



Wicomico County Local Health Improvement Coalition Meeting Minutes

Friday, October 6, 2023 @ 9:00 a.m.

Meeting Name:	<i>Wicomico Local Health Improvement Coalition</i>	Meeting Location:	<i>Community Empowerment Center</i>
	<i>Friday, October 6, 2023</i>	Minutes Recorder:	<i>Cathey Insley</i>
Meeting Time:	<i>9:00 a.m.</i>	Minutes Reviewer:	<i>Group</i>
Meeting Attendees and Organizational Representation:	<i>Matthew McConaughey (WiCHD), Kat Rodgers (TidalHealth), Keirsten DeBoer (DHHC), Tuesday Trott (Holly Center), Cathey Insley (WiCHD), Catherine Maybury (Horowitz Center for Health Literacy), Deborah Stanley (CEC), Habacuc Petion (Rebirth, Inc.), Ida Ositelu (St. Paul AME Zion Church), Michele Gregory (Salisbury City Council), Jason Sammons (WDSS), Rev. Tyquan Alston (St. Paul AME Zion Church), Michael King (St. Paul AME Zion Church)</i>		

TOPIC	DISCUSSION	ACTION
WELCOME	Kat called the meeting to order at 9:05 a.m. and members completed self introductions. Our guest presenter and first time attendees were welcomed. Kat and Matthew thanked St. Paul AME Zion church for their hospitality in hosting the October meeting.	
Approval of Minutes	Motion to approve August minutes as written was made by Tuesday Trott, seconded by Michelle Gregory and carried. Minutes are approved.	Cathey will post to webpage .
Health Officer Updates	<ul style="list-style-type: none"> ● Medicare and Medicaid redetermination ongoing. Clients should be reminded to update their information so they continue to receive services and not be procedurally disenrolled. ● 21801 and 21804 were among the top 60 zip codes across the state for individuals that were listed for removal of coverage for lack of information. ● COVID vaccine Bivalent is no longer available as of September. None available, just now starting to receive Monovalent boosters. Commercialized vaccinations, most insurances in-network will cover. For those that don't have insurance, the CDC Bridge Access program will cover vaccinations. The Health Department will have a small quantity and will be providing to the uninsured population. Chesapeake Healthcare will also be receiving funding to provide this vaccination. ● The Health Department will order vaccine for the community as well, but it is costly compared to the reimbursement rate. Will be directing residents to access through their primary care providers and pharmacies. ● Statewide 30,000 doses are being distributed, Wicomico is allocated about 600 doses to start - 2% of the state allocation. State is staggering distribution to ensure all jurisdictions have some to start. ● The Health Department has received PHAB reaccreditation for 5 years. <ul style="list-style-type: none"> ○ Wicomico is the 6th county health department in the state to be re-accredited. 	

	<ul style="list-style-type: none"> ● The Health Department Annual Report was completed to cover programs and services over the last year. Available on the website Planning Page. ● Matthew will be sharing at the next Board of Health meeting Tuesday 10/17. ● Michele asked if Matthew would be willing to present to the Salisbury City Council as well? <i>Answer: Matthew is willing, and Michelle will put him in touch with Kim to schedule.</i> <ul style="list-style-type: none"> ○ Post meeting update: Matthew is presenting to the City Council on November 6, 2023. 	
<p>Subcommittee Updates</p>	<p>Lisa Renegar is on vacation. She provided the following subcommittee and Health Department updates.</p> <p>PHAB Reaccreditation: Notified 8/24/23 that we were awarded PHAB reaccreditation for another 5 years!</p> <p>Quick review of what PHAB is:</p> <ul style="list-style-type: none"> ● Assesses our performance against a set of national standards and provides a framework for health departments to identify performance improvement opportunities, to improve management, develop leadership, and improve relationships with the community. ● Covers areas including but not limited to: access to care, communication, community engagement, health equity, preparedness, data & surveillance, environmental health, quality improvement, performance management, etc. ● Currently in Maryland: <ul style="list-style-type: none"> ○ 12 local health departments are PHAB accredited as well as the Maryland Department of Health. ○ WiCHD is the 6th LHD in the state that has achieved reaccreditation. <p>Next Steps:</p> <ul style="list-style-type: none"> ● We will be working to achieve a new set of standards and measures and will again seek re-accreditation in 2028. <p>WiCHD Annual Report Last month the report was shared via email with the group. The report can be found on our agency’s website on the Planning Division page. It highlights the agency’s achievements for FY23.</p> <p>Behavioral Health Workgroup</p> <ul style="list-style-type: none"> ● Group is led by Michelle Hardy - Director for the Wicomico Local Behavioral Health Authority. ● Continuing to meet monthly. ● Three sub-groups within the workgroup ● Education & Awareness - recently focused on overdose awareness month and is already beginning to start planning for this year's Behavioral Health Consumer Conference - Refresh, Renew, Relax - tentatively scheduled for May. ● CLAS (Culturally & Linguistically Appropriate Services) - working on the LBHA CLAS plan. Currently taking the resource guide and supplementing it with a certified interpreter and translator list. ● Data - taking several of the weaknesses identified in the recent BH SWOT analysis and seeing what we can measure to make improvements 	

