

## Health Equity Practice Roundtable

### DISCUSSION GUIDE DRAFT

**PRACTICE ROUNDTABLE OBJECTIVE:** The main objective of the roundtable is to provide input into the development of resources for practices to support their efforts in addressing health equity in their communities. Framing questions below are intended to inform the development of health equity resources for practices to address related challenges and the need to share data, and ideas and goals to address the communities' social determinants of health.

#### *What potential health equity resources can be developed to support practices?*

##### **OPPORTUNITIES:**

- Virtual symposium –The Role of Engaging Community Resources in Addressing Health Equity

##### **DISCUSSION ITEMS:**

- What lessons would you want to share with practices considering how to address health equity concerns?
  - What decision-making process should practices go through before addressing health equity concerns?
    - Consider practice capacity, staff skill set, and internal or external resources (e.g., community health workers, care managers, etc.)
    - Define staff role in supporting patients with health equity concerns
    - Identify how practice can leverage community or medical neighborhood resources (e.g., payers, hospitals, community-based organizations, etc.)
    - Establish partnerships with organizations or agencies (for example, hospitals that offer outpatient resource navigation services)
  - How do practices (particularly small, independent ones) identify social resources for their patients?
    - Leverage partnerships with organizations or agencies to determine existing resources
  - How do practices know which resources are effective?
    - Collect feedback from patients on resources using tools such as patient surveys (set expectations that patients will be asked for feedback and use qualitative means including focus groups and patient and family advisory councils (PFACs))
    - Create tracking mechanism to inform effectiveness of resources overtime
  - How do practices identify patterns of need in their community?
    - Use area deprivation index (ADI) to determine community needs
    - Collect patient feedback via PFACs

- How do practices engage community-based organizations (CBOs) in their geographical areas to facilitate referrals?
  - Outreach to CBOs (e.g., meet and greet with point person at CBO to facilitate engagement)
  - Leverage interactions with colleagues to identify and share engaged resources
- Assuming at least some social resources and CBOs are present in every community, how do practices make it easier for patients to know of, as well as feel comfortable asking for and receiving services from, these resources?
  - Create settings that facilitate patient's comfort and ask open ended questions to prompt discussion
- Who are the potential speakers for a virtual symposium (symposium)?
  - Potential speakers:
    - Ken Buczynski, MD
    - Angelica Newsome, MSW, LCSW-C
    - Sarah Conway, MD
- What are the suggested times and length for the symposium?
  - Audience - ambulatory providers (family physicians)
  - Time - 90 mins
  - Goals/ objectives - informational learning event to support practices in health equity efforts; includes Q/A session
- What are the best dates for the symposium?
  - September 2022 or January 2023
- Other topics for consideration – How to utilize HEART payments

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- How would you recommend the Maryland Health Care Commission distribute the symposium information to practices?
- What mechanisms should we employ to ensure specialty practices are invited?
- What questions should we anticipate from the audience?
  - Behavioral health resources
  - Language barriers
  - Other
- How should the usefulness of the symposium be evaluated for its intended audience?
- What materials should we provide after the symposium?
- How should symposium materials be accessed?

**OPPORTUNITIES:**

- Public service announcement (PSA) in collaboration with a statewide grocery store chain on a topic such as assistance for social needs

**DISCUSSION ITEMS:**

- Who are the potential speakers for a PSA?
- What is the target message(s) for the PSA(s)?
- Should the message(s) vary based on geographic areas?
- How would you recommend the Maryland Health Care Commission distribute information about the PSA to practices?