

2021 “Breakthrough” Series

Reducing Health Disparities through Community Partnerships

Webinar 3 of 4

April 22, 2021

Presented by the National Center for Medical Legal Partnerships, the National Center for Health in Public Housing, the National Center for Equitable Care for Elders, and Health Outreach Partners.



Housekeeping

- Webinar will be recorded
- PowerPoint slide deck and resources are available for download
- Use the Zoom platform for engaging with us and each other: chat, Q&A section, reactions, and raise your hand
- New realities: kiddos, furry friends, unstable internet, renovations, etc.



Acknowledgement:

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About the 2021 “Breakthrough” Series

Using our [core competencies framework](#), the SDOH Academy is offering a “[Breakthrough Series](#)” of webinars and office hours where SDOH Academy faculty will help you “break through” the clutter to find the: resources, experts, and peer linkages.

Each webinar will equip participants with the tools needed to increase their competency in four core areas SDOH response strategies and will be immediately followed by an optional, half-hour office hours session from 4:00pm - 4:30pm.

About the 2021 “Breakthrough” Series

- **Target Audience:** Staff from health centers, PCAs, and health center-controlled networks
- **Time Commitment:** One hour, with an optional 30-minutes for hands-on assistance through “office-hours.”
- **Registration:** Use the link at the end of this presentation or in the chat box to register for each session you plan to attend.
- **Recordings:** All trainings are recorded and made available under the “SDOH Trainings” tab on the SDOH Academy website.

The Faculty



Meet the Presenters!



Saqi Maleque Cho
NCHPH



Beleny Reese
HOP



Arielle Mather
NCECE



Bethany Hamilton
NCMLP

SDOH Academy Core Competencies

1. Improve Access to Quality Health Care and Services
1. Foster a Health Care Workforce Able to Address Current and Emerging Needs

1. Enhance Population Health and Address Health Disparities through Community Partnerships

1. Understand Emerging Issues

Today's Learning Objectives

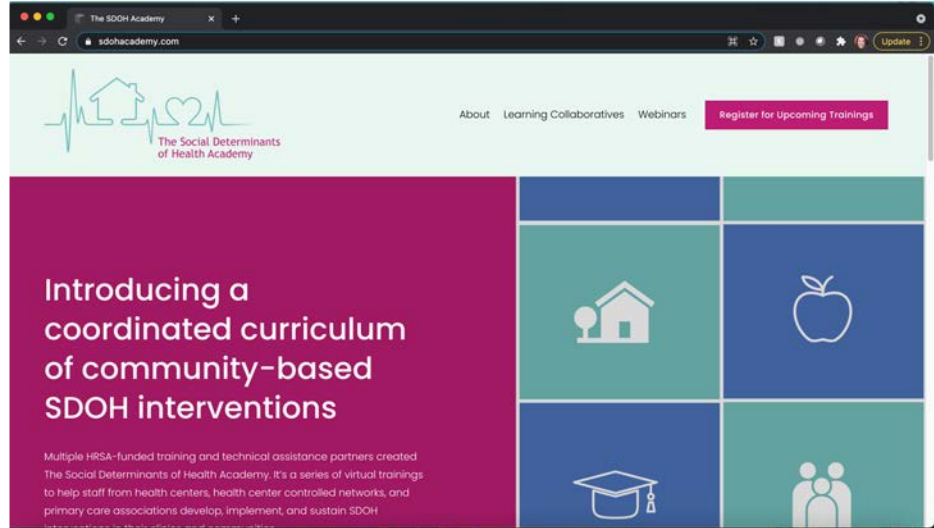
1. Help participants **identify and utilize key SDOH Academy resources** that build competency in community partnerships that can address SDOH;
2. Deepen their understanding of **how to build partnerships** in the community that can address SDOH for patients; and
3. Build capacity around **integration** of services to address SDOH within and beyond clinic doors

Today's Agenda

1. Introductions/Housekeeping
2. SDOH Academy Resources
3. COVID-19 Community Partnerships
4. Resource Showcase
5. Office Hours Q & A

Have you visited the “SDOH Academy” website in the past?

- **22%** YES
- **62%** NO
- **16%** Not sure



Have you attended an “SDOH Academy” event in the past?

- **16%** Webinars (live or recordings)
- **4%** Learning Collaboratives (live or recordings)
- **62%** NO
- **18%** Not sure



Your Questions:

- What is the best way to establish a community partnership?
- What are approaches to making community partnerships more inclusive?
- How do you measure the impact of community partnerships addressing SDOH to reduce disparities?
- Can you provide examples of community partnerships around housing?
- How have organizations maintained community partnerships during the COVID-19 pandemic?

