



Agenda

1) Welcome and Introductions

Christopher O'Connell, *HFHS*; Madeline Habib, *MCCMH/HSCB*; Michael Heiden, *Immanuel Lutheran*; Emily Norton, *MCHD*; Mirissa Bosch, *MCHD*; Lisa Braddix *GDAHC*; Joe Cooke, *MCA*; Mary Cornwell, *MCHD*; Mitzi Cardona, *AHA*; Maria Swiatkowski, *MCHD*; Whitney Litzner, *MCHD*;

2) Review of September Meeting Minutes

The September meeting minutes were reviewed and approved. They will be accessible on our website shortly. <http://cha.macombgov.org/CHA-Home>

3) Homework Review

Thank you to those who completed their homework. Many of the homework questions were discussed during the group work review.

4) Group Work

The group discussed the following topics during the meeting:

What opportunities exist for cultural competency and cultural humility training?

The group discussed how to implement cultural competency and cultural humility training across Macomb County. Some agencies are currently providing an overview during onboarding of their employees (HFHS), but many are not. The group discussed conducting different types of lunch/learn trainings, types of CLAS trainings that are currently offered or available, utilizing training systems such as MI Train or CDCTrain. GDAHC currently offers a training through the Robert Wood Johnson foundation. Macomb ACT also may offer training or we could conduct a training in partnership with Macomb ACT. MCH currently has a Cultural Competency training as well.

How can we improve health literacy in Macomb County?

The group talked about creating a toolkit to improve health literacy. How would we create one? What is our language access plan? We would need to conduct some focus groups in the area to see what individuals need to know, so we can best identify the materials to place in the toolkit. What topic areas are struggled with in Macomb County? Is it understanding healthcare access? Is it medical terminology? What gaps can we identify? Where are community members receiving their information from currently? How would we get this information out to our community members? The topic of utilizing water bills was discussed, however, not all communities distribute paper bills (and this wouldn't help those who rent, whose bills are paid by the owner, not the leaser). The group decided though, the first we need to determine how community members are receiving their information.

How do we improve The Right Connection?

The group then discussed how to grow the usage rate of The Right Connection. A quick survey of the group, showed that less than 10% of attendees knew what The Right Connection was. The group talked about how to better promote this service. Do we add it to Welcome Wagons, so new residents have access to it? Can we reach out to our municipalities to help promote this resource? Can this resource be added to the "Welcome to School"



booklets for new students? How can we partner with our Chambers of Commerce? Would this be a resource we could get our utility companies to promote in their “welcome to your new home” packets? Madeline can do a train-the-trainer on The Right Connection. The group talked about possibly providing this training to Parish Nurses. The group discussed possibly creating a social media campaign to promote the service. It was also discussed to create some materials and share with the public and community partners (provide education) on what The Right Connection is to promote the service. The group also discussed promoting the service through outlets such as The Macomb Daily. The group also discussed the sustainability plan of The Right Connection – could we do some advertising in the hard copies to help cover the costs of printing the books? Finally the group discussed also getting some community member quotes about using The Right Connection. While HSCN has quotes from organizations/partners, there are no success stories from community members who have used the service.

5) Homework

Things to work on/think about before our next meeting:

How do we promote a cultural competency training across Macomb County organizations?

What does a health literacy toolkit look like?

How do we deliver/distribute a health literacy toolkit?

Who would we conduct a focus group with to help drive the creation of this toolkit?

How do we establish how residents are receiving their educational information?

What would a social media plan for promoting The Right Connection look like?

What avenues should we pursue to distribute information about The Right Connection?

6) Next Meeting

May 2018

