

# Four-Part Learning Collaborative

## **Community Partnerships to Address the Consequences of the COVID-19 Pandemic Among Residents of Public Housing**

Part Three

Thursday, November 19, 2020



# WELCOME!



**Emily Kane, MPA**  
*Senior Program Manager*  
National Nurse-Led  
Care Consortium



**Saqi Maleque Cho, DrPH**  
*Director of Research, Policy, and  
Health Promotion*  
National Center for Health in  
Public Housing

# NATIONAL NURSE-LED CARE CONSORTIUM

The **National Nurse-Led Care Consortium (NNCC)** is a membership organization that supports nurse-led care and nurses at the front lines of care.

NNCC provides expertise to support comprehensive, community-based primary care.

- Policy research and advocacy
- Technical assistance and support
- Direct, nurse-led healthcare services



# NATIONAL CENTER FOR HEALTH IN PUBLIC HOUSING



Training and  
Technical  
Assistance



Research and  
Evaluation



Outreach and  
Collaboration

Increase access, quality of health care, improve health outcomes,  
and improve health equity for public housing residents

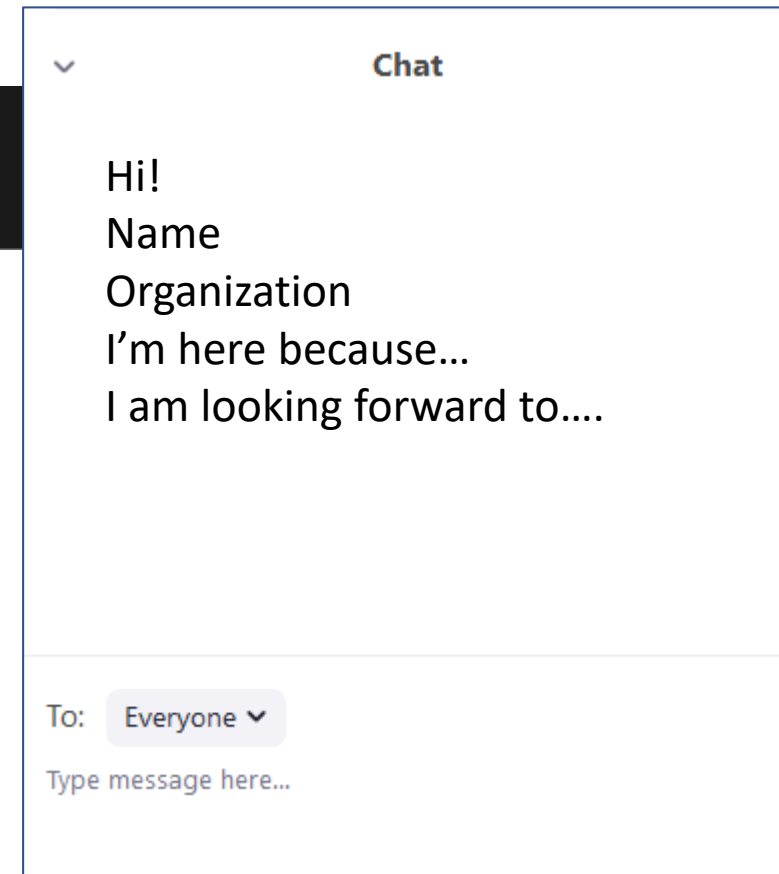
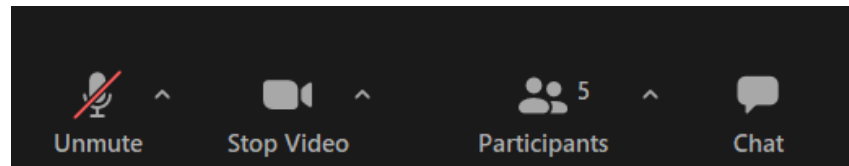
# HOUSEKEEPING

## Zoom Tips

- Videos on!
- Mute when not speaking
- Engagement
- Breaks when you need them

## Follow-up Items

- Brief survey poll at the end of the module
- CME/CNE credit link to be shared in chat and on Bridge
- “Pitch” your partnerships!



