($50,000) as requested by New York City Communities Together for Health Equity (CTHE) for the development of its response for the DOH Planning Grant RFA.                                                                                                                                                                                                                                     |
| 6. Next Steps                                                        | - Updates provided by Carmina Bernardo  
  - The Stakeholder and Patient Engagement Committee will provide feedback on the modifications to the C-CAT survey.  
  - In collaboration with the Care Models Committee, the Stakeholder and Patient Engagement Committee will identify key training needs related to care coordination and communication tools as a part of care management program planning.  
  - Next Stakeholder and Patient Engagement Committee Meeting will be held September 15th, 2016 4:30-6:00 p.m.                                                                                                                                                                                                                           |