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mycommunitynm.org

Find and store community resource data



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OCA BACKGROUND

Please join us for Pathway's first
Report to the Community:

Friday Jan 15 2010

South Broadway Cultural Center

3:00 pm - 5:00 pm

The Office of Community Affairs (OCA) was established in 2006 following a Health Summit that was held at the request of Governor Bill Richardson and led by UNM Regents. The purpose of the Summit was to seek consensus on the dual issues of uncompensated care burden and access to services for uninsured at UNM Hospital.

Today, the Office of Community Affairs is staffed by four full-time and two part-time staff, and counts on the help of a student employee and interns.

The OCA works to ensure that communication channels are open for interested community members and groups to share concerns and to receive information that is important to their interests. Populations that may experience greater difficulties in accessing HSC services or resources, such as Limited English Proficient (LEP) populations, Native Americans living on and off reservations, and immigrants, among others, are of primary interest to our Office.

2009 HIGHLIGHTS

From tour buses to systemic problems. We've been busy.

Pathways to a Healthy Bernalillo County is launched

In January, Daryl Smith, MPH, was hired as program manager for the Pathways project. He jumped right into this new position to guide the final project design. In May, a program Memorandum of Understanding was signed by county commissioners and UNM regents cleared the way for the project to move ahead. By August, fifteen grant awards were in place in community organizations across the county. Read Pg. 3 for a complete update on Pathways.

Leadership tours for HSC

The OCA organized two tours this year to give HSC leaders a chance to meet community leaders, observe innovative models for partnering, and to share ideas on community health improvement. A tour in March focused on youth health and development. Tour participants visited career enrichment programs and a dental clinic in local schools. They also heard about youth mental health needs and solutions from youth advocates.

HSC leaders jumped on the bus again in November to visit the historic neighborhoods of



Santa Barbara and Martineztown. Tour stops included an elementary school to watch children reenact a 1960's struggle to save their neighborhood and a heart rehab center offering wellness programs for neighbors. At the Santa Barbara Learning Center, community members shared proud stories and health concerns with the tour group.

reports & communication plan for underserved

Community Perspectives Annual Report - a "population" perspective describing who used UNMH hospital services by race and ethnicity, gender, age, and zip code. The primary focus of the report is on Bernalillo County. Primary care vs. emergency room

care, self-pay versus private or government insurance, and more is covered. Go to <http://hsc.unm.edu/about/community/reportsnewsletters.shtml> for more information.

Special Reports

- Off-Reservation Native Americans
- Behavioral health services
 - Self-pay profile



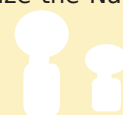
Systems report on Financial Assistance, Billing, and Collections -

document and understand the experiences of low-income patients with financial assistance, billing and collections services. The existing system for these services is problematic for vulnerable persons to navigate. As a result, OCA produced a report highlighting these three service areas and distributed the report to HSC leaders and community leaders.

Communication plan for underserved - A brochure to describe the Emergency Medical Services for Aliens (EMSA) was spearheaded by Ivette Cuzmar and involved significant work with community groups and Spanish speaking individuals to finalize the product. OCA staff also participated actively in the design of radio spots and pony boards for Office of Native American Services, and recently assisted in coordinating efforts to finalize the Native American brochure.

