

**LHIC Access to Care Workgroup Meeting**  
**9.18.14 - 9:30a.m.**  
**Minutes**

The following work group members were present: Patricia Omaña, Healthy Howard; Brian England, British American Auto Care; Rosimar Melendez, Horizon Foundation; Ruby Parker, Healthy Howard; Katie Meara, Chase Brexton Health Services; Jason Brown, Walgreens; Eviealle Dawkins, African American Community Roundtable; Marsha Dawson, Howard County Office of Children's Services; Al Nall, Howard County Health Department; Linda Zumbrum, Howard County Department of Social Services; Paula Blackwell, FIRN/MOTA; Elizabeth Menachery, Howard County Health Department; Melissa Clark, Evergreen Health Care; Eric Aldrich, Howard County General Hospital.

Also present: Wendy Wolff, Maryland Nonprofits, and Caryssa Thomas, Healthy Howard.

- 1. African American Community Roundtable Project Access (Eviealle Dawkins):**
  - Grant given by Horizon Foundation.
  - Hosting events to educate community on preventative care, how to use insurance, how to find doctors, and childhood obesity awareness.
  - Plan to bring resources together, and create community partnerships.
- 2. Potential short-term project-Social Media Campaign (Al Nall):**
  - Create innovative aggressive social media campaigns, on Twitter and Facebook.
  - Workgroup will need longer discussion about social media campaign.
  - People were concerned that this media campaign might not reach the target group. Not everyone uses twitter.
  - Will discuss further pros and cons for social media campaign at a later meeting.
- 3. Workgroup Co-Chair Discussion:**
  - Workgroup has elected Katie Meara Director of Operations @ Chase Brexton as co-chair for the access to care workgroup.
- 4. Cultural Competency Training:**
  - Valuable to have cultural competency training.
  - Will be beneficial to open to full LHIC as possible special LHIC event.
- 5. Discuss Howard County Language Data & Patient Care Continuum:**
  - What can we expect during the next two years while creating 2015-2017 plans?
  - Language is defined as:
    - Limited proficiency
    - English as a second language
    - Reading comprehension levels
  - How do we break down language barriers for patients' access to care? Where does patient begin?
    - I feel sick so I go to the hospital or I don't go because I'm afraid
    - I ask a trusted person what to do

- Who can I trust in the system?
- What can I read or not read?
- How do I negotiate work and/or school to go to the doctor?
- What doctors will be able to communicate with me?
- How can I get there?
- What are the hours of service delivery? How do I convey to my employer that I must go at this specific time?
- What are the financial barriers related to language? Currency knowledge, health insurance, having the money for the initial visit.
- Culture issues affecting language and speaking to a medical provider.

**6. Review Action Items:**

- Reduce # of agenda items.
- Plan on one discussion item per meeting.
- Start with Howard County language data.
- Begin discussing 2015-2017 action plans.
- Select next meeting date in October via doodle poll.