



Allegheny County Health Equity Summit Recommendations

This is a summary of the results of the Summit breakout sessions. Both the session themes and recommendation are recorded. Not all groups gave examples/best practices or assigned timeframes. Short term is a period of 6 months or less. Long term is a period of over six months.

Race & Medicine

RECOMMENDATION #1: Create a coordinated plan for cultural competencies for health and human services.

ACTION STEPS:

1. Identify, form and develop stakeholders and stakeholder relationships
2. Start/initiate meaningful dialogue between stakeholders
3. Mentors/protégé form all academic backgrounds (medical and policy students, school counselors, student associations, community leaders, school nurses and organized community associations)
4. Identify established organizations targeting issues

NECESSARY RESOURCES:

1. Money
2. Political influence
3. Open-minds, lack of territorial ownership

TIME FRAME: Long-term

EXAMPLES/BEST PRACTICES:

1. Uniformed Services University

RECOMMENDATION #2: Education of students from elementary to healthcare graduates (pipeline) and education for the patients and community.

ACTION STEPS:

1. Contact licensing boards about requirements for CEUs
2. National registry of those who have obtained a certain competency
3. Insurance company influence
4. political partnerships

NECESSARY RESOURCES:

1. Pipeline/Community
 - a. Community organizations (churches, fraternities, etc.)
 - b. Teachers unions
 - c. Court systems
 - d. Pennsylvania Department of Education
 - e. Media Sources (paper, radio, television)

2. Professionals
 - a. Academic institutions
 - b. Licensing boards
 - c. Professional organizations
 - d. Student bodies
 - e. Fraternities/sororities

TIME FRAME: Long-term (continual)

EXAMPLES/BEST PRACTICES: not reported

RECOMMENDATION #3: Structured and Consistent Evaluations on Customer Service

ACTION STEPS:

1. Identify current measuring tools
2. Provide access to the tool (PR, online, part of insurance applications)
3. Surveys
4. Identify sources to collect/maintain data

NECESSARY RESOURCES:

1. Insurance companies
2. Pennsylvania Department of Insurance
3. Academic institution (capstone projects)
4. Community organizations (populations targeted)
5. Chamber of Commerce (other business power structures)
6. Civic organizations and lodges

TIME FRAME: Short Term

EXAMPLES/BEST PRACTICES:

1. Customer service surveys (insurance companies and retail)
2. Scorecards (National Public Health Standards)
3. Walk-In-My-Shoes Program (MD)

Diversity and the Healthcare Workforce

RECOMMENDATION #1: Increase diversity in management and administration (decision makers); personnel must reflect population they serve.

ACTION STEPS:

1. Create a report card to monitor diversity.
2. Track the progress of diversity efforts.
3. Stipulated and committed workable plan to achieve desired results.

NECESSARY RESOURCES:

1. Passionate, committed leadership
2. Cultural competency consultants
3. Evaluation tools

TIME FRAME: Long Term

EXAMPLES/BEST PRACTICES:

1. Healthy Start (Diversity in management and cultural competency)

RECOMMENDATION #2: Education and training with measurable outcomes

ACTION STEPS:

1. Career development and exposure to role models who can demonstrate math and science skills in business world. Link to occupations other than physicians.
2. Pennsylvania Department of Health (DOH) must make an effective and sustainable relationship with the Department of Education.
3. Counseling interventions to expose cycles in health and medicine.
4. Collaborate with existing mentoring programs to increase capacity.

NECESSARY RESOURCES:

1. Academic community
2. Pennsylvania Department of Education
3. Pennsylvania Department of Health
4. Professionals in different health related careers

TIME FRAME: not reported

EXAMPLES/BEST PRACTICES:

1. Youth Works, Inc.
2. Mentoring Partnership of SWPA
3. Bridging the Gaps
4. Health Rangers

RECOMMENDATION #3: Eliminate disconnects between business, school, home, and personal life.

ACTION STEPS:

1. Create comprehensive plans for students complete with financial resources
2. Expand mailing list to include health advisory boards, educators and parents
3. Incorporate after-school programs to help potential students with their academic studies.

NECESSARY RESOURCES:

1. Academic community
2. Community organization
3. Family and friends
4. Church outreach

TIME FRAME: Long term (continual)

EXAMPLES/BEST PRACTICES:

1. Bridging the Gaps
2. Homewood – Brushton YMCA
3. Kingsley Center
4. Hosanna House

Research, Data, & Evaluation

RECOMMENDATION #1: Statewide Community Assessment on census tract level (mapping research, color-coding community organizations)

ACTION STEPS:

1. Surveys
2. Focus groups
3. Key informative interviews
4. Breakdown of health knowledge and behaviors
5. Collection of hospital and insurance data including discharge data

NECESSARY RESOURCES:

1. IT
2. Funding
3. Man-power
4. Academic institutions, government agencies, hospitals
5. Community leaders and politicians

TIME FRAME: Short term

EXAMPLES/BEST PRACTICES

1. BRFSS
2. Adagio Health
3. PA NEDS

RECOMMENDATION #2: Blue Ribbon Panel (identifies needs and makes recommendations)

ACTION STEPS:

1. Identify panel members
2. Commonwealth government support
3. Establish structure:
 - a. Identify purpose, mission, goals,
 - b. Timeline
 - c. Meeting schedule
 - d. Points of contact
4. Marketing
5. Publication of final product
6. Updates

NECESSARY RESOURCES:

1. Academic institutions, SHIP partners, government agencies
2. Advisory groups (statewide)
3. Professional organizations, including IT, business, legal

TIME FRAME: not reported

EXAMPLES/BEST PRACTICES

1. IOM Reports
2. PAC 3

RECOMMENDATION #3: Partnerships developed to create, secure and improve resources using funders, communities and researchers

ACTION STEPS:

1. Centralize clearinghouse with regional and local information on internships, education, manpower and organizations
2. Trainings: develop a forum for proposed research (RFP/mini grants)
3. Improve communication between the health department and health centers of the state and communities

NECESSARY RESOURCES:

1. PPHA
2. Local health departments, SHIP partners, and funders
3. Academic institutions
4. Businesses

TIME FRAME: not reported

EXAMPLES/BEST PRACTICES:

1. Pittsburgh Foundation/HIV program
2. CDC

Community & Business Partnerships

RECOMMENDATION #1: Work with, support the existing, and potential SHIP partnerships to address health disparities.

ACTION STEPS:

1. Sustainability plan (with input with all stakeholders)
2. DOH publicize what a SHIP is across the Dept .of Health
3. Can SHIPS be funded by state resources? Explore this?
4. Hold vendors/contractors accountable for really working with SHIP
5. Develop regional efforts between SHIP partners like the Fleet Diabetes Grant
6. Identify regional priorities
7. Get support from for profits
8. Collect data (i.e. what are disparities?) and link with data committee

NECESSARY RESOURCES:

1. DOH
2. Networks already established
3. Foundations
4. Assist with data collection
5. Strategic Planning Facilitation
6. Long Term Commitment
7. Business partners
8. Hospitals

TIME FRAME: not reported

EXAMPLES/BEST PRACTICES: not reported

RECOMMENDATION #2: Communicating to end users the availability of healthcare prevention and intervention resources.

ACTION STEPS:

1. Relationships
2. Public Service Ads
3. Internet
4. Outreach
5. Networking

NECESSARY RESOURCES:

1. School Districts
2. Food Banks
3. Faith Based Organizations
4. Civic Organizations
5. Senior Service Organizations
6. Grass Roots Organizations
7. Health Care Providers

TIME FRAME: not reported

EXAMPLES/BEST PRACTICES: not reported

RECOMMENDATION #3: Create a directory of existing partnerships that address health disparities as a resource for multiple users.

ACTION STEPS:

1. Convene a meeting of a working group to plan the directory.
2. Identify other people who need to be at the table, schedule bigger meeting
3. Develop a plan, with a timeline, etc. for creating a directory

NECESSARY RESOURCES:

1. DOH
2. Private & Public Foundations/Organizations

TIME FRAME: not reported

EXAMPLES/BEST PRACTICES: not reported