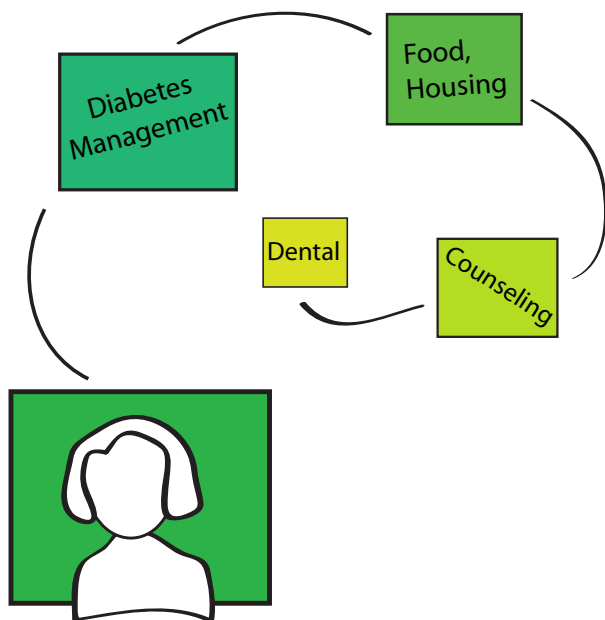
PLANS FOR 2010

- Provide a successful full-year implementation of Pathways including regular reports to UNM Hospital Board of Trustees and to the community; begin to address systems issues identified by navigators.
- Build on the HSC Leadership Tour experiences by sustaining an interest in health improvement in the neighborhoods we have visited.
- Through technology and personal connections, improve information sharing between communities and HSC.
- Extend the patient ombudsman role to benefit other service providing entities of HSC.
- Support HSC in building strong relationships in the communities of Sandoval and Valencia counties.
- Enhance student learning about communities through internships and HSC interprofessional initiatives.



PATHWAYS IN MOTION

The OCA is proud to announce that the Pathways Project is now in full swing.



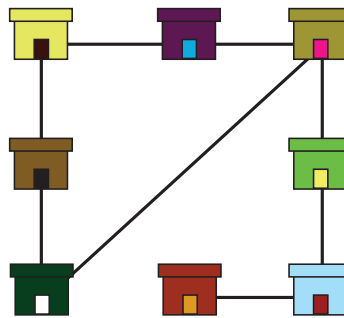
connecting to clients

A Request for Proposal was announced in late May and a total of 12 applications were submitted for funding, of which 11 were funded. One of the 11 applicants was a South Valley partnership consisting of 5 different organizations located within a mile of each other. As a result, there are a total of 15 community-based organizations funded totaling \$644,000 in awards.

Among the 15 organizations, there are more than 20 community health navigators working directly with clients across the county.



Training and orientation for all of the organizations occurred in August and effective September 1st



the Pathways organizations began seeing clients and officially rolled out the model for Bernalillo County.

community process

To refresh your memory, a nearly 2 year inclusive planning process preceded this rollout and the primary Pathways outcomes defined by the community for Bernalillo County were as follows:

1. People will self-report better health
2. People will have a health care home
3. Health and social service networks will be strengthened and user friendly
4. Advocacy and collaboration will lead to improved health systems

A secure, password protected, web-based database tracks progress and a HSC Institute of Public Health developed evaluation plan measures outcomes.

leading model

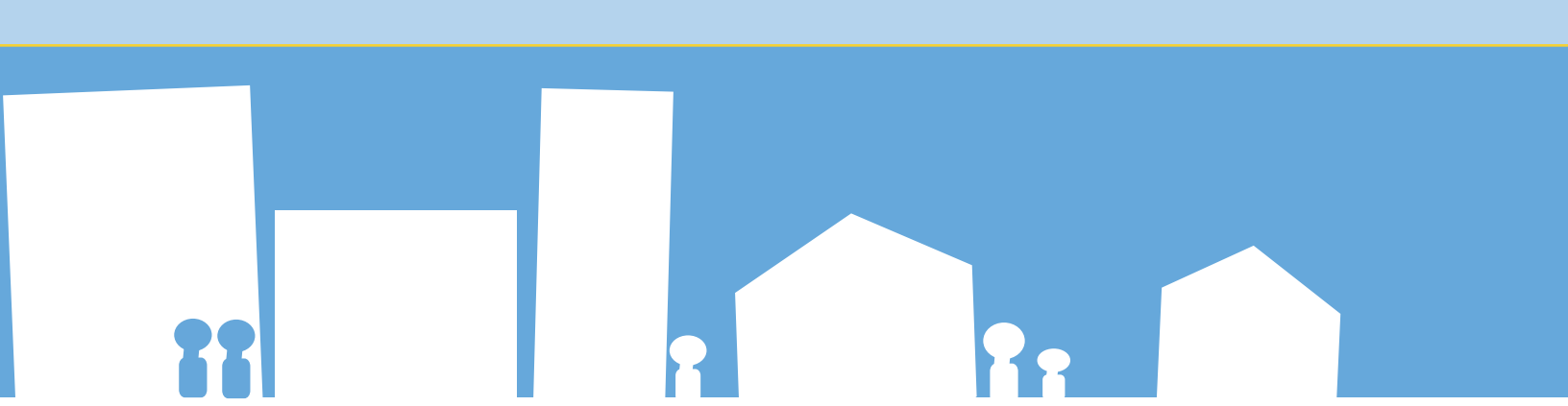
This initial phase of Pathways will be funded for a 2-year period with the intention of releasing another Request for Proposal in the spring of 2011 that will incorporate all of the lessons learned from the first eighteen months of implementation. The OCA is confident that this model will result in a positive impact on the health and well being of many Bernalillo County residents, and ultimately be replicated in other communities across New Mexico.

thanks mil levy

This funding source came about through a collaborative effort among the community, UNM Hospital, and the County to better serve vulnerable and underserved populations. Through an agreement between Bernalillo County Commission and the UNM Hospital the equivalent of 1% of the County Mil Levy tax, or approximately \$800,000 each year for eight years, is to be used to "improve access for the underserved of Bernalillo County in collaboration with community resources."

Join us for Pathway's [Report to the Community](#): 1/15/10, 3-5pm, South Broadway Cultural Center

As of December 2009, there are already **164 clients** enrolled in various Pathways, with the five most common ones being Employment, Health Care, Food Security, Housing, and Behavioral Health.



CONCEPTS FOR COMMUNITY ACTION

by Alexis Padilla

I'm pleased to start this new newsletter column. The idea behind it is to create a conversational space for us to share about the practical meaning of key words in community work.

Today, in the community spirit of Bernalillo County Pathways, it's the turn for us to think together about participation. What is it? Why does it matter?

Participation means taking part. However, what makes being part of something a comprehensive quality experience?

The whole is greater than the sum of its parts. So the cliché goes. I only say cliché because, as you know, this isn't always true.

The problem is that one tends to blame the whole for this. It's up to the parts to make the whole; not the other way around, right? Here lies the significance for comprehensive quality participation in community action. It's up to you to make the difference, as many of you as possible. In the case of Pathways, Navigators do the leg work. You are the ones who form the rest of the body.

WHAT IS AN OMBUDSMAN?

Well-utilized service is expanding

resolving & mediating

Ivette Cuzmar is our Patient Systems Specialist who provides direct and personalized assistance to patients that experience difficulties at UNM Hospitals. Ivette serves as an "ombudsman" who is appointed by the organization to "investigate constituent complaints relating to the organization and attempt to resolve them, usually through recommendations (binding or not) or mediation."¹

Some ways Ivette has helped patients include: resolving billing or collections disputes, helping a patient from a rural area with very specialized-care needs work with clinic personnel; and helping an immigrant family navigate complex services for their young child at the UNM Can-

cer Center. We receive referrals from a variety of sources, including patients and their families, health outreach workers, State agencies, and HSC employees.

new in 2010

- Services extended to UNM Medical Group & other UNM providers/programs.
- Regular six-month reports that offer a systematic look at ways that services can be improved to best meet patient and community needs.

For additional information: Ivette Cuzmar (505) 203-5983 icuzmar@salud.unm.edu.

¹ Wikipedia: <http://en.wikipedia.org/wiki/Ombudsman>

MY COMMUNITY NM

Better than sticky notes.

- Do you need to find local services where you can refer your client?*
- Do you need a place to store and share your data about your own community resources?*
- Do you want to share what your agency does with the larger community and other service providers?*



Yes? Then be sure to check out this site. It is the online home of the Salud Manual and a growing inventory of community resources for health, social services, education, legal services, transportation, community recreation, and advocacy,

The OCA is a partner in the project along with many other agencies/councils serving vulnerable and disadvantaged groups.