

HIC Access to Care Workgroup Meeting
11.20.14 - 9:30a.m.
Minutes

Members present:

Patricia Omaña, Healthy Howard
Rosimar Melendez, Horizon Foundation
Eric Aldrich, HC General Hospital
Paula Blackwell, FIRN/MOTA
Bob Anantua, Build Haiti Foundation
Kim Flowers, AA Community Roundtable
Linda Zumbrun, HC Dept. of Social Services

Brian England, British American Auto Care
Ruby Parker, Healthy Howard
Marsha Dawson, HC Off of Children's Services
Melissa Clark, Evergreen Health Care
Elizabeth Menachery, HC Health Department
Jo McLaughlin, Transition Howard County
Christine Hall, Healthy Howard

Also present:

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 10.16.14 meeting could not be approved as the majority of the members were unable to review them. Both past minutes and current minutes will be sent out with the next meeting agenda and approved at the next meeting.

Horizon presentation on language data:

- Rosi presented the language data information that Horizon Foundation gathered for their "Non English Speaking Interpretation Project." The data and information was obtained through four community meetings:
 - Health Care Providers
 - English Educators
 - Hispanics Liaisons (HCPSS)
 - Parent Academy Participants
- 2 research studies, both national and local, were also conducted to obtain information. Some of the findings of the community meetings and the research studies were:
 - Confirmation – language is a major barrier in patient care
 - Inadequacy of local interpretation services
 - Need for human interaction
 - Cultural difference
 - Best practices and appropriate policies
 - Interpretation services are very costly for organizations
- As a result of the findings, Horizon piloted MARTTI (My Accessible Real Time Trusted Interpreter) at HCGH, Chase Brexton and Healthy Howard. They also focused on transforming local policy setting on interpretation access.
- Some of the project highlights were:

- MARTTI enabled interpretative services to be delivered in a more timely fashion.
- MARTTI enabled staff to interpret more than ten languages not previously interpreted.
- MARTTI was a great substitute for “personal interaction.”

Refine strategies on Action Plan:

- A couple members expressed concerned that language should not be the only focus of the Action Plan.
- Patricia explained that language is only one strategy of the Action Plan and that the Action Plan will include more areas to address the group’s overall goal: Access to Care.
- Other members shared that it is important to finalize the strategy on language before moving on to the other strategies, but that the group cannot continue to focus on past efforts and spending more meetings discussing past strategies.
- Patricia proposed to create a document to summarize what the group has accomplished so far. Hopefully this document will help clear any misunderstanding and help the group to see what has been done in the past, the goals that were met and the areas that need improvement as well as provide clear goals for the 2015-2017 Action Plan.

Review Action Items:

- Patricia will facilitate creation of a document summarizing the group’s activities and accomplishments toward the 2012-2014 Action Plan. This will be sent to the group for comment before the next meeting.

Next meeting:

There will be a Doodle Poll to select a December meeting date.

Respectfully Submitted,
Alvaro Ortiz
LHIC Program Manager