Building Trust Between Communities of Color and Health Care Organizations: Lessons from New York State

November 9, 2022
12:00 – 1:00 PM ET

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Today’s Agenda

• Welcome and Opening Remarks
• Lessons for Engaging Community Members to Advance Health Equity
• Panel Discussion
• Q&A
Meet Today’s Presenters

Anna Spencer
Senior Program Officer
Center for Health Care Strategies

Abena Ohene-Ntow
Program Officer
Center for Health Care Strategies

Ali Foti
Program Officer
New York Health Foundation

Desiree Collins-Bradley
Patient Engagement Network Lead
ATW Health Solutions

Sarah Nadeau, LCSW,
Assistant Vice President of
Mental Health Services
The New York Foundling

Akeem N. Marsh, MD, DFAACAP
Medical Director
Home of Integrated Behavioral Health,
The New York Foundling

Ebony Colkey
Pediatric Primary Practice Manager
John Oishei Children’s Hospital of Buffalo
Center for Health Care Strategies

Dedicated to strengthening the U.S. health care system to ensure better, more equitable outcomes, particularly for people served by Medicaid.

Together with our partners, our work advances:

- **Effective models for prevention and care delivery** that harness the field’s best thinking and practices to meet critical needs.

- **Efficient solutions for policies and programs** that extend the finite resources available to improve the delivery of vital services and ensure that payment is tied to value.

- **Equitable outcomes for people** that improve the overall wellbeing of populations facing the greatest needs and health disparities.
Project Goals

• Work with participating health care organizations to...

→ More meaningfully partner with patients and communities of color through existing or new patient engagement mechanisms

→ Develop an action plan to use patient engagement strategies more effectively within internal health equity improvement efforts

→ Integrate patient engagement strategies into existing organizational structures
Engaging Patients of Color to Advance Health Equity
Learning Collaborative Teams: Project Partners

- Sickle Cell Thalassemia Patients Network
- BronxCare Health System
- The Center
- Hudson Valley Care
- John R. Oishei Children’s Hospital
- MVHS
- St. John’s Episcopal Hospital Episcopal Health Services Inc.
- NYU Dentistry
- Jericho Road Community Health Center
- The New York Foundling
- Strong Families and Communities Training Center
- Ny Health Foundation
- ATW Health Solutions
- Center for Health Care Strategies
Considerations for Health Care Organizations

- Build trust with patient partners over time
- Tailor outreach strategies to resonate with patient populations
- Use trauma-informed approaches to strengthen relationships with patient partners
- Engage patients in data use
- Expect challenges and persevere
Lessons for Engaging Community Members to Advance Health Equity
John Oishei Children’s Hospital

• Broadway and Niagara Street Pediatrics
  → Serving 8,900 patients
  → 92% patients of color

• General and preventive health care for babies, children and teens

• Acute illness care

• Adolescent services, including contraception

• Asthma clinic
Project Overview

• Project Overview
  → Reduce clinic no-show rates
  → Better understand barriers to accessing care

• Project Activities
  → Reimagined appointment reminders
    • i.e., Day before for morning appointments, morning of for afternoon appointments
  → Meaningful outreach
    • Assessing social needs
  → Education on sick versus well visits
Next Steps

• Creating Pediatric Outpatient Community Forum
  → Optimize the delivery of health care by facilitating communication and collaboration between parents and families and the pediatric community

• Educating patients of the community of health literacy

• Suggestions to make the clinic better
  → We Care (SDoH screener) to identify parents interest in the Community Forum

• Implement an electronic communication process for better connectivity with our community partners
  → Create a referral management process for closed loop referrals
  → Build care management application HealtheCare
The New York Foundling

- The New York Foundling (1869) by the Sisters of Charity, is one of NYC's oldest and largest child welfare agencies.

- The clinic located in East Harlem primarily serves NYC’s most marginalized

- COSP, CPT, CPP, I&A, TF-CBT, and psychiatric evaluations + monitoring

- Access to plethora of community based preventive programs
Project Overview

• Isolated from the community
  → Increase engagement with communities being served

• Series of community events

• Assess experiences and outcomes
Outcomes

2022 AWARD FOR ADVANCING MINORITY MENTAL HEALTH

Presented to

The New York Foundling

For significant contributions in raising awareness and quality of care for mental health in underserved minority communities.

Saul M. Levin, M.D., M.P.A., FRCP-E, FRCPsych
Chair, APA Foundation Board of Directors

Rayle Andrews Jr., Esq.
Executive Director, APA Foundation
Next Steps

• Further increase community engagement through more partnerships
  → Other mental health/social service agencies
  → Non-profits
  → Local politicians/constituents
Panel Discussion

Moderator:
Abena Ohene-Ntow, Center for Health Care Strategies

Panelists:
Ebony Colkey, John Oishei Children’s Hospital of Buffalo
Akeem N. Marsh & Sarah Nadeau, The New York Foundling
Desiree Collins-Bradley, ATW Health Solutions
Questions?
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Thank you!

Anna Spencer
aspencer@chcs.org

Abena Ohene-Ntow
aohene-ntow@chcs.org