

**HIC Access to Care Workgroup Meeting**  
**10.16.14 - 8:30a.m.**  
**Minutes**

**Members 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	Marsha Dawson, HC Off of Children's Services
Paula Blackwell, FIRN/MOTA	Melissa Clark, Evergreen Health Care
Bob Anantua, Build Haiti Foundation	

**Also present:**

Wendy Wolff, Maryland Nonprofits	Jeananne Sciabarra, LHIC Program Director
Alvaro Ortiz, LIHC Program Manager	

**Welcome and Introductions:**

- Patricia Omaña, work group co-chair, welcomed all members.

**Approval of minutes from previous meeting:**

- Minutes from the previous meeting on 9.18.14 were briefly reviewed. There were no objections so the minutes were approved.

**Language barrier discussion and planning of strategies:**

- The group began discussing in more depth the issue of language as a barrier for accessing care.
- Members felt it was important to identify a baseline for the issue. The suggestions were:
  - Giving a survey to providers (this might present an issue as providers might not be aware of the actual problem)
  - Surveying community outreach workers and other personnel who work directly with the affected population as well as targeted population.
  - Collect data from entities that might have studied the issue (e.g. HC General Hospital, Horizon Foundation, etc.)
  - Research if and/or how other places across the U.S have addressed this issue and the strategies they used.
- Duplicating efforts/Data already available?
  - Horizon Foundation looked at this issue a few years ago. Consultants were hired to analyze the issue. Based on the research and analysis done, Martti (My accessible real-time trusted interpreter) was piloted and implemented with Howard County General Hospital, Healthy Howard and Chase Brexton. Although Martti is no longer use by Healthy Howard and Chase Brexton, it is still utilized by the hospital and another practice in Columbia.
  - Horizon could provide the data and information that is already available to identify the baseline of the issue.

- Other ideas to address the language issue proposed by the group:
  - Marketing campaign to educate people how to access care and where to go to obtain access. Target: practices, organizations and employers.
  - Use something similar to \*211 as a resource.
  - Healthcare hotline.
  - Language volunteer network and Language café.
    - Other members expressed that these options may not be viable due to certification needed for medical interpretation.
- Members emphasize that access to care should include a full continuum of care, including a follow-up stage with clients to ensure success.

### **Cultural Competency Training Update:**

- Patricia contacted FIRN for trainer's contact information as well as other organizations in Baltimore to identify best option.
- Group as a whole still very interested in having the training and inviting the full LHIC.
- Ruby mentioned Healthy Howard's Cultural and Linguistic Competency Committee and the possible collaboration with the set up of training.

### **Review Action Items:**

- Rosi will be presenting about the work that the Horizon Foundation has been doing on the language issue.
- Jeananne and Alvaro will incorporate the group's ideas, goals and strategies into a draft action plan and send it to the group for review.
- Paula will see if FIRN has data to share with the group from a cultural competency forum held a couple years ago.

### **Next meeting:**

Group will meet after Full LHIC meeting on 11.20.14.

Respectfully Submitted,  
Alvaro Ortiz  
LHIC Program Manager