



South Shore Community Partners in Prevention

South Shore Community Partners in Prevention (CHNA 23)
Wednesday, October 5, 2016
8:45 A.M.to 10:15 A.M.
Plymouth Public Library
132 South Street, Plymouth MA

Minutes

In attendance:

<u>First Name</u>	<u>Last Name</u>	<u>Organization</u>	<u>E-mail</u>
Ann	Burke	Fenway Health	aburke@fenwayhealth.org
Heather	Connor	Parent Information Network	plymouthpin@bamsi.org
Tiffany	Corshia	BAMSI	tiffanycorshia@bamsi.org
Sue	Cratty	Self	skcratty17@gmail.com
Conni	DiLego	Council on Aging	cdilego@townhall.plymouth.ma.us
Tina	Dwyer	South Shore Health System	Katrina_Dwyer@ssHosp.org
Laura	Goodwin	Harbor Community Health	lgoodwin@hhsi.us
Carole	Guerin	UMass Extension	cguerin@umext.umass.edu
Mary	Hammond	Care One	mhammond@care-one.com
Mike	Jackman	Congressman Keating, SSCPP Chair	Michael.Jackman@mail.house.gov
Maureen	King	DDS	Maureen.king@state.ma.us
Amy	LeFort	SPAC Plymouth	alefort@hptc.org
Mimi	Macdonald	SSCPP Health Literacy	southshorehealthliteracy@gmail.com
Sheri	Magnacea	Coastal Hearing Clinic	sheri@coastalhearingclinic.org
Maryellen	Maguire-Eisen	Children's Melanoma	maryellen@melanomaprevention.org

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Bobbi	Martino	Arc of Greater Plymouth	bobbim@thearcofgp.org
Siobhan	McKay	Dept. of Development Services	siobhan.mckay@state.ma.us
Monica	Mullin	Senator Vinny de Macedo	Monica.mullin@masenate.gov
Dottie	Neal	Kingston COA	dneal@kingstonmass.org
Judith	Reppucci	Harbor Health Services	jreppucci@hhsi.us
Donna	Rodriguez	PACTV	donna@pactv.org
Tresa	Salters	Parent Information Network	ptaypin@bamsi.orh
Kathleen	Small	Marshfield Council on Aging (intern)	kathleenanne09@yahoo.com
Judi	Vigna	Healthy Plymouth	Judi.vigna@gmail.com
Chris	White	RTR	cwhite@rtrinc.org

Meeting called to order by Mike Jackman. Everyone was welcomed and gave self-introductions.

Minutes for the September 14th SSCPP general meeting were approved unanimously by all in attendance.

Health Literacy Month Proclamation: Monica Mullin presented the Governor’s proclamation of October 2016 as Health Literacy Month. A request was made to send a copy of the proclamation to the Health Literacy Committee members.

Update on Training Video: Bobbi Martino and Donna Rodriguez provided all with an update on the health literacy video being put together by PACTV in partnership with SSCPP, DDS SE Region Training Council, and Nemasket Group.

Presentation: Helen Osborne, M.ED., OTR/L

“How to Become a Health Literacy Hero: Working Together to Find Solutions to Common Problems”

Notes provided by Mimi Macdonald, SSCPP Health Literacy Coordinator

- Health Literacy Month is important because people “tend to hear a louder voice” which happens with collaboration during HL Month.
- A Health Literacy Hero is an individual/an organization/a team who finds health literacy problems and takes action to solve them.
- Although she uses the official definition of health literacy, Helen’s working definition of health literacy is when providers/care givers and patients/care receivers truly understand one another.

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- Helen gave a brief background of health literacy in America which she underscored began in the medical profession.
- I. Helen asked the group to share health literacy problems that those in attendance encounter on a regular basis.
 - Lack of access to care; face to face access, provider understanding problem, patient's ability to communicate problem.
 - Hearing and understanding – how do we confirm that someone has understood what was said?
 - Learning disabilities leading to misunderstandings and the need in a workplace to make sure all those working together understand any disabilities that may exist so that they can approach each other in a more effective manner.
 - Understanding the system throughout the chain of command – providers understanding insurance company definitions and requirements in order to make accurate recommendations to their patients.
 - Communication between generations may be difficult but managed by reflective listening.
 - II. Ways of Communicating – Helen asked those in attendance for suggestions from their experience as to creative ways to communicate with various populations.
 - Video
 - Teach back method – asking someone to repeat what they have heard as if they were telling someone at home.
 - Calling insurance companies together on one phone so that you are both hearing the same information and you can be helpful navigating the system.
 - Using a camera that shows young people where exactly skin damage is on their face and how best to apply sunscreen.
 - Using visual pictures or drawings
 - Get to know the individual as a person so that there is more understanding from where they are coming from
 - Puppet shows are useful with different cultures.
 - Always get feedback about your projects from your target audience. When preparing plain language material you need a team; experts in the field, writers of plain language and a representative of the target audience.
 - Helen recommended an app called the Plain Language Medical Dictionary.
 - What can an organization do without an interpreter – Helen recommended building into the organization funding for an interpreter. Others recommended an interpreter line or use of a company similar to Baystate Interpreters.
 - Always bring a third party when communicating with elders.
 - Use of improv. which will naturally bring in the actual language the target group would be using.

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III. Lighting Round Solutions and Tips

- Be culturally competent
- Ask for user feedback
- Use examples
- Storybooks
- Use all types of learning, auditory, tactile, visual
- Listen and ask questions
- Engage the individual, make it personal
- Community Health Workers
- Cartoon stories
- Understand the differences between each person
- Patience

The floor was opened for agency announcements.

The next meeting is scheduled for **November 9th**.

Respectfully submitted by Kimberly Allen
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