

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)

<i>Item</i>	<i>Minutes</i>
1. Review of July 21 st , 2016 and August 18 th , 2016 meeting minutes	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • CEO Updates were provided by Marjorie Momplaisir-Ellis in Christina Jenkins’ absence. <ul style="list-style-type: none"> ○ DSRIP Mid-Point Assessment

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	<ul style="list-style-type: none"> ▪ 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. ○ NYC Health + Hospitals Transformation work is ongoing to ensure availability of safety net system for all New Yorkers. ○ OneCity Health has been selected to present at the Greater New York Hospital Association’s upcoming Community Connections series on Hospital/CBO Collaboration.
<p>3. Project 11 Update</p>	<ul style="list-style-type: none"> • Updates provided by Marjorie Momplaisir-Ellis <ul style="list-style-type: none"> ○ 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. ○ 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. ○ Project team is developing what follow up steps may occur after the CipherHealth call has been completed. <ul style="list-style-type: none"> ▪ 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.
<p>4. Cultural Competency/ Health Literacy (CC/HL) Assessment</p>	<ul style="list-style-type: none"> • Updates provided by Marjorie Momplaisir-Ellis <ul style="list-style-type: none"> ○ A Project Participation Opportunity (PPO) was released to identify partners who are interested in participating in the CC/HL organizational site self-assessment process. ○ Another PPO is being released for community partners interested in facilitating focus groups as part of the assessment process. ○ 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. ○ 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. <ul style="list-style-type: none"> ○ Overall issues highlighted by Committee members:

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	<ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ▪ 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.
<p>5. Development of Community Engagement Plan</p>	<ul style="list-style-type: none"> ● Updates provided by Marjorie Momplaisir-Ellis <ul style="list-style-type: none"> ○ Key components of the DSRIP required Community Engagement Plan due March 31, 2017: <ul style="list-style-type: none"> ▪ 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.
<p>6. Next Steps</p>	<ul style="list-style-type: none"> ● Updates provided by Carmina Bernardo <ul style="list-style-type: none"> ○ 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.