



Asian American, Native Hawaiian and Pacific Islander Health Center Summit

Addressing Social Determinants of Health and Demonstrating Health Care Value for Underserved AA&NHPI Communities

Friday, May 26, 2017

Hilton San Francisco Financial District, San Francisco, CA

The Asian American, Native Hawaiian, and Pacific Islander Health Center Summit is a national convening of health center staff, consumers, and community leaders in Asian American, Native Hawaiian, and Pacific Islander (AA&NHPI) health. Hosted by the Association of Asian Pacific Community Health Organizations (AAPCHO), the Summit provides educational sessions, networking, and discussions regarding the issues facing AA&NHPI serving health centers and their communities.

This year's Summit theme is ***Addressing Social Determinants of Health and Demonstrating Health Care Value for Underserved Asian American, Native Hawaiian, and Pacific Islander Communities.***

A rapidly growing and highly diverse population, AA&NHPIs face unique social, economic, emotional, and physical health burdens that contribute to health disparities. Today's health centers are being increasingly held accountable to understanding and addressing social determinants of health for their patient populations. In doing so, it is critical to have the tools and strategies necessary to identify the socioeconomic drivers of poor health outcomes and higher costs. With data on the social determinants of health, health centers and other providers can define and document the increased complexity of their patients, transform care with integrated services and community partnerships to meet the needs of their patients, advocate for change in their communities, and demonstrate the value they bring to patients, communities, and payers.

About AAPCHO

Established in 1987, the Association of Asian Pacific Community Health Organizations (AAPCHO) is a not-for-profit national association representing 35 community health organizations serving Asian Americans, Native Hawaiians and Pacific Islanders (AA&NHPIs) in the United States, particularly the medically underserved. AAPCHO members are located in communities with high concentrations of medically underserved AA&NHPIs, providing comprehensive primary care in over 15 languages to over half a million patients. Our mission is to promote advocacy, collaboration and leadership that improve the health status and access of Asian Americans, Native Hawaiians and Pacific Islanders.



FULL SCHEDULE

8:00 AM Breakfast & Registration

Grand Ballroom

9:00 AM Welcome & Opening Remarks

- Jeff Caballero, Executive Director, Association of Asian Pacific Community Health Organizations
- AAPCHO Local Host Member: Diana Kawasaki-Yee, Chief Operations Officer, North East Medical Services, San Francisco, California

9:45 AM Keynote Address

- Carolyn Wang Kong MPH, MPP, Program Officer, Health Care and Coverage, Blue Shield of California Foundation

Carolyn Wang Kong is a program officer for the Foundation's Health Care and Coverage program. In this role, she supports the Foundation's grantmaking and programmatic efforts to improve access to care for vulnerable populations and strengthen systems of care in California's safety net.

Most recently, Ms. Wang Kong was the project director for Medi-Cal strategy and operations at Kaiser Permanente in Northern California. She has also served as practice leader of language access for Kaiser Permanente and was responsible for developing a strategy to meet the needs of 350,000 limited-English-speaking Medi-Cal members in Northern California. Her accomplishments include the deployment of video interpreting services in 21 hospitals and emergency departments, implementation of a document-translation service, and development of web-based training programs for clinical and non-clinical staff. Earlier in her career, Ms. Wang Kong served as a cultural and linguistic services consultant at the Alameda Alliance for Health and led research on cultural and linguistic services at the U.S. Department of Health and Human Services' Agency for Healthcare Research and Quality. She has also served as a board member and co-chair of the Finance Committee for the California Healthcare Interpreting Association.

Ms. Wang Kong holds a Master of Public Health and Master of Public Policy from UC Berkeley and a Bachelor of Science from UCLA.



10:30 AM General Session

WE COUNT! OPPORTUNITIES FOR NATIONAL AND STATE EFFORTS ACTION ON DATA COLLECTION

Meeting Room: *Grand Ballroom*

Currently, federal agencies are not required to count detailed data for Asian American, Native Hawaiian, and Pacific Islander communities (e.g., Chinese, Filipino, Asian Indian, Vietnamese, Korean, Japanese, Pakistani, Sri Lankan, Native Hawaiian, Chamorro, Samoan, Tongan, etc.). The availability and accuracy of disaggregated data is critical to addressing social determinants of health and health inequities for AA&NHPI health center populations. This is relevant even in the current political climate, when fears have been exacerbated because of the assumed links between the collection of data for immigration status, race and ethnicity, and country of birth. Hear from national advocates in data on current state and national efforts to expand and codify disaggregated data collection efforts critical for AA&NHPI serving health centers, and why this type of data collection is crucial at this political time.

