

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)

<i>Item</i>	<i>Minutes</i>
1. Review of July 21 st , 2016 meeting minutes	<ul style="list-style-type: none"> • Attendees offered no modifications to the July 21st, 2016 meeting minutes; official approval will be requested at the next meeting under quorum.

<i>Item</i>	<i>Minutes</i>
2. CEO Updates	<ul style="list-style-type: none"> • Updates provided by Christina Jenkins. <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> • Updates provided by Marjorie Momplaisir-Ellis <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • Presentation by Donna Yurdin, Matthew Wynia and Heidi Mallon <ul style="list-style-type: none"> ○ 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.

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	<ul style="list-style-type: none"> ○ Because the C-CAT is typically not provided outside of the hospital setting, partner experts will be sought to review and modify the C-CAT wording under guidance of CulturalLink to ensure questions are appropriate for intended range of provider and service delivery partners. ○ A Project Participation Opportunity will be released to identify community partners within the priority zip codes who are willing to participate in the assessment process.
<p>5. Opportunities for CBO Engagement and Procurements for Expertise</p>	<ul style="list-style-type: none"> ● Updates provided by Marjorie Momplaisir-Ellis <ul style="list-style-type: none"> ○ 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.
<p>6. Next Steps</p>	<ul style="list-style-type: none"> ● Updates provided by Carmina Bernardo <ul style="list-style-type: none"> ○ 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.