- Access to Care: Improving provider survey responses on wait times for outpatient mental health and addictions intake appointments and psychiatry appointments.
- Service System: Exploring how we can look at the recidivism rate of inmates with serious mental illness (SMI) in the local detention center. The facility doesn't track this rate and the sense is that it is high with the SMI population. We want to see if we can establish a baseline. If the baseline supports what people sense, we may be able to then seek funding to help with re-entry/release planning.
- Gaps in CLAS: Assess larger providers to see what type of CLAS data collected, what their capacity is to serve the limited English proficiency population, etc.

Live Healthy Wicomico - Chronic Disease Workgroup

Group met September 18th and identified a few strategies out of our CHIP to work on. The group expressed interest in working on the following strategies

- Area: Overweight/Obesity
 - Promote use of community gardens (WiCHD)
 - Implement social marketing campaign promoting healthy lifestyles (WiCHD)
 - Promote and expand participation in CDSM and Healthy Lifestyle Programming (TidalHealth & MAC)

The group also discussed working on a strategy in the health equity section of the CHIP - building a community-wide community health outreach worker network and getting a baseline of the # of CHOWs in the community. This is part of Prevention & Health Communication's health equity grant.

Health Equity and Health Access

We have applied to get an intern through Johns Hopkins Bloomberg School of Public Health, to assist with the creation of this new subcommittee through the PHASE internship program. We will know by the end of October if we have a student matched to our project.

The Project Goals included in our application included:

1. Literature review/research on health equity improvement plans/models/frameworks suitable for local jurisdictions
2. Attend Wicomico LHIC meetings
3. Provide technical assistance to the LHIC Health Equity Subcommittee, once membership is established
4. Assist WiCHD Health Planner/LHIC Coordinator with subcommittee planning meetings to develop health equity plan

Maryland Consumer Health Information

**Guest Presenter: Catherine Maybury, Faculty Specialist cmaybury@umd.edu
Horowitz Center for Health Literacy, University of Maryland School of Public Health**

- Catherine has been at the Horowitz Center for 12 years.
- Center is focused on information access.
- State law went into effect in 2022. HB1082 established the Horowitz Center as the state hub.

[Horowitz Center for Health Literacy | University of Maryland](#)

- Plain language/clear communication: All health information written by state agencies, health departments, occupational health, social services, etc, needs to be written in plain language.
- First regional meeting held 10/4 on western shore. Would like to organize for the lower shore early next year.
- Partnering with elected officials, state agencies, health care systems, and other LHIC partners to review
- Language access is an issue in many parts of the state.
- Legislation was sponsored by Delegate Jocelyn Pena Melnic from PG county. She is a health equity champion.
- A Spanish speaking member of the hub team has reviewed Community Health Needs Assessments to gauge language needs across the state.
- Lifting All Voices was developed in Frederick County using CHWs. They are using a health literacy model to complete outreach; pilot began in August.
- Hub products available on the Horowitz Center website. Developing tools, plain language checklist to be used when developing materials. Templates and model language available on Hub website.
- Would like to visit partner sites to review information/documentation and make recommendations, determine what technical assistance and training may be helpful? Will offer webinars and in person training.
- Kat asked if format/text etc and amount of images are also reviewed? *Answer: Yes.*
- Working with a group called Communicate Health: consulting firm in Montgomery County, they specialize in reviewing materials, specifically graphics and social media, including social media best practices tools.
- The group discussed training needs and tools that would be valuable locally? How can the Horowitz Center help with these needs?
 - Habacuc expressed interest in tools specifically for language and translations. Habacuc also stated that he feels for his community that a short video clip would be most effective.
 - Catherine will forward the language access contact at the Horowitz Center with Habacuc.
- Kat asked if materials are reviewed for content like graphics, amount of content, or just readability? *Answer: Yes.* Using a clear communication organization called “Communicate Health”. They are focused on review of materials for ease of navigation, images, and culturally and linguistically appropriateness.
- Kat and Matthew noted there is a need for information to address our Maternal Health crisis - safe sleep, formula feeding, basic care when first at home, culturally and linguistically sensitive education is needed particularly for the Haitian population. Videos would be extremely helpful.
- State forms, discharge papers, etc. - not understandable by many that are asked to sign the forms.
- Diabetes program - health literacy is a barrier to advancing the program.
 - **ACTION: Catherine is on a list serve of nationwide partners; she will ask what other platforms may be available.**
- Michele shared that the City (Sby) is using REP’D, Inc., a Q/A public town hall type of platform where people ask questions and get a video response. This vendor partners with government entities. (Found on the City website where it says “ask a question”. Questions can be pre-loaded with a prepared video answer.)
 - Catherine asked if translations are google based? Need to clarify where translation comes from.
 - If translations are from certified interpreters, it would be a good tool for CHWs to access with tablets when they outreach.
 - **ACTION: For Health Department use, Matthew will discuss repd.us with James Lees and Kelly Ward.**
- Matthew: Provider education is needed locally - re: translation/interpretation requirements.