# BRIDGE



## Welcome Packet: Community Partnerships

Completed an hour ago



## Introductions: Community Partnerships

Completed an hour ago

### Module 1

Featured health center: TCA Health



## Module 1: Partnerships to address Social Determinants of Health

1 Session / Beginning October 22, 2020 / Web Conferencing Available /

Step 3 in [Community Partnerships to Address the Consequences of the COVID-19 Pandemic among Residents of Public Housing](#)

[REGISTER NOW](#)



## Module 1: Slides and Recording (10/22)

Due tomorrow / Takes about a few seconds



## Module 1 Discussion Forum: 10/22

Due in 6 days / About a minute remaining

### Module 2

Featured health center: Lancaster Health Center



## Module 2: Partnerships to address Adverse Health Behaviors

1 Session / Beginning November 5, 2020 / Web Conferencing Available /

Step 5 in [Community Partnerships to Address the Consequences of the COVID-19 Pandemic among Residents of Public Housing](#)

[REGISTER NOW](#)

# DISCUSSION

- Pitch a Partnership
  - Why you're looking to partner,
  - Who your partner(s) will be, and
  - What you hope to achieve through the partnership(s)
  
- Guiding Questions
  - What's one promising practice you took away from today's presentations?
  - What could you see as a barrier for implementation for your health center?
  - Who in your community could you approach to create a partnership(s) like the one(s) described today?

# CULTURAL HUMILITY IN COMMUNITY PARTNERSHIPS

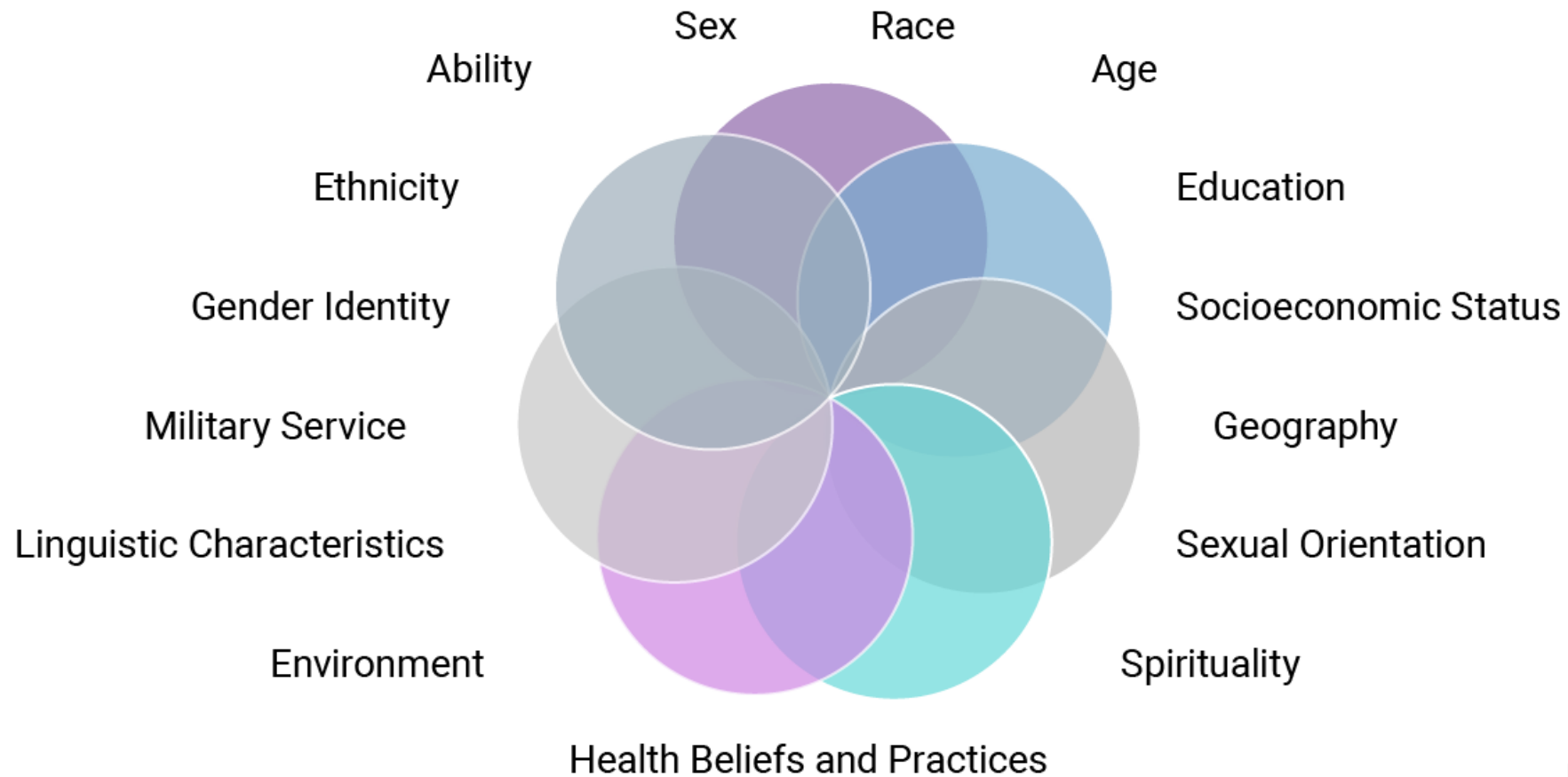
Thursday, November 19<sup>th</sup>  
1pm – 2pm