Moderator: Isha Weerasinghe MSc, Director of Policy and Advocacy, AAPCHO

Speakers:

- Nia Aitaoto PhD, Co-Director, Center for Pacific Islander Health, University of Arkansas for Medical Services
- Rosy Chang Weir PhD, Director of Research, AAPCHO
- Tung Nguyen MD, Chair in General Internal Medicine and Professor of Medicine at the University of California, San Francisco

12:30 PM Lunch & Networking Session

Meeting Room: *Grand Ballroom*

Join us for lunch and a chance to network! AAPCHO Policy, Research, Technical Assistance and Training, and Communications staff as well as our sponsor, the American Association of Retired Persons (AARP) will be hosting roundtables during this time for general questions and to share more about services and resources.



1:30 PM Concurrent Educational Sessions

BUILDING PARTNERSHIPS WITH THE LEGAL COMMUNITY TO ADDRESS SOCIAL DETERMINANTS OF HEALTH

Meeting Room: *Pine*

This session will provide a three part overview of the legal sector - at the national, regional and local level - with an emphasis on understanding how to build partnerships with legal organizations, focusing especially on immigration issues in the current political landscape. Participants will leave the session having gained an understanding of the legal landscape in their community, how to reach out to potential partners and allies, and where to look for opportunities to build resources to support immigrant and refugee patients who are at risk.

Ellen Lawton, who directs the National Center for Medical-Legal Partnership's national cooperative agreement with HRSA, will open with a brief overview of the national public interest legal community and how its work and mission aligns with health centers and PCAs. Alex Gulotta, CEO of Bay Area Legal Aid will describe the legal sector landscape in San Francisco and across the state, highlighting existing and potential partnerships with health and other community organizations. Finally, Protima Pandey, Regional Counsel for Immigration, Bay Area Legal Aid, will offer insights regarding the emerging issues in the immigration context.

Moderator: Tuyen Tran MPH, Director of Training and Technical Assistance, AAPCHO

Speakers:

- Alex Gulotta, Executive Director Bay Area Legal Aid
- Ellen Lawton, JD, Principal, National Center for Medical Legal Partnerships, George Washington University, Department of Health Policy and Management
- Protima Pandey, Regional Counsel for Immigration, Bay Area Legal Aid



DOCUMENTING YOUR IMPACT: TOOLS FOR ADDRESSING SOCIAL DETERMINANTS OF HEALTH AND DEMONSTRATING VALUE

Meeting Room: *Columbus I/II*

Data collection on enabling services has tremendous potential to help Community Health Centers identify and address the social determinants of health for communities they serve. AAPCHO collaborates with the National Association of Community Health Centers, Oregon Primary Care Association, and Institute for Alternative Futures to research and develop a tool called Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences, or PRAPARE. This session will describe culturally appropriate implementation of the tool as well as how use of this tool can help clinics better understand and address their patients' social determinants of health.

Moderator: Rosy Chang Weir PhD, Director of Research, AAPCHO

Speakers:

- Leinaala Kanana, Director of Community Health Services, Waianae Coast Comprehensive Health Center, Waianae, Hawaii
- Shane Chen, Chief Operations Officer, HOPE Clinic, Houston, Texas

3:00 PM Coffee Break

Columbus I/II and Pine Lounge

3:30 PM Concurrent Educational Sessions

LANGUAGE ACCESS: MANAGING AND SUSTAINING MULTILINGUAL HEALTH ACCESS MODELS

Meeting Room: *Columbus I/II*

Nationally, 32% of AA&NHPI health center patients prefer to be served in a language other than English. For AAPCHO member health centers this average is 70%. Responding to the multilingual needs of limited English proficient (LEP) AA&NHPI health center patients poses unique challenges to sustaining and cultivating workforce, policies, practices, and technology to ensure access to quality of care for LEP patients. Learn more about the multi-lingual serving health centers nationally strategies and models for multilingual health care service delivery.



Moderator: Jen Lee, Director of Community Services and Partnerships, AAPCHO

Speakers:

- Judy Nguyen, Patient Care Manager, Asian Health Services, Oakland, California
- Merina Sapulo, Health Educator & Interpreter Trainer, Kokua Kalihi Valley Comprehensive Family Services, Honolulu, Hawaii
- Shane Chen, Chief Operations Officer, HOPE Clinic, Houston, Texas

TECHNIQUES AND STRATEGIES TO MULTIPLY YOUR IMPACT

Meeting Room: Pine

Once your health center is collecting data and addressing SDOH, you can translate that effort out to have broader impacts. In addition to addressing the needs of patients, data collection and issue identification can impact community members and stakeholders beyond your health center, and in unexpected ways. Examples of impacts can be reimbursement, media attention, translating interventions into advocacy, and resource development. Learn more from experts in this session who have used data action strategies and storytelling to generate impact and results.

Moderator: Heather Skrabak, Associate Director of Policy and Advocacy, AAPCHO

Speakers:

- Beverly Quintana, Communications Manager, AAPCHO
- Julia Liou, MPH, Director of Program Planning and Development, AHS
- Rhodora Ursua, MPH, Director of Programs, APPEAL

5:00 PM Closing Session & Remarks

Grand Ballroom