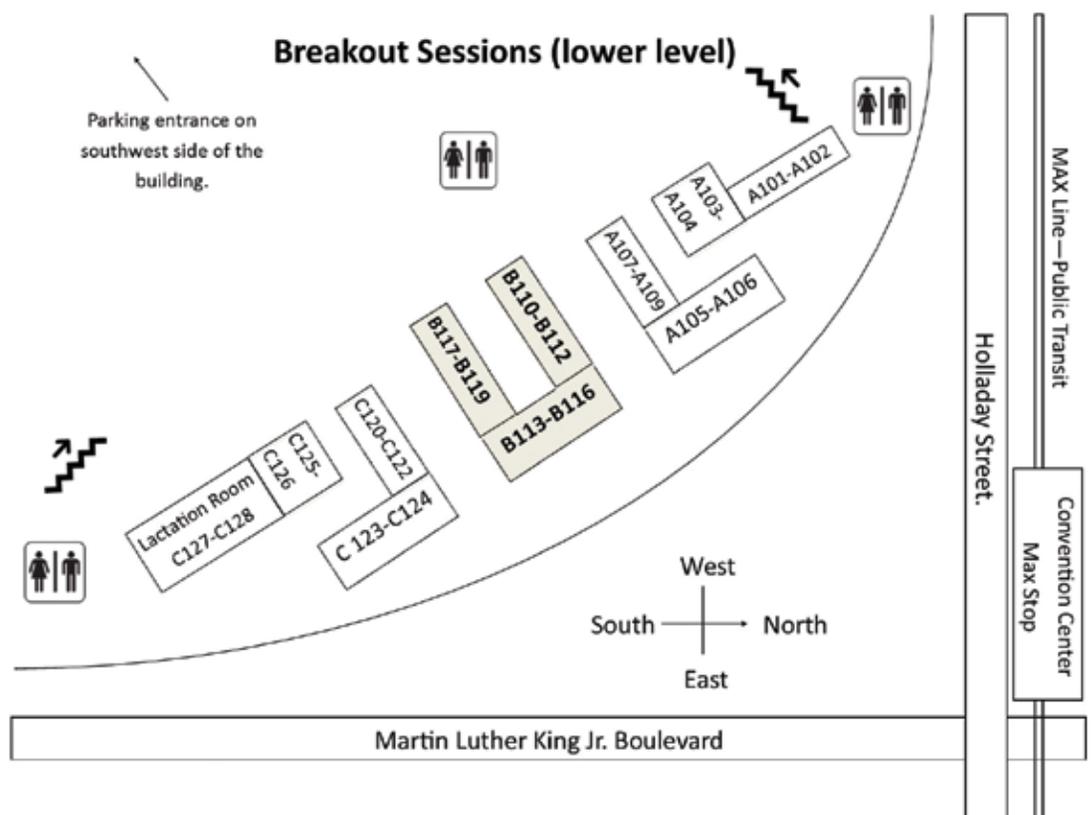
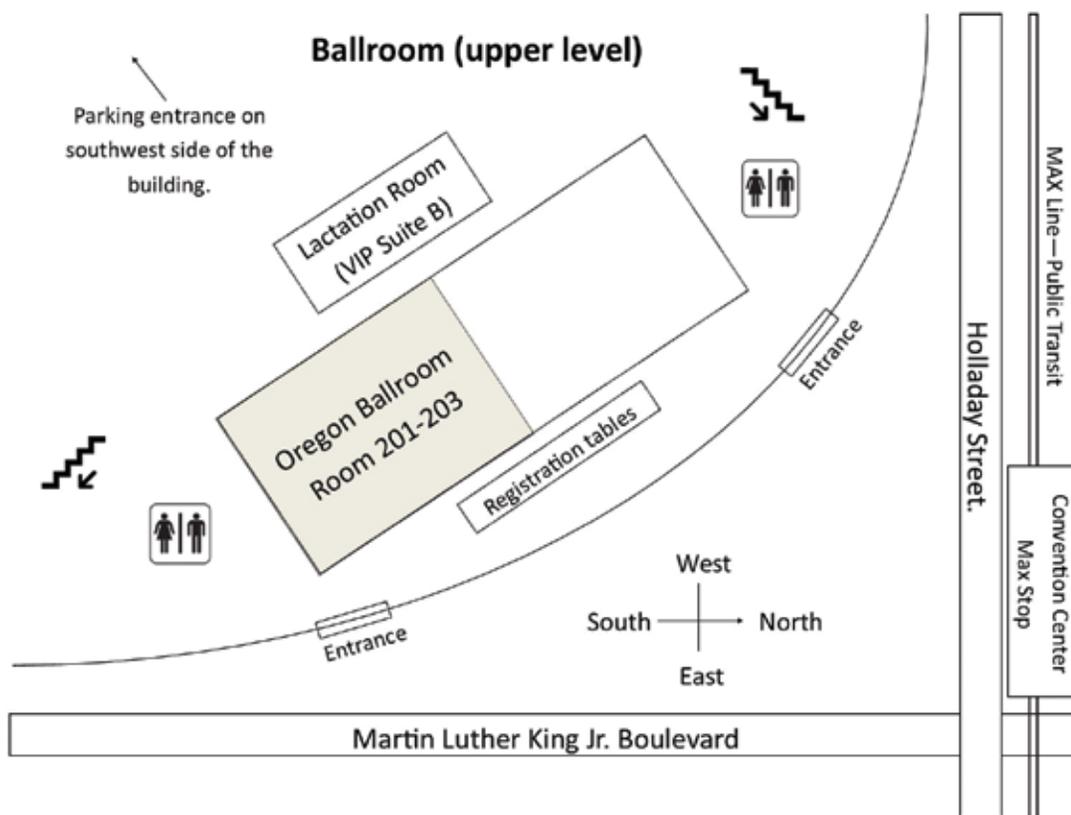




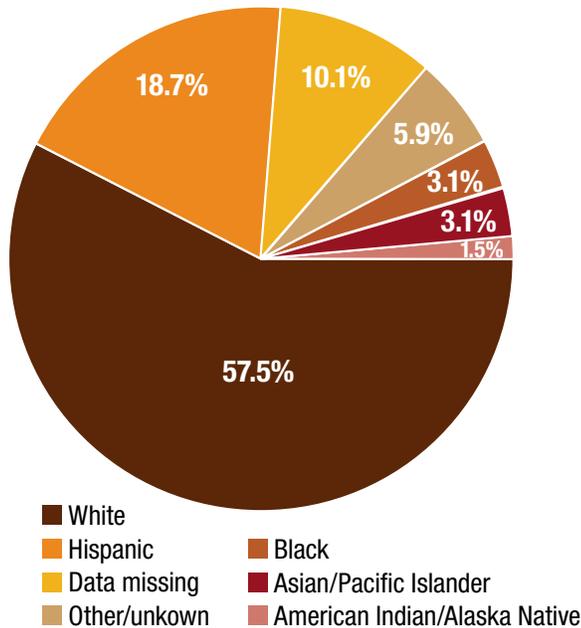


# Oregon Convention Center Map



# Oregon Health Plan (OHP) members at a glance

## Non-white members (statewide), September 2015



As of September 2015, enrollment in all medical assistance programs has increased by **471,248** since the Affordable Care Act's expansion in December 2013.

Nearly **30%** of OHP members are people of color.

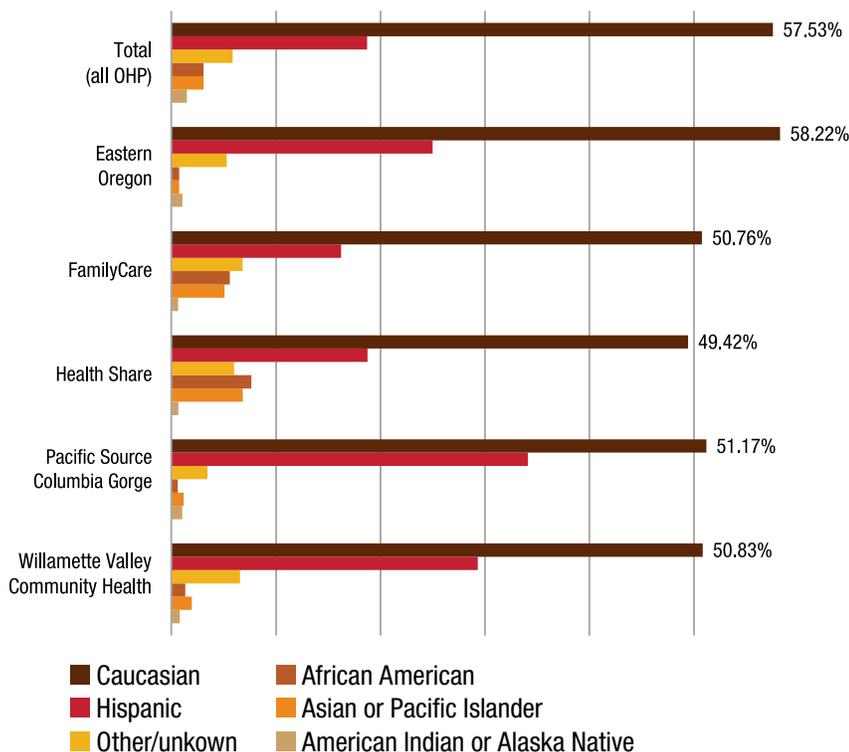
More than **40%** of OHP members have a non-English primary language on record.

After English, the top six known spoken languages are **Spanish, Russian, Vietnamese, Chinese languages\*, Somali and Arabic.**

OHP members speak **68** other languages.

\*Cantonese, Mandarin, other Chinese/Asian, Teochew

## CCOs with the most diversity, September 2015



Data provided by OHA's Office of Analytics, Oct. 29, 2015. Go to [www.oregon.gov/oha/healthplan/Pages/reports.aspx](http://www.oregon.gov/oha/healthplan/Pages/reports.aspx) (search for report type "demographics") for more information.

# A message from the directors



Dear Colleagues,

Welcome to the first ever statewide conference focusing exclusively on the implementation of health equity, diversity and inclusion policies as well as strategic equity initiatives throughout Oregon's health system.

Our team has worked diligently to gather health equity and policy leaders from across the country to share wisdom and facilitate conversations that will expand our capacity to address health inequities and eliminate health disparities in Oregon. We hope you will walk away from this conference with newfound insights, tools, connections and motivation to continue this vital work. It is because of our shared goals and collaboration that Oregon is at the forefront of lowering and containing costs, improving quality and increasing access to health care to improve the lifelong health of the people of Oregon.

At the Office of Equity and Inclusion, a division of the Oregon Health Authority (OHA), we work daily with Oregon's diverse communities, health-promoting systems and OHA to advance health equity and diversity initiatives, policy recommendations and capacity building. We are so pleased that you have made the decision to invest your resources, time and energy into attending this event. I am inspired by the hard work and dedication that I see every day. I believe, with continued collaboration, we will achieve our vision of all people, communities and cultures co-creating and enjoying a healthy Oregon.

Warmly,

A handwritten signature in cursive script that reads "Leann R. Johnson".

Leann R. Johnson, M.S.  
Director, Equity and Inclusion



Dear OHA Friends,

Health equity is one of the Oregon Health Authority's core values. We are committed to ensuring access to good health for all

Oregonians, no matter where they live or what their background. We have enrolled more than one million Oregonians in health coverage and our work and commitment must continue. I commend you for attending this conference that will examine health disparities throughout our state and seek new ways to promote better health, better care and lower costs for all our residents.

Thank you for your interest in promoting health equity; it is critical work that takes many partners to achieve. I hope this conference inspires you to do what you can to help us achieve our goal of lifelong health for all Oregonians.

Thank you,

A handwritten signature in cursive script that reads "Lynne Saxton".

Lynne Saxton  
Director, Oregon Health Authority

# Agenda

## Pathways to Health Equity: Success Means Getting There Together

Time	Activity	Location
10–11 a.m.	<b>Registration</b>	Lobby
	<b>DELTA Networking Session</b> <i>Invite-only</i>	Room C122
11–11:15 a.m.	<b>Welcome and Introductions</b> <i>Leann Johnson, OEI Director, and Varsha Chauhan, M.D., OHA Chief Health Systems Officer</i>	Oregon Ballroom Room 203–204
11:15 a.m.– 12:35 p.m.	<b>Health Equity Lunch Plenary</b> <i>Alexander Green, M.D., M.P.H., Disparities Solution Center, Massachusetts General Hospital</i>	Oregon Ballroom Room 203–204
12:35–12:45 p.m.	<b>Break</b> (10 minutes)	Lobby
12:45–1:45 p.m.	<b>Breakout Session 1</b> (5 concurrent sessions)	
	A. Attributes of an Organization that Supports Effective Communication and Health Equity, Part 1	Room B110
	B. Coverage for All: Member Engagement at the Federal and Local Levels	Room B112
	C. Providing Quality and Culturally Competent Services to Patients of All Gender Identities and Gender Expressions	Room B117
	D. Social Determinants of Health: The Corrections System and Access to Care	Room B114
	E. Mend the Gap: Why Full Coverage Makes Sense for Oregon	Room B119
1:45–2 p.m.	<b>Break</b> (15 minutes)	Lobby
2–3 p.m.	<b>Breakout Session 2</b> (5 concurrent sessions)	
	A. Attributes of an Organization that Supports Effective Communication and Health Equity, Part 2	Room B110
	B. Language Access Policy and Implementation in Oregon	Room B112
	C. Engaging Communities of Color in Policy and Systems Change	Room B117
	D. Effective Strategies for Increasing the Racial and Ethnic Diversity of Your Health Care Work Force	Room B114
	E. Mend the Gap: Why Full Coverage Makes Sense for Oregon (repeat session)	Room B119
3–3:15 p.m.	<b>Break</b> (15 minutes)	Lobby
3:15–4:30 p.m.	<b>Closing Plenary</b> <i>Cara James, Ph.D., Centers for Medicare &amp; Medicaid Services, Office of Minority Health</i>	Oregon Ballroom Room 203–204
4:30–5 p.m.	<b>Wrap-up and Acknowledgements</b> <i>Carol Cheney, OEI Equity and Policy Manager</i>	Oregon Ballroom Room 203–204

# Keynote speakers



**Alexander R. Green,  
M.D., M.P.H.**

*Associate Director, The Disparities  
Solutions Center*

*Senior Scientist, Mongan Institute for Health Policy*

*Arnold P. Gold Associate Professor of Medicine and  
Co-chair, Cross Cultural Care Committee, Harvard  
Medical School*

Dr. Green is associate director at the Disparities Solutions Center at Massachusetts General Hospital and assistant professor at Harvard Medical School. He has authored articles on cross-cultural education, culturally competent health care systems, and language barriers and interpreters. Dr. Green has presented his work widely. He has been involved in a variety of research projects on racial/ethnic disparities in health and cultural competence. Robert Wood Johnson Foundation, The Commonwealth Fund, National Institutes of Health and the Health Care Financing Administration (now Centers for Medicare & Medicaid Services) have funded his research. He has served on several expert panels and advisory boards including the Joint Commission on Accreditation of Healthcare Organization's Hospitals, Language and Culture project. He helped produce and implement a documentary film and education project called "Worlds Apart," designed to teach health professionals to better care for patients across cultural divides. Several hundred organizations around the country currently use "Worlds Apart." His current research and programmatic interests focus on culturally competent approaches to quality improvement, clinician biases as root causes of racial/ethnic disparities in health care, and cultural competence education for health professionals.



**Cara James, Ph.D.**

*Director, Office of Minority Health  
(OMH), Centers for Medicare &  
Medicaid Services (CMS)*

Under Dr. James' leadership, CMS OMH has tripled in size and makes consistent strides toward achieving its mission of improved minority health, reduced health care disparities and the attainment of health equity. Her guidance has led to the development of two of the office's flagship initiatives, From Coverage to Care and CMS' Equity Plan for Improving Quality in Medicare. These initiatives are aimed at helping consumers understand their coverage and connect to care, and at reducing health care disparities across a variety of settings. During Dr. James' tenure, CMS OMH has committed to strengthening the quality and quantity of patient demographic data to improve the understanding and awareness of health disparities and their causes.

Dr. James is a member of the Institute of Medicine's (IOM) Roundtable on the Promotion of Health Equity and the Elimination of Health Disparities and has served on several IOM committees including the Committee on Leading Health Indicators for Healthy People 2020. She also serves on a National Academy of Sciences consensus study, "Educating Health Professionals to Address the Social Determinants of Health." She is well published in the areas of health disparities and minority health and co-authored one of the background chapters for the IOM report on unequal treatment. She also is a board member of Health Care Access Maryland. Dr. James received both her doctorate in health policy and her bachelor of arts' degree in psychology from Harvard University.

# Session 1

## **Workshop A: Attributes of an Organization that Supports Effective Communication and Health Equity, Part 1**

### **Presenter**

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**Janet Ohene-Frempong**, J O Frempong & Associates, Inc.

Promoting effective communication within an organization as one important step toward achieving health equity.

### **Learning objectives**

- Highlight the vital role that leadership plays in molding an organization into one that consistently supports both effective communication and health equity.
- Provide selected tools that can guide organizational leaders in doing so.
- Identify the opportunities and