



APPENDIX C

**Multicultural Health Conference 2000 Policy
Roundtable Discussions
April 11, 2000**

**MULTICULTURAL HEALTH CONFERENCE 2000
ROUNDTABLE POLICY DISCUSSION**

Common Themes and Patterns of Priority Health Areas

ACCESS

Issues facing the community

- *Language Diversity.* This area include unskilled providers as second language speakers, the need for an increase in the number of interpreters and consistency of payment for these services, more informational and educational materials in languages other than English, and a state certification requirement for interpreters.
- *Cultural Competency.* This area includes the need for health service providers to speak additional languages, strengthen cultural competency, and understand cultural demands of consumers and caregivers.
- *Outreach and Education.* Find better and more innovative ways to outreach and educate the community about health issues and available services.
- *Health Care System.* The need for a more proactive and user-friendly health care system including health care advocates for patients, support, recruitment, and volunteers from the community to participate in the health care system and a focus on increasing utilization not just access.

How to Address Issues Identified

- *Partnerships.* Private healthcare institutions are developing partnerships with various cultural communities.
- *Training.* IRCO and State refugee agency created and delivering free access training for medical and legal immigrants, PCC 's Medical Interpreter's Program and promoting self-care programs at Providence Hospital and other institutions.
- *Workforce Diversity.* Universities, healthcare institutions, and other agencies are increasing diversity in their workforce and encouraging minorities into the healthcare system.
- *Informational Outreach.* Religious institutions are implementing programs to increase understanding of available healthcare resources to the communities.

- *Outreach Programs.* Community and grassroots organizations including public schools are developing their own outreach programs using traditional and non-tradition methods.

Community Resources Needed to Address Health Issues Including Community Assets and Opportunities

- Individual assets include volunteers, long-term residents and elders who can participate in healthcare outreach efforts in the community.
- Institutional assets are religious organizations, schools, clinics, informal community networks, and community and state agencies that can provide outreach and contact within the community.
- Values within the community include non-traditional medicine, prevention programs, support and encouragement of individuals rising to serve the healthcare needs of the community, and inclusion of all people lacking access to healthcare.

HIV/AIDS

Issues Facing the Community

- *Resource Shortage and Coordination.* Lack of resources and coordination including money, housing, education, prevention, and programs.
- *Community Education.* Need for increased community education about at-risk and potential at-risk individuals within the urban and rural communities.
- *Provider Follow-up Around Education.* Need for initial and follow up education for healthcare providers outside of the HIV/AIDS system.
- *Cultural Competence.* Need for culturally competent providers/case managers and a system that provides more assistance in living with HIV/AIDS.
- *Trust and Fear.* Lack of trust and fear of the healthcare system.

How to Address the Issues

- *Cultural Competence Service Delivery.* Develop and deliver information to urban and rural communities in a culturally competent way.
- *Funding.* Provide more and easier funding for prevention and education programs and projects.

- *Education.* Educate peers, families, community, and providers outside of HIV/AIDS system.
- *Education and Accountability.* Maximize mandated HIV education to hold state, local, and school agencies accountable to increase education and awareness.
- *Cultural Competent Intervention.* Provide program interventions including the use of peers and ways to address environmental factors impacting people with HIV.

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Community Resources, Asset, and Opportunities Available to Address these Issues

- Leverage and increase funding for HIV/AIDS service delivery in rural areas, and communication around poverty.
- Utilize people in the community as resources.
- Build on best practices such as HIV Awareness Program at the State Penitentiary.
- Provide education to families, people outside the HIV Network, and to individuals at younger levels.

ALCOHOL AND DRUGS

Issues in the Community

- *Language Diversity and Cultural Competence.* Lack of ESL and culturally competent educational information and providers at all levels.
- *Youth Challenge.* This area includes youth perceptions about this health problem, treatment of violence not inclusive of A&D use, lack of reliable information, and disproportionate amount of drug and alcohol advertisement in the community and toward children and youth.
- *Funding Shortage.* Dramatic cutbacks in covered medical treatment cripples diagnosis and recovery success, while chronic over/under prescription encourages abuse.
- *Prejudice and Stereotypes.* Prejudice and stereotypes among healthcare providers, institutions and the larger population inhibits access to much needed recovery care.

- *Community Education.* The lack of education on abuse for all ages and the impact of abuse within all levels of the family and community structure, from children and youth to adults.

How to address these issues

- *Community Education.* Need to inform a larger audience of people through advertising and educational programs, particularly around youth, violence, misperceptions, and racism.
- *Cultural Competence.* Need to increase number of culturally competent providers, and build this practice into programs and service delivery, including the use male role models of color.
- *Healthcare System.* Modify the healthcare system to be more responsive and sensitive to the needs of People of Color.
- *Target Youth.* Target programs to address youth perceptions, treatment integration of A&D and violence, and youth involvement.

Community Resources, Assets, and Opportunities Available to Address These Issues

- Match the advertising money: Advertisers should match the amount of money spent on pro use of ATOD with prevention dollars.
- Have agencies and the community meet children and youth at their level and be more supportive in their and their family's environment. Additionally, involve youth in developing and sharing the message about the danger of A&D use and in treatment of the health problem.
- Address the root causes of abuse: address racism and discrimination more proactively in workforce hiring, education, training, system accountability, and Including the spiritual aspect in community involvement efforts.

DIABETES

Issues in the Community

- *Community Awareness and Education.* Lack of diverse strategies to increase awareness and educate the community about this health issue.
- *Information Gap.* Need data on Asian/Pacific Islander and Russian populations using effective data gathering methods.

