Legislative Commission on the Interdisciplinary Primary Care Workforce

September 23, 2021 2:00-4:00pm – Location: Brown Building Auditorium, 129 Pleasant Street, Concord, NH 03301

Connection Information:
https://nh-dhhs.zoom.us/j/92387497044?pwd=Ung0TFEr2xVOCTBZDB3aG5DSmVpUT09
Meeting ID: 923 8749 7044
Passcode: 736319

Dial *6 to mute or unmute if you connect by phone

Agenda

2:00 - 2:15  Attendance & Introductions

2:15 – 2:35  Infectious Disease Provider Availability – Cynthia Bell, MS RN, Acting Manager, NH Ryan White CARE & TB Financial Assistance Program and Elizabeth L. Biron, Oversight & Monitoring Coordinator, NH CARE Program & NH TB Financial Assistance Program

2:35 – 2:45  State Loan Repayment Program Annual Report – Alisa Druzba, Rural Health & Primary Care Office

2:45 – 3:00  Legislative Agenda & Updates – Group discussion

3:00 - 3:55  Culturally Effective Organizations – Trinidad Tellez, MD, Principal, Health Equity Strategies, LLC and Paula Smith, MBA, EdD, Director, Southern NH AHEC

4:00  Adjourn

Next meeting: Thursday October 28, 2:00-4:00pm
NH Ryan White Care & TB Financial Assistance Program
Infectious Disease Provider Access
September 23, 2021

Cynthia Bell, MS RN
Acting Manager, ADAP Coordinator/Data Analyst
Elizabeth Biron, BS
Oversight & Monitoring Coordinator
Ryan White CARE Act

- Ryan White HIV/AIDS legislation 30 years
- Ryan White HIV/AIDS largest federal program designed to deliver services for people living with HIV (PLWH)
  - (3rd largest overall)
- Prescribed funding delivered to states and target regions

**Goals**
- Reduce infections
- Increase access and extend lives
- Improve health
- Reduce disparities
Ryan White HIV/AIDS Program

FY 2020 Part B Funding Priorities

1. AIDS Drug Assistance Program (ADAP)
2. Core Medical & Support (Including Health Insurance)
NH CARE Program

- Enrollment, Eligibility & Access to Services – ADAP, TBFA, RW Part A & Part B
- Tuberculotic Financial Assistance Program (TBFA)

**RW Core Medical Services**
- AIDS Drug Assistance Program (ADAP)
- Insurance Premium, Copayment, & Deductibles
- Medical Case Management
- Outpatient/Ambulatory Health Services
- Mental Health
- Substance use Disorder Outpatient Care
- Home and Community-Based Health Services
- Home Health Care

**RW Support Services**
- Medical Transportation
- Housing Services
- Linguistic Services/Medical Interpretation
- Home-delivered Meals/Food Vouchers
Map of NH Clients & Service Locations

Ryan White CARE Enrolled
Clients by County and Contracted
Providers by Service Type - CY 2020

Clients by County:
- ≤10
- 11 - 20
- 21 - 30
- 31 - 70
- >300

*One client did not specify county. The total number of clients is 138.

- Dentists
- Mental Health Providers
- Outpatient/Ambulatory Medical Providers
- Substance Use Disorder Providers
- HIV/AIDS Service Organizations
- NH-RWCP MCM
- Dentists That Provide Oral Surgery
Infectious Disease Provider Access: Current Barriers

- Infectious Disease (ID) Providers & Office Support Staff
  - Seacoast County’s (Rockingham, Strafford, Carroll)
  - Clinical Workforce
    - Reduced ID Provider, RN’s, MA’s and Support Staff (SS) Availability
      - Retirement(s), Capacity for Referrals, Limited Office Hours
  - Pharmacy refills (decreased office hours and office staff to process refills)
  - Patient Medical Information (PMI) -required for Ryan White enrollment
  - Insurance provider networks – out of state vs instate providers

- Current Resources
  - Telemedicine Visits
  - Other regions taking new patients: Merrimack & Nashua, Lebanon, Concord
Health Care Workforce Initiative Opportunities

- Rural Residency Program
- State Loan Repayment Program (SLRP)
- NP Fellowship Program
- Behavioral Health Workforce Integrated Delivery Network (IDN)
- Oral Health Workforce Initiative & Partnership
Thank you!

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NH CARE Program & NH TB Financial Assistance Program Oversight & Monitoring Coordinator
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DEI Resources for Your Organization &
an Introduction to
the Culturally Effective Organizations Framework

The Roadmap to High Quality Services for All

Paula Smith, MBA, EdD
Director of Southern New Hampshire Area Health Education Center (AHEC)

Trinidad Tellez, MD
Family Physician, Equity Consultant, Educator, and former Director of the NH Office of Health Equity
Context

* Increasing awareness of importance of DEI
* Governor’s COVID-19 Equity Response Team *Initial Report and Recommendations*, July 2020
* Forward Fund – Community Placement Project, CPP
* NH Center for Non-Profits Survey
* Southern NH AHEC Center for Cultural Effectiveness
* Equity Leaders Fellowship Board Exposure Experience and Board Consultation

The Roadmap to High Quality Services for All

**Culturally Effective Organizations Framework Learning Forum**

**October 26, 2021, 1-4 pm**, remote on Zoom

DEI....?