Poll Question

What type of SDOH training and technical assistance (TTA) would be most helpful for your health center or organization? *Select all that apply:*

- Live virtual events (webinars, learning collaboratives)
- Session recordings
- Publications (resource guides, issue briefs, fact sheets)
- Resource lists

Poll Question

Who are you currently partnering with in your community to address patient needs? *Select all that apply:*

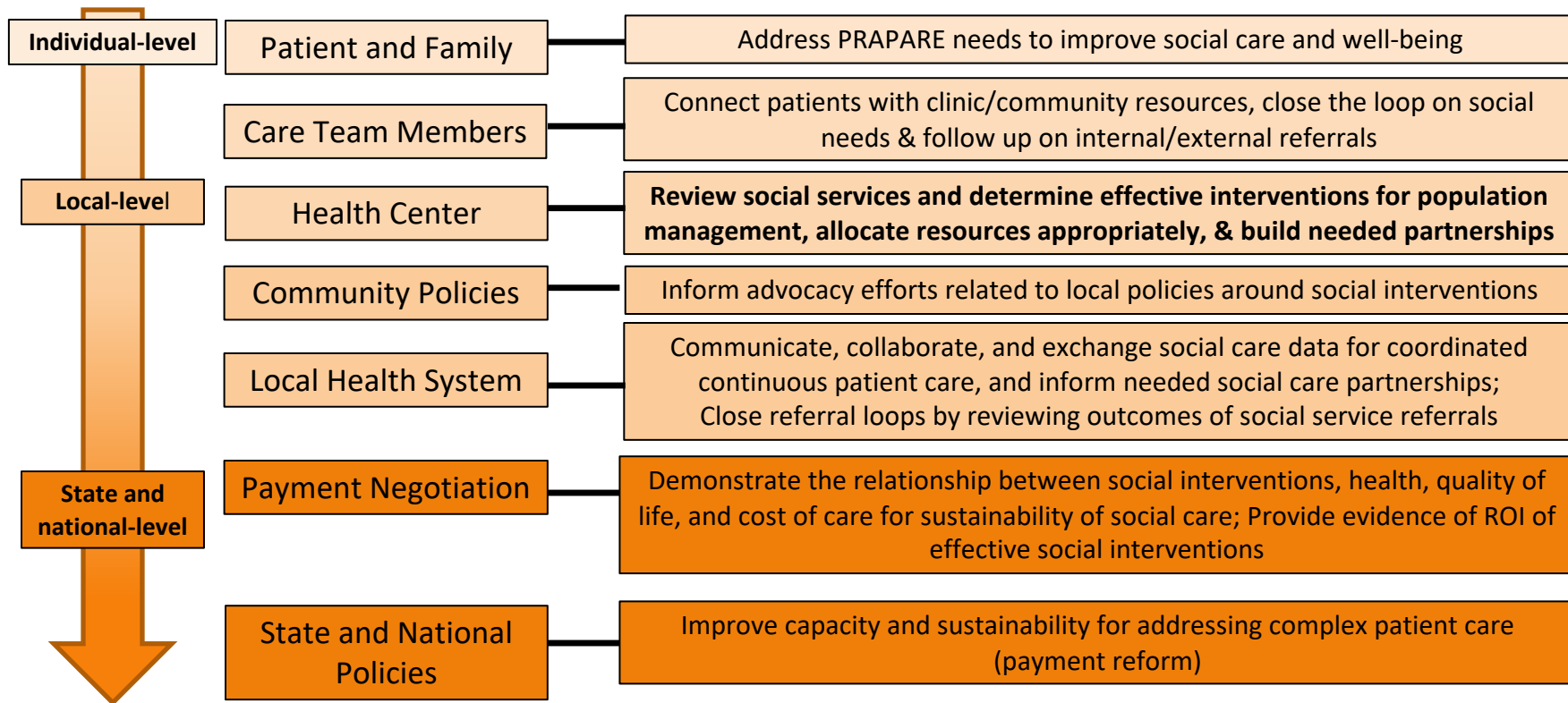
- Nonprofits/Community-Based Organizations
- Religious Organizations
- Local For-Profit Businesses
- Housing Authorities
- Legal Services
- Health Departments
- Other (type in chat)

Review: To Address Social Risks, You First Need to Document Social Needs...