	<ul style="list-style-type: none"> ● Habacuc: immigrants are not used to the health terminology, interpreters are not allowed to explain anything, they can only interpret what is being said. A word can be translated but not a known word in the native language so individuals may not understand the messaging. ● Keirsten attended a health literacy in action conference last week, and found the session on AI interesting. ACTION: Catherine will watch the AI session to clarify and share with the group how the video can be generated in just a few minutes based on entries input into the AI tool. ● Rev. Ida Ositelu stated that she has found that even when materials are translated individuals may have a question on a section on the translated document but the person assisting the individual can't read the translation to understand their question. Different dialects also need to be considered. ● Healthcare settings require certified interpreters, now guidelines are saying "qualified" interpreters. 	
<p>Meeting Structure</p>	<ul style="list-style-type: none"> ● Lisa has already sent a poll out to determine member meeting preferences. ● Options are to keep the hybrid format adopted during COVID pandemic or return to in person only, as prior to pandemic. ● The group discussed adding more actionable steps to in person meetings. ● Other options are to meet in person less frequently with more subgroup meetings virtually or in person. ● Things to consider are logistics, virtual capabilities at host sites, note taking, etc. 	<p>Lisa will share results by email or at our next meeting.</p>
<p>Partner Updates</p>	<p>Habacuc Petion, Rebirth, Inc.</p> <ul style="list-style-type: none"> ● 100,000 lb of food have been distributed with 2,000 individuals served. ● Many ask for services Rebirth doesn't offer. Habacuc is referring to DSS and LHD. ● Some qualify for refugee benefits even if not refugees. ● Health insurance application assistance - workers used to come to Rebirth to assist but can no longer come to their site, now assisting over the phone. ● School registration assistance numbers not available, but offering this assistance. <p>Kat Rodgers, TidalHealth Peninsula Regional</p> <ul style="list-style-type: none"> ● Drive through flu clinic at the stadium - 100% electronic system, no paper. 1900 shots given. ● Going to Crisfield tomorrow and Bridgeville next Saturday. ● Launching mammogram van fundraising drive - helpful for Somerset in particular. <ul style="list-style-type: none"> ○ Fundraising goal is \$1M to purchase the van. ● SIDS conference October 26th from 5-8 pm, dinner included. (Sent to group by email.) ● Groundbreaking 10/17 for a new community clinic to be built at Hotel Esther site. (Sent to group by email.) ● REACH grant addressing diabetes and hypertension has 6 months left in the 2 year program. <ul style="list-style-type: none"> ○ Mini grants were awarded to the Haitian Development Center to hold workshops in five churches and The United Way to translate their health literacy toolkit into Haitian Creole and use CHWs to distribute. ● Health Equity request for proposal for 5 year funding to become a health equity resource community. <ul style="list-style-type: none"> ○ TidalHealth now has a grant writing consultant to help with the application. ● Kat will begin partner meetings to scale efforts for the next proposal. ● Deborah Stanley asked if minigrants would be offered under this proposal? 	

	<p><i>Kat stated she will reach out to those that were interested in REACH minigrants to determine who TidalHealth should partner with, and what needs can be supported through the grant.</i></p> <p>Michelle Gregory, Salisbury City Council</p> <ul style="list-style-type: none"> ● Committed to having a city council member at each LHIC meeting. ● Election in the city on 11/7. ● Voter registration deadline is approaching; have been knocking on doors to ensure all are registered. ● City council hasn't had much public health discussion lately, most has centered around downtown development. ● "Here is home" legislation has led to additional housing opportunities. ● Anne Street village has 4 graduates already, after not quite a year of operation. ● Connecting residents with long term housing and health resources, etc. 	
NEXT MEETING	<p>Friday, December 1, 2023 @ 9:00 a.m. LOCATION: TBD after poll</p>	
ADJOURNMENT	<p>A motion to adjourn was made by Matthew, seconded by Tuesday. The meeting was adjourned at 10:22 am.</p>	