Many Terms – Continuously Evolving

- Equity
- Diversity & Inclusion (D&I)
- Diversity, Equity & Inclusion (DEI)
- Equity, Diversity & Inclusion (EDI)
- Diversity, Equity, Inclusion & Belonging (DEIB)
- Inclusion, Diversity, Equity, Anti-Racism (IDEA)
- Diversity, Equity, Inclusion & Justice (DEIJ)
- Justice, Equity, Diversity & Inclusion (JEDI)
- Race Equity, Diversity & Inclusion (REDI)
- Anti-Racism
- And more!

Equality = SAME

Equity = NEED

What does it take for organizations to serve all people well?

With the highest quality care, programs and services?
Levels of Influence

Individual Level

Many Intersectional Dimensions of Identity/Culture

AGE, RACE, RELIGION, LANGUAGE, Ability, Military

Education, Gender Identity, Beliefs, Country of Origin

Geography, Profession, Thoughts, Ethnicity, Sexual Orientation
Working on Improving One’s Own (Individual) Cultural Competence is a Lifelong Journey
Every human interaction is a cross-cultural interaction!

Cultural Competence

The knowledge, skills, attitudes and beliefs that enable people to work well with, respond effectively to, and be supportive of other people.

The beliefs, behaviors, knowledge, skills, and systems through which individuals demonstrate empathy and understanding of and respect for the values, historical context, expectations, language and experiences of another person.

Cultural Sensitivity

Cultural Humility

Cultural Proficiency

Cultural Responsiveness

There can be Many Culturally Competent Individuals within an Organization
Organizational cultural competence is much more than mere COLLECTIVE individual staff cultural competence!

Cultural competence is necessary at all levels!

Individual staff cultural competence

Organizational cultural competence

=> cultural effectiveness
Framework for a Culturally Effective Organization

Organizational Cultural Competence
Standards & Best Practices
A Crosswalk: What do they all have in common?

Organizational Cultural Effectiveness...

- Improvement for diverse patients
- Utilization patterns
- Patient and family satisfaction
- Treatment adherence
- Levels of patient trust
Learn About and work to Implement the 7 Elements in the Framework!

Leadership & Policies and Procedures

CLAS Standards 1, 2, 3, & 4 and 2, 9, 14, & 15

https://heller.brandeis.edu/iasp/pdfs/CulturallyEffective.pdf
**Leadership**

- The organization’s commitment to cultural effectiveness is an explicit part of the mission statement.
- The organization's cultural effectiveness goals are an explicit part of the strategic plan.
- Results of formal organizational performance assessments toward reaching cultural effectiveness goals are gathered and are reported to the board of directors on an ongoing basis.

**Policies & Procedures**

- All staff are provided with culturally effective organization framework-oriented feedback in their individual performance reviews.
- Organization policy states: 1) a specified frequency of regular and ongoing diversity training for staff and leaders; 2) what is included in the staff diversity training; and 3) how the training is evaluated.
- The grievance resolution process is easily accessible, identifies the individual responsible for handling grievances, and clearly details the maximum length of time for grievances to be addressed.

What do these elements look like in organizations?

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<th>Data Collection &amp; Analysis</th>
<th>Policies &amp; Procedures</th>
<th>Leadership</th>
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<tr>
<td>- ?</td>
<td>- Processes for recruitment of diverse candidates</td>
<td>- Inclusion in strategic planning process</td>
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- Inclusion in strategic planning process
- Role modeling from top leaders - “walking the talk”
- Representation of diverse identities on the board

Staff Cultural Competence

- Representation of diverse identities on the board

Language & Communication Access

- ?

Community Engagement

- ?

Workforce Diversity & Inclusion

- Representation of diverse identities on the board

- Representation of diverse identities on the board
Culturally Effective Organizations Framework
Organizational Assessment Tool

NH Equity Collective - Culturally Effective Organizations Work Group
http://equitynh.org/culturally-effective-organizations/
or contact equitynh@gmail.com
CEOrgs Work Group

www.equitynh.org

http://equitynh.org/culturally-effective-organizations/

Facilitated by Dr. Trinidad Tellez & Maria Doyle

equitynh@gmail.com

Culturally Effective Organizations Framework

Online Digital Toolkit

Amoskeag Health
&
Southern NH AHEC

and the
Culturally Effective Organizations Work Group

www.equitynh.org

Contact equitynh@gmail.com

https://www.amoskeaghealth.org/center-of-excellence-for-culturally-effective-care
Are you looking to improve your board’s diversity?
Are you willing to inspire new board leaders?
APPLY by October 22nd!

• ACLU of NH
• Alliance for Healthy Aging
• American Lung Association of the Northeast
• Amoskeag Health
• BIRING IT!!!
• CASA – NH
• Community Loan Fund
• Concord Coalition to End Homelessness
• Conservation Law Fund
• Endowment for Health
• Foundation for Healthy Communities
• Granite State Organizing Project
• Granite YMCA – Allard Center Advisory Committee
• Granite YMCA – Downtown Manchester Advisory Board
• Lamprey Health Care
• Manchester Community Action Coalition
• Mental Health Center of Greater Manchester
• Manchester Community College
• Manchester Community Health Center
• Nashua Adult Learning Center
• Neighborworks Southern New Hampshire
• New American Africans

https://www.snhahec.org/elf-board-exposure.html

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