- Likely already are focusing on social determinants in some way given mission but without standardized data, it is harder to systematize and streamline this work into workflow
- Standardized data on social determinants of health is needed to inform care planning and population health management activities
- Standardized data on social determinants of health is also needed to demonstrate value of health centers and your focus on addressing non-clinical needs

<https://sdohacademy.com/breakthrough-recordings>

Review: Use Cases for SDOH Data and Interventions from Patient to Policy Level



SDOH Screening and Partnerships

Formal partnerships involving hospitals and/or health systems, public health departments, and other stakeholders who share a commitment to improving the health of the community they serve have an important social role. These partnerships can serve as effective vehicles for collective action.

-Robert Wood Johnson Foundation

Source: https://www.rwjf.org/en/blog/2015/02/the_secret_to_succes.html



Past SDOH Academy Activities

Spring 2020 Learning Collaborative Recordings

- Session 1: Overview & Issues
 - Steps of building and sustaining partnerships
 - Levels of partnerships
 - Tips for nurturing, maintaining, and evaluating partnerships

[Reducing Disparities Through Community Partnerships – The SDOH Academy](#)

Past SDOH Academy Activities

Spring 2020 Learning Collaborative Recordings

- Session 2: Implementation Strategies
 - Case Study I: Brockton Community Health Center & Vicente Foods - Sue Joss, CEO, BCHC & Allison Coleman, Capital Link
 - Case Study II: Discuss strategies to employ delivery system transformation including value-based HC for SDOH - Ellen Lawton, National Center for Medical-Legal Partnership & Beth Wrobel, HealthLinc

[Reducing Disparities Through Community Partnerships — The SDOH Academy](#)



Brockton Community Health Center & Vicente Foods



In 2015, Brockton Neighborhood Health Center and Vicente's Tropical Grocery teamed up to develop adjacent sites to house a 13,600 SF health center and a 40,000 SF grocery store—through a \$22 million combined investment financed through NMTC.

Features of the collaboration:

- Wide variety of fresh foods from all over the world
- Nutritional guidelines and labels on shelves
- Focus on improving health of diabetic patients
- Teaching kitchen, staffed by dietitians and health workers
- Food preparation demonstrations and educational events
- Rewards system to encourage healthy choices
- City commitment to building new sidewalks and housing



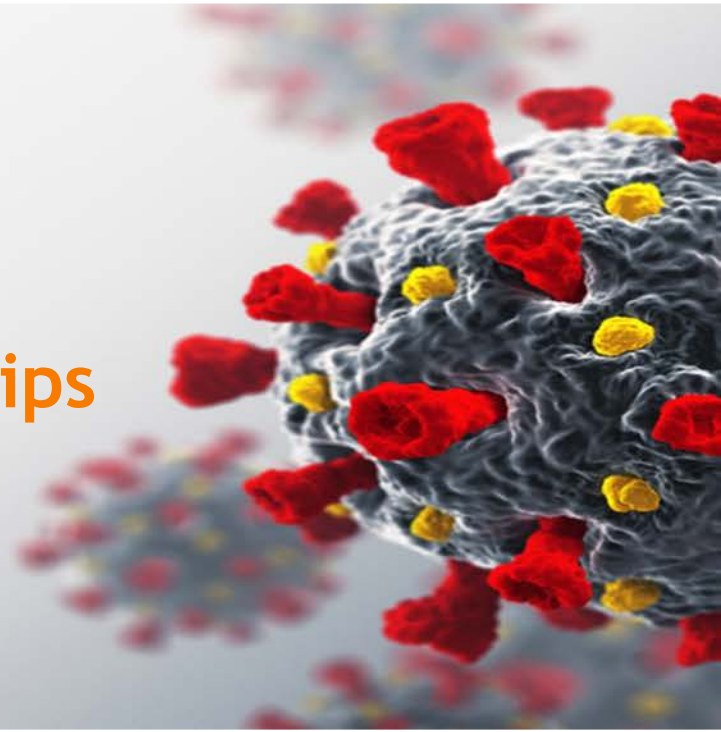
Past SDOH Academy Activities

Spring 2019 Learning Collaborative Recordings

- 4 sessions on Building Community Partnerships to Serve Older Adults
 - Key Considerations and Strategies for Serving Residents of Public Housing and the Elderly
 - Mapping Potential Partners in Your Community
 - Building and Sustaining Community Partnerships
 - Leveraging Resources to Pursue Opportunities for Growth