Emily Kane, MPA  
*Senior Program Manager*  
National Nurse-Led  
Care Consortium



# What is culture?



# What does our data tell us?

## Patients/Communities

- UDS Measures
- PRAPARE or other UDS Screeners
- Demographic information about the patient's neighborhood/area

## Organizations

- Mission statement
- Audience
- Staff/board makeup

### Adults in the Philadelphia metro area



#### Religious composition of adults in the Philadelphia metro area

<b>Christian</b>	68%	<b>Non-Christian Faiths</b>	8%
▶ Evangelical Protestant	13%	Jewish	3%
▶ Mainline Protestant	17%	Muslim	1%
▶ Historically Black Protestant	11%	Buddhist	1%
Catholic	26%	Hindu	1%
▶ Mormon	< 1%	Other World Religions	< 1%
▶ Orthodox Christian	< 1%	▶ Other Faiths	1%
Jehovah's Witness	1%	<b>Unaffiliated (religious "nones")</b>	24%
▶ Other Christian	< 1%	Atheist	5%
		Agnostic	4%
		▶ Nothing in particular	15%
		Don't know	1%



# Competency vs. Humility



# Cultural humility

“What preconceptions am I bringing to this encounter?”

“Is this a top-down relationship?”

“Are my patients and community organizations partners?”



# Cultural humility in practice

## **Individual Patient Encounters**

- Motivational interviewing
- Shared care plans
- Engagement strategies

## **Organizational Structure**

- Incorporate the community (CHWs)
- Regular training
- Policies

## **Partnerships**

- Goal mapping
- Transparency
- Mutual respect



# Resources

<https://thinkculturalhealth.hhs.gov/education/behavioral-health>

<https://www.cdc.gov/healthliteracy/culture.html>

<https://npin.cdc.gov/pages/cultural-competence#what>

<https://journals.sagepub.com/doi/full/10.1177/1524839919884912>

[https://melanietervalon.com/wp-content/uploads/2013/08/CulturalHumility\\_Tervalon-and-Murray-Garcia-Article.pdf](https://melanietervalon.com/wp-content/uploads/2013/08/CulturalHumility_Tervalon-and-Murray-Garcia-Article.pdf)



# TODAY'S PARTNERSHIP SHOWCASE



Dawn Bernard, MSHCM,PA-C,RN  
*Director of Clinical Operations*  
*Director of Health Homes Program*  
Watts Healthcare Corporation

## Watts Healthcare Corporation Federally Qualified Health Center

- Comprehensive primary care:
  - Internal Medicine and Pediatrics
  - Dental and Vision
  - Obstetrics and Gynecology
  - Diagnostic Imaging services
  - Health education and Chronic Disease Management
  - WIC services
- Providing services since 1967
- Operate 7 sites
- 2019 healthcare services to 23,754 unique patients
- 39.7% of population served
  - Zip codes : 90002 and 90059





## Nickerson Gardens

Watts is home to the largest concentration of public housing west of the Mississippi.