- *Proactive Diverse Partnering and Collaborations.* The need exists for developing, partnering, and implementing a more proactive program that would encourage screening using individuals, family members, the community, communities of faith, and organizations and institutions as champions.
- *Consumer/Physician/Provider Relationships.* Effective communication and a proactive approach among physicians and providers working with consumers are needed.

How to Address These Issues

- *Community Education.* Develop and implement a diverse set of strategies and activities using personal contact, community leaders, public agencies, private/community events, local media, religious faiths, and healthcare provider networks.
- *Incentives.* Provide incentives that encourage people to participate in screening and education.
- *Available Resources.* Develop and provide a local list of available resources for consumers, families, and health care providers.

Community Resources, Assets, and Opportunities Available to Address These Issues

- Available outreach resources include community media and service organizations, public agencies and schools, grassroots organizations, HMOs, pharmaceutical companies, and faith organizations in the community.
- Potential service and goods providers include health clinics, grocery stores, pharmacies, specialized restaurants and other food-based activities.
- Potential funding and marketing resources include grant providers such as Meyer Memorial Trust, ADA Furse grants, etc., and partnering with other community programs.

ASTHMA

Issues in the Community

- *Employer Accommodation.* Need for employer accommodation and sensitivity for employees/dependents with asthma.

- *Education and Awareness.* Education and awareness on how to identify asthma early on and live with it.
- *Environmental Factors.* Asthmatic sensitivity is affected by indoor and outdoor air quality.

How to Address these Issues

- *Education.* Need for employers, schools, and businesses, education and accommodation for employees, students and others with asthma.
- *Testing and Monitoring.* Test and monitor indoor and outdoor air quality.
- *Manage Triggers.* Manage and minimize exposure to asthma triggers.

Community Resources, Assets, and Opportunities available to address These Issues

- Living with asthma classes and allergy clinics sponsored or put on by healthcare providers and other partner associations.
- Early detection educational resources on asthma for employers, caregivers, asthmatics, and parents.
- Information and tools to monitor air quality and reduce asthmatic reactions naturally.

LEAD

Issues Facing the Community

- *Motivation.* Lack of motivation to take action in the areas of screening, education, cleaning and prevention.
- *Awareness and Education.* Lack of awareness and education about the problem, impact, consequences, prevention opportunities, and community providers.
- *Screening.* Lack of screening of underrepresented populations, low income, and racial and ethnic groups who are at greater risk. Additionally, understanding the special needs required to reach these populations.
- *Resource Shortage.* Lack of resources for communities to deliver programs and services in screening, environmental testing, education and prevention, remediation and case management.

- *Limited Educational Approaches.* A shortage of effective educational approaches that will engage and increase awareness about this health issue.
- *Environmental Justice Impacts.* Challenges and addressing issues associated with land lords, enforcement of medical mandates, follow-up after testing, lab test reporting, and housing exist.

How to Address These Issues

- *Community Outreach.* Utilize a variety of traditional and non-traditional outreach strategies and activities including a hotline, ethnic media outlets including PSAs in (radio, television, print, door to door canvassing, churches, community centers and schools.
- *Cultural Competence Models.* Programs, service delivery, and outreach models should be culture-specific and as appropriate using community messengers.
- *Health Care Providers.* Provide awareness and education about existing health care providers including report from Physician for Social Responsibility (PSR), prevailing data, testing cost, prevalence and consequences.
- *Targeted Presentations.* Provide presentations to Oregon Medical Association, The Board of Medical Examiners, medical care organizations, and health care providers,

Community Resources, Assets, and Opportunities Available to Address These Issues

- *Partnership and Collaborations Around Cultural Competence.* Medical care organizations should promote culturally appropriate health efforts.
- *Become familiar with, participate, coordinate and learn from in formal and informal organizations, networks, program and services and activities in local communities such as PSR, Environmental Justice Action Group, the Annual Lead Summit, CLEARCORP, etc.*
- *Develop and mandate policies that will deal with lead evaluation at the time of property sale, required Medicaid testing and paint stabilization.*

Common themes across all groups for each question

Question #1: Issues in the community?

- Delivery of healthcare information and education in culturally competent and respectful ways.
- Need more interpreters and multi-lingual providers (across all agencies) available to reach out to ESL elements of the community. Include more informational material in multi-lingual formats.
- Prejudice and stereotypes within the community and healthcare providers around health issues and needs for people of color and youth.
- Environmental factors affecting the health of the community.
- Lack of available and affordable healthcare resources

Question #2: How to address these issues?

- Increased funding for healthcare, particularly for low-income populations and for specialty, high-cost treatment.
- Provide a more proactive outreach for educating people of color and particularly youth and parents, on healthcare issues, risks, and prevention.
- Encourage and support more people of color work in the healthcare system and as role models, especially men.
- Develop partnerships with public, private and religious organizations to broaden outreach of healthcare education and available services.
- Address issues around racism, prejudice and stereotypes to reduce health risks, particularly to youth.

Question #3: What community resources are available?

- Neighborhood, community, religious, and local public organizations are good resources to provide outreach, education and connection on healthcare with the community.
- Develop partnerships with healthcare providers assist in the outreach efforts to the community and employers, and to sponsor clinics and classes on various healthcare topics.
- Leverage healthcare mandates and existing funding to provide innovative community outreach.
- A network of existing healthcare providers and low-cost clinics is available in the community.
- Volunteers in the community are available, we need to encourage and support them.