[Community Partnerships to Serve Older Adults — The SDOH Academy](#)

Examples of COVID-19 Partnerships



CommuniCare Health Centers -San Antonio, TX



Population	Urban; 60% Hispanic; 40% African American; Public Housing
Impact of COVID in the area	Affecting individuals with public-facing jobs
Impact of COVID on the Health Center	Had to provide laptops to clinicians for virtual visits; Loss of employees
Major Challenges	Vaccine supply; team-based care education; Well-child visits.
Community Collaborations	Public Housing Authority
Promising Practices	Education; working with Public Housing Authority

Med Centro Health System -Ponce, PR



Population	Urban and Rural; Public Housing and Agricultural Workers
Impact of COVID in the area	Earthquakes impacted health services even before COVID
Impact of COVID on the Health Center	Decrease in cancer screening ; increase in telemedicine and diabetes cases
Major Challenges	Vaccine supply; logistics and space; patients afraid of coming to the health center for primary care services;
Community Collaborations	Mobile Units; Local Agencies; Health Department; National Guard
Promising Practices	Certified nurses deliver vaccine; pharmacist went to the community

El Rio Community Health Center - Tucson, AZ



Population	Urban; Mostly Hispanic and Native Americans
Impact of COVID in the area	Language barriers for some Hispanic patients
Impact of COVID on the Health Center	Telemedicine services - affected preventive screening services and appointments for patients with diabetes and other chronic conditions
Major Challenges	Vaccine supply
Community Collaborations	State and local department of health; Churches
Promising Practices	Use of Promotoras; staff training and education; using EHR to communicate vaccine availability

Medical-Legal Partnerships (MLP): Health & Housing

MLPs embed lawyers as members of the health care team, creating:

- Healthier patients
- A stronger health center workforce
- Improved health equity



How Lawyers Help Address Patients' Social Needs

I-HELP™	How Lawyers Can Help
Income & Insurance	Food stamps, disability benefits, cash assistance, health insurance
Housing & utilities	Eviction, housing conditions, housing vouchers, utility shut off
Education & Employment	Accommodation for disease and disability in education and employment settings
Legal status	Assistance with immigration status (e.g. asylum applications); Veteran discharge status upgrade; Criminal background expungement
Personal & family stability	Domestic violence, guardianship, child support, advanced directives, estate planning



[Bringing lawyers onto the health center care team to promote patient & community health](#) (NCMLP's Health Center MLP Toolkit, October 2020)

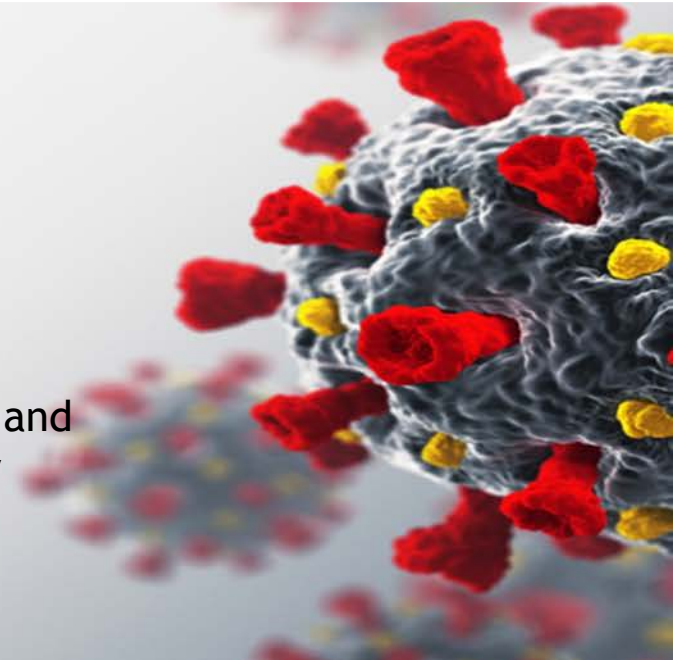
People's Community Clinic, Texas Legal Services Center & Texas Health Action MLP

The COVID-19 pandemic has led to:

- ➔ unemployment
- ➔ evictions and foreclosures
- ➔ threat to health and well-being

Partnership Solution:

The MLP team helped patients facing possible evictions and foreclosures and led efforts on a **successful emergency rulemaking petition for a statewide directive around utility shutoff protection.**



[Bringing lawyers onto the health center care team to promote patient & community health](#) (NCMLP's Health Center MLP Toolkit, October 2020)

Resource Showcase



Resource Showcase

Bringing lawyers onto the health center care team to promote patient & community health (NCMLP's Health Center MLP Toolkit, October 2020)



Applicability: This toolkit provides the health center community with information and resources to start, strengthen, and sustain a medical-legal partnership (MLP)

Table of Contents

4	HOW INTEGRATING LEGAL SERVICES WILL HELP YOUR HEALTH CENTER BETTER SERVE YOUR PATIENTS & COMMUNITY
7	WHERE LEGAL SERVICES FIT WITHIN A HEALTH CENTER'S RESPONSE TO SDOH
9	HOW TO USE THIS GUIDE
10	PART 1: 9 CONVERSATIONS THAT WILL HELP LAY A STRONG FOUNDATION
11	Conversation 1: What SDOH problems do we want to address?
15	Conversation 2: How many lawyers do we need to meet the need(s) we identified and accomplish our goals?
23	Conversation 3: Build it as a direct service or contract it: How will we staff our integrated legal services?
29	Conversation 4: How are we going to pay for it?
35	Conversation 5: What are our goals and expectations for the program, ourselves, and our legal partners?
39	Conversation 6: What other partners in our community can be helpful?
41	Conversation 7: How will we address patient consent and information sharing?
42	Conversation 8: How will we integrate legal services into our workflows and systems?
47	Conversation 9: How will we make sure the program is effective and that it lasts?
51	PART 2: IMPLEMENTING WORKFLOWS FOR SCREENING AND LEGAL SERVICES
53	Screening
58	Delivering Legal Services
62	Following up
64	Continuous Quality Improvement
65	PART 3: STRENGTHENING THE HEALTH CENTER WORKFORCE
70	PART 4: MOVING UPSTREAM FROM PATIENTS-TO-POLICY
72	CONNECT WITH THE MEDICAL-LEGAL PARTNERSHIP COMMUNITY
73	GLOSSARY OF TERMS

Resource Showcase:

The toolkit explains where legal services fit within a health center's response to SDOH

SOCIAL DETERMINANTS OF HEALTH

are broadly defined by the World Health Organization as the conditions in which people are born, grow, work, live, and age. These circumstances are shaped by economic and social policies, political systems, and social norms, and they contribute significantly to health disparities.

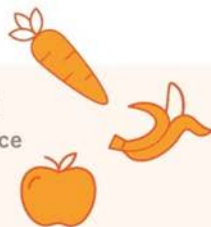
FOR EXAMPLE
A food desert



SOCIAL NEEDS

are the more immediate, individual needs that patients enter the health center with every day as a result of social determinants of health.

A family's need for fresh produce today

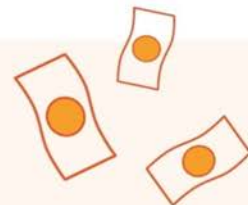


LEGAL NEEDS

are, simply put, the subset of social needs that have legal solutions. The distinction in this guide is made to help health centers understand where lawyers can be helpful*.

**Table 1 on page 8 highlights a variety of legal needs that MLP lawyers can address for patients.*

A family's need to file an appeal after their SNAP benefits are incorrectly cut



Resource Showcase:

The toolkit explains the core components of MLP



Resource Showcase

The toolkit provides case studies from the field



Example: People's Community Clinic and Texas Legal Services Center talk about the benefits of MLP for their health center and how they work together to integrate legal services into their workflows and operations.

[Bringing lawyers onto the health center care team to promote patient & community health](#) (NCMLP's Health Center MLP Toolkit, October 2020)



Resource Showcase

- [Developing Cross-Sector Partnerships](#)
- Reviewed/expanded content from Spring 2019 SDOH Academy Learning Collaborative
- Special focus on older adult-focused health programs for public housing residents that link to social services and address barriers to access like transportation



Resource Showcase: Developing Cross-Sector Partnerships

Medical Neighborhood “Maps” could look like:

1. Circle diagrams with the patient/population in the center and partners listed on spokes
2. Excel lists of partners with relevant contact information
3. Noted on patient care plans in the EHR
4. A bulletin board in the health center

Resource Showcase: Developing Cross-Sector Partnerships



Resource Showcase: Developing Cross-Sector Partnerships

Levels of Partnership

- **Networking:** Information sharing between groups
 - **Coordinating:** (*in addition*) Aligning activities to meet a common goal
 - **Cooperating:** (*in addition*) Sharing resources or space through a written contract
 - **Collaborating:** (*in addition*) Enhancing capacities through seeking mutual feedback

Resource Showcase: Developing Cross-Sector Partnerships

Memorandums of Understanding (MOUs)

1. Identify purpose: (example: *To facilitate individuals' consistent participation in health-enhancing activities*)
2. Identify principle: (example: *Focus on patient and family needs*)
3. Defining common terms (example: *elderly vs older adult*)
4. Define funding and duration - *How will partnership continue if the funds are depleted?*

Resource Showcase: Developing Cross-Sector Partnerships

Evaluating Partnerships

Important questions to ask:

1. Who is the evaluation for?
2. What are their priorities?
3. What do they want to know?
4. What targets does the partnership want to reach?
5. When do you want to reach those targets?

Resource Showcase: Developing Cross-Sector Partnerships

Case Study: Public & private partnership between Alivio Medical Center, The Resurrection Project, and City of Chicago, Dept of Family Support Services, Senior Area Agency on Aging

Resulted in: **Casa Maravilla**, a 7,000 sq. ft. senior housing building in Chicago's Pilsen neighborhood that has 73 independent apartments for adults age 55 and older.



Resource Showcase: Developing Cross-Sector Partnerships

Casa Maravilla: Partnership Stages

Nurturing: Community activists seeking affordable housing options for seniors; land purchase; creation of senior center

Maintaining: Extended care to over 6,000 older adults; monthly wellness programs

Evaluating: Bilingual/bicultural staff; screening for eligible services; connections with community youth; construction of new building

Additional Resources

- **Fact Sheet:** [The Role of Medical-Legal Partnerships for Socially Vulnerable Older Adults](#) (NCMLP & NCECE)
- **Issue Brief:** [Using the Law to Inform Empowered Patient Care](#) (NCMLP)
- [Collaboration Toolkit: Collective Impact](#) (HOP)
- [Partnership Assessment Tool for Health](#) (Nonprofit Finance Fund, CHCS, Alliance for Strong Families and Communities)
- [Complex Construction: A Framework for Building Clinical-Community Partnerships to Address Social Determinants of Health](#) (NYC Population Health Improvement Program)

Upcoming Events & Resources

- **Learning Collaborative: SDOH Screening Tools for Public Housing Residents**
National Center for Health in Public Housing (NCHPH) will convene an online learning collaborative that will guide participants through the practical aspects of identifying and implementing an SDOH screening process at their health center. The series will go beyond the basics by covering issues such as: building trust; integrating data; evaluating impact; and reimbursement for SDOH screening and referrals. <https://zoom.us/meeting/register/tJEqfu2tpjwqHdcEplanH8D04ztizAGU9mvX>
April 20; May 4; May 18; June 1; June 15 2021 from 2-3PM EST
- **Learning Collaborative: Screening and Documenting the Legal Needs of Agricultural Workers and LGBTQIA+ People**
Jointly organized by the **National LGBTQIA+ Health Education Center, National Center for Medical-Legal Partnership, and Farmworker Justice**, the 4-session learning collaborative will focus on equipping health center participants to develop strategies for screening and documenting the legal needs of agricultural workers and LGBTQIA+ people. **Legal services organizations partnering or planning to partner with health centers are welcome to attend. Space is limited.**
<https://www.surveymonkey.com/r/TGV2KR3>
May 4, May 18, June 1, and June 15 from 3-4:30 PM EST
- **Building Partnerships to Advance Health Equity Webinar (Recording)**
Health Outreach Partners: This webinar features Ellen Lawton, JD, a national expert in the integration of legal professionals into the healthcare setting to address SDOH. Understand the principles of health equity and identify strategies for building effective partnerships. The webinar was hosted on April 21, 2021 and the recording will be posted to <https://outreach-partners.org/webinars/> in the coming days!

Questions?



Q?



A.

Contact Us

Bethany Hamilton

NCMLP

bhamilton1@gwu.edu

Arielle Mather

NCECE

arielle_mather@hsdm.harvard.edu

Beleny Reese

HOP

beleny@outreach-partners.org

Saqi Maleque Cho

NCHPH

saqi.cho@namgt.com

We would love to hear your feedback!

Please complete the brief follow up survey that will be launched immediately following this session and also will be emailed to participants through Zoom.



Thank you!

<https://sdohacademy.com/2021-breakthrough-series>



Office Hours

What concerns would your health center like to address through community partnerships?



What feels most challenging about maintaining partnerships?



How does your health center currently use data in collaborations?



THANK YOU!!