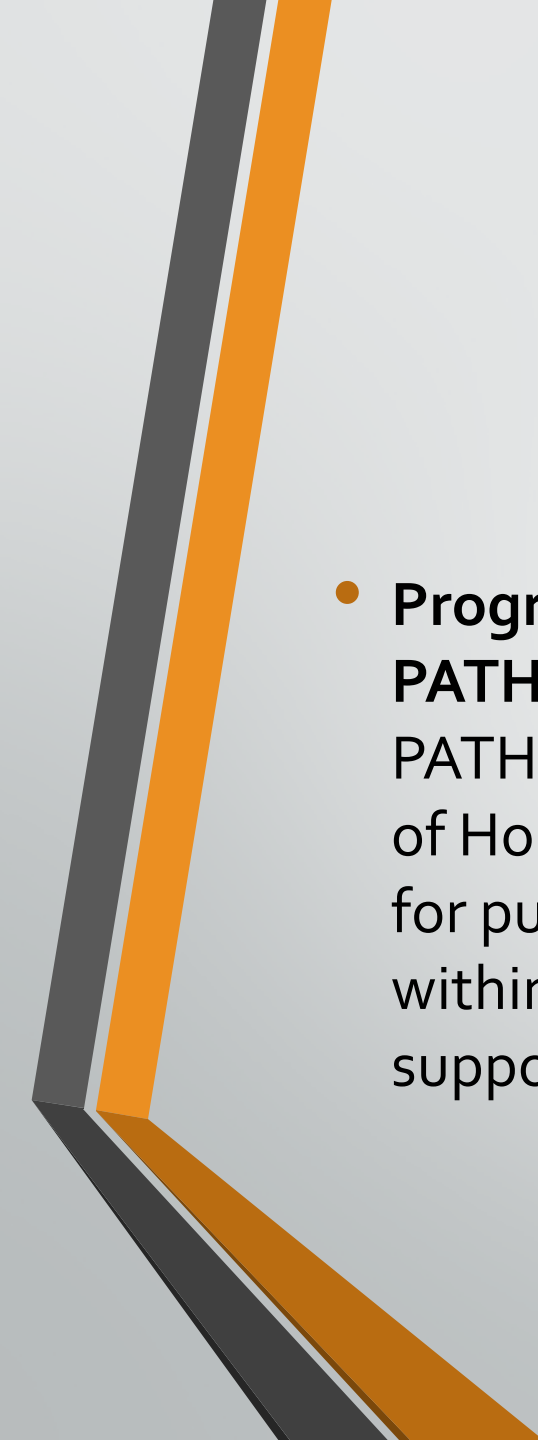
Closest public housing to the Watts Health Center is Nickerson Gardens

Located 1.0 mile or 4 mins



# How Did The Partnership Begin?

- February 20, 2019
- U.S. secretary of Housing and Urban Development Ben Carson, came to Nickerson Gardens to announce a \$3.7-million grant
  - Development and implementation of the Jobs Plus Community Health Worker (CHW) program
- On 07/01/2019
  - Amirhadji) from HUD and (Dr. David Wong) from office of Minority Health visited the WHCC
  - Invited us to a community partnership meeting
- I was Assigned to attend the meeting
  - First of many meetings to learn what the program was all about
    - Determinations to be made:
      - Expectations
      - Time commitment
      - Resource commitment
      - Benefit our organization

- 
- **Program Description:** The **CHW Place-Based Approach to Health (CHW PATH)** is a pilot program launched on October 1, 2019. The goal of CHW PATH is to leverage [Jobs Plus](#), an existing grant program of the Department of Housing and Urban Development (HUD), to create CHW job opportunities for public housing residents and to assess the benefits of embedding CHWs within their own public housing communities to provide peer-to-peer support for health and social needs.

# Challenges

- Multiple agencies involved:
  - Department of Housing and Urban Development (HUD )
  - Interdepartmental Health Equity Collaborative (IHEC)
  - he Housing Authority of the City of Los Angeles ( HACLA)
  - Nickerson Gardens
- At times unclear directives
  - Focus data collection to inform housing policies?
  - Employment of the residents?
- Introduction of program 07/01/2019. MOU was not signed until 05/ 2020
- Logistics of sharing 1 FTE between our organization and Nickerson Gardens (time card, payroll etc)
- Union issues
  - Develop relationship with liaison at the housing project


# COVID-19

- Delayed the start of the program
- Pivot to online interview etc.
- Delayed the training of the CHW
- CHW training pivoted to online training



# Funding or Resources Used to Sustain Partnership?

- Reimbursed 50% of the CHW's salary



# How do we measure success of the partnership or the impact it has had on residents of public housing?

- No set metrics
- Best CHW
  - Outreach
  - Engagement
  - SODH screenings
  - Health risk assessment
- Asset to the health homes program

## Where Do Go From Here?

- ✓ Expect to hire the CHW full time
- ✓ Expect to collaborating with the Nickerson Gardens on offering preventive services
  - ✓ Immunizations
  - ✓ FLU
  - ✓ COVID-19 vaccine?





# THANK YOU



**What's one promising practice you took away from Dawn's presentation?**

**What could you see as a barrier for implementation for your health center?**

**Who in your community could you approach to create a partnership(s) similar to the one(s) Dawn described?**

# THANK YOU!

- Final module on December 3<sup>rd</sup> at 1pm
- Complete CME/CNE form: <https://www.proprofs.com/quiz-school/ugc/story.php?title=cultural-humility-in-community-partnerships-111920gl>
- Complete evaluation poll
- Post in discussion forum on Bridge
- Volunteer to pitch your partnership(s)