# OneCity Health Stakeholder & Patient Engagement Committee

## Meeting Summary

**September 15, 2016**  
199 Water Street, 31st Floor, New York NY  
4:30 – 6:00pm

### In Attendance:
- Marjorie Momplaisir-Ellis (OneCity Health Services)
- Carmina Bernardo (PPNYC, Committee Co-Chair)
- Claire Patterson (NYC Health + Hospitals Elmhurst)
- Karen Benker (SUNY Downstate)
- Joan Altomonte (People Care, Inc.)
- Matilde Roman (NYC Health + Hospitals)
- Moira Dolan (DC 37)
- Patrick O’Quinn (ACMH, Inc./CBC IPA)
- Yvette Villanueva (NYC Health + Hospitals)
- Max Hadler (New York Immigration Coalition)
- OneCity Health Services (Committee Support)  
  - Margot Hughes-Lopez  
  - Nina Rostanski  
  - Okechukwu Ogbutor

### Seated Members Not In Attendance:
- Christina Jenkins (OneCity Health Services)
- Marie Elivert (NYC Health + Hospitals Queens)
- Miriam Vincent (SUNY Downstate)
- Claudia Calhoon (New York Immigration Coalition)
- Carin Tinney (NYC DFTA)
- Noilyn Abesamis-Mendoza (Coalition for Asian American Children & Families)
- Susan Lehrer (NYC Health + Hospitals)
- Ana Taras (William Ryan FQHC)
- Anthony Feliciano (Commission on the Public’s Health System)

## Item | Minutes
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1. Review of July 21st, 2016 and August 18th, 2016 meeting minutes |  
  - No approval sought for the July 21st, 2016 or August 18th, 2016 meeting minutes; official approval will be requested at the next meeting under quorum.

2. CEO Updates |  
  - CEO Updates were provided by Marjorie Momplaisir-Ellis in Christina Jenkins’ absence.  
    - DSRIP Mid-Point Assessment
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|      | ▪ As part of the Mid-Point Assessment, the New York State Department of Health is conducting a 360 survey of select partners of each PPS, as well as on-site visits.  
▪ PPSs were given the opportunity to add providers to their network. OneCity Health added eight Medicaid billing organizations to the PPS.  
  o NYC Health + Hospitals Transformation work is ongoing to ensure availability of safety net system for all New Yorkers.  
  o OneCity Health has been selected to present at the Greater New York Hospital Association’s upcoming Community Connections series on Hospital/CBO Collaboration. |

3. Project 11 Update  
  • Updates provided by Marjorie Momplaisir-Ellis  
    o The process of re-administering the PAM survey will begin in October as several partners are approaching the 12-month interval from when PAM administration began.  
    o CipherHealth made 25,647 calls over a two-week period, with approximately 16 percent of people completing the PAM survey. Over 40 percent of those completed the survey in Spanish.  
    o Project team is developing what follow up steps may occur after the CipherHealth call has been completed.  
      ▪ Exploring the possibility of creating an alert system for a Health + Hospitals staff person to follow up about insurance after the respondent has given permission to be contacted again. |

4. Cultural Competency/Health Literacy (CC/HL) Assessment  
  • Updates provided by Marjorie Momplaisir-Ellis  
    o A Project Participation Opportunity (PPO) was released to identify partners who are interested in participating in the CC/HL organizational site self-assessment process.  
    o Another PPO is being released for community partners interested in facilitating focus groups as part of the assessment process.  
    o The Communication Climate Assessment Tool (C-CAT) is a validated tool which allows an organization to obtain a set of clear, valid measures across nine domains.  
    o Because the C-CAT is typically not provided outside of the hospital setting, modification will be necessary for use with OneCity Health partners.  
    • During the meeting, feedback was sought from Committee members on recommended changes to the C-CAT Patient Survey to ensure questions are appropriate for intended range of provider and service delivery partners.  
      o Overall issues highlighted by Committee members:
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|      | - Length of survey; many questions can be pared down  
|      | - Survey lacks questions about financial assistance  
|      | - Questions on the survey are too generic and do not adequately capture what we need to know about a person’s experience  
|      | - Overlap between the C-CAT and surveys sent to patients of NYC Health + Hospitals by Press Ganey  
|      | - No place on the survey for narrative feedback  
|      |   - Specific feedback and recommended edits:  
|      |     - Condense section on language interpretation services  
|      |     - Add additional appropriate choices for question on patient gender  
|      | • Review and feedback on the C-CAT Staff Survey will be sought from Committee members via email. |

5. Development of Community Engagement Plan  
   • Updates provided by Marjorie Momplaisir-Ellis  
     - Key components of the DSRIP required Community Engagement Plan due March 31, 2017:  
       - Identification of stakeholders; methods of community engagement (i.e. in-person); frequency of engagement; role of community stakeholders.  
     - OneCity Health may seek to create a small workgroup to work on the plan before sharing with the larger governance Committee. |

6. Next Steps  
   • Updates provided by Carmina Bernardo  
     - 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 October 20th, 2016, 4:30-6:00 p.m. |