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Health Officer, Howard County Health Department

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Howard County Local Health Improvement Coalition

Access to Care Work Group Meeting
September 28, 2016 – 9:00 am – 10:30 am
Potomac Conference

Minutes

Members Present:

Lachowicz Amity, Accessible Resources for Independence	Alyse Cooper, HC Health Department
Bob Anantua, Build Haiti Foundation	Sharon Hobson, HC Health Department
Anne Brinker, Community Action Council of HC	DeWayne Oberlander, Columbia Medical Practice
Paola Bueno, Healthy Howard	Kate Schulz, United Way of Central MD
Tara Butler, HC General Hospital	Katie Talbert, HC General Hospital
Katie Collins-Ihrke, Accessible Resources for Independence	Linda Zumbrun, HC Dept. of Social Services

Staff Present:

Vanessa Michel, LHIC Program Coordinator
Amy Skaggs, LHIC Program Administrator
Kelly Kesler, LHIC Program Director

Introductions:

Sharon Hobson, Access to Care Co-Delegate called the meeting to order at 9:09 am. Members introduced themselves.

Approval of Minutes and Announcements:

Linda Zumbrun made a motion to approve the minutes from August 25, 2016. Anne Brinker seconded and the minutes were approved.

Paola Bueno stated that Healthy Howard will be having a community forum on October 5, 2016 to answer consumer's questions about insurance and/or open enrollment.

Debrief of Full LHIC Meeting:

Amy Skaggs provided a synopsis of the full LHIC meeting that occurred on Thursday September 22, 2016. The minutes from the full LHIC will be available [online](#) and emailed to members. Kelly Kesler explained that each work group must complete at least one tangible action item by June 30, 2017 the end of fiscal year 2017.

Review of [Access to Care 2015-2017 Action Plan](#):

Vanessa Michel gave a PowerPoint presentation titled *Access to Care Strategies to Suggested Action Items* based off of the 2015-2017 Access to Care Action Plan. The presentation allowed for discussion among the work group related to language barrier, access to care, and health insurance outreach and facilitation.

Tara Butler mentioned the Howard County General Hospital offers chronic disease self-management classes and they would like to be able to serve the different populations in the community. Kelly Kesler asked if organizations can use contractual facilitators for the classes. During the discussion it was mentioned that FIRN should be at the table to provide their input. Paola Bueno added that finding qualified interpreters is an issue. Ms. Bueno stated she would reach out to Hector Garcia from FIRN. It was mentioned that the Howard County Office of Aging has a program that focuses on the Spanish-speaking population.

Paola Bueno mentioned that the open enrollment for the Affordable Care Act (ACA) health insurance is from November 1, - December 15, 2016. Bob Anantua mentioned that open enrollment for Medicare is from October 15, - December 7, 2016.

Paola Bueno mentioned that Healthy Howard has meetings with community partners about the upcoming open enrollment for health insurance. Bob Anantua mentioned that partners only know about the original Medicare and not about other Medicare options such as Medicare Advantage Plan.

Anne Brinker asked about results from the Howard County Health Survey conducted in 2016 to use as benchmarks. The final report is not available at the moment. Kelly Kesler mentioned that benchmarks should be set by the LHIC workgroup to measure results.

Sharon Hobson suggestion to the work group is to increase the public's knowledge of open enrollment for ACA and Medicare for non-English speakers.

Katie Collins-Ihrke mentioned that there were issues with finding individuals under the age of 65 with disabilities that would be eligible for Medicare.

DeWayne Oberlander suggested connecting with the broker community and reaching out to Managed Care Organizations (MCOs) and bringing them to the table.

Sharon Hobson inquired about existing community events/fairs to use as a platform to reach out to the community and share information about open enrollment. Kelly Kesler asked the group if it would be a good idea to discuss health insurance during the LHIC community forum for the Limited English Speaker (LEP) population in the spring of 2017. The group decided it would not be a good time since open enrollment occurs in the fall season; therefore, it would be better to discuss health insurance during a fall session of LHIC's community forum.

A discussion of the medical home model occurred.

Kelly Kesler suggested adding representatives from transportation (RTA and MTA) to the table. Katie Collins-Ihrke talked about transportation issues with individuals that do not live on a bus line and they are not able to get access to the care they need.

DeWayne Oberlander mentioned oral health services and how to get pharmacy services more involved in diabetes and medical issues. Mr. Oberlander also stated that pharmacists and pharmacies should be part of this work group.

Kate Schulz reviewed the Howard County fiscal year 2016 data from the 2-1-1 Maryland United Way of Central Maryland Helpline. The top health related problems and/or needs were prescription medicine expense assistance, health insurance marketplace, and dental and health insurance. Bob Anantua stated that some residents assume they have dental coverage when they enroll in their health plans. Paola Bueno stated that people are unaware that the ACA offers dental coverage. Kelly Kesler mentioned that individuals may not have access to pay for dental work that exceeds routine dental cleaning. Paola Bueno shared information about dental clinics in other counties. Linda Zumbrun mentioned that RZ Dental provides free dental cleanings annually. Bob Anantua mentioned that Howard Community College (HCC) provides dental cleanings for those that can't afford dental coverage or do not have dental coverage. A discussion about how overall dental health affects a person's overall health occurred. Anne Brinker discussed how LHIC can be more proactive and meet residents where they are as opposed to expecting them to come to an organization Anne suggested looking into having oral clinics along with transportations services and to research models that have been successful. Sharon Hobson suggested promoting dental plans during open enrollment.

Alyse Cooper mentioned that the Howard County Health Department (HCHD) held open houses for breast cancer screenings and suggested to have open houses at health clinics.

DeWayne Oberlander discussed how self-management of care correlates with health outcomes. Anne Brinker discussed about how to better reach out to individuals and creating opportunities to discuss health needs with individuals.

Kelly Kesler discussed the LHIC calendar of events. She stated the member organizations can submit information about their events along with flyers to kkesler@howardcountymd.gov and she will post the information [here](#).

Vote on Strategies to Implement:

The group was asked to vote on the following strategies to implement:

- Increasing public knowledge about insurance and the different types of insurance available.
- Transportation for people with issues accessing care
- Oral health/dental

- Pharmacy engagement with English as second language (ESOL) speakers.

The group voted to focus on increasing public knowledge about insurance and the different types of insurances available.

Next Steps and Meeting Schedule:

Group members are asked to think of action items related to increasing public knowledge about insurance and to email Vanessa Michel the following:

1. Three (3) ideas of how to increase the public’s knowledge about different types of insurance available
2. Suggest how to accomplish the ideas, regardless of cost.
3. Include how your organization can assist with each idea.

The meeting was adjourned at 10:31 am.

The next Access to Care Work Group meeting will take place on October 19, 2016 from 9:00 am – 10:30 am in Barton A & B.

Future Meeting Dates:

Work Group

October 19, 2016, 9:00 am – 10:30 am
November 16, 2016, 9:00 am – 10:30 am
December 21, 2016, 9:00 am – 10:30 am
February 15, 2017, 9:00 am – 10:30 am
March 15, 2017, 9:00 am – 10:30 am
May 17, 2017, 9:00 am – 10:30 am

FULL LHIC

January 26, 2017 8:30-10:30 am
April 27, 2017 8:30-10:30 am
June 22, 2017 8:30-10:30 am
September 21, 2017 8:30-10:30 am

* Work Group meetings will be held in December, March, May, and August

**Additional Work Group and/or Action Group meetings will be held as designated by each Work group in October, November, February, and July

***LHIC Community Forums will be held in October 2016 and April 2017

Respectfully submitted by
Vanessa L. Michel
LHIC Program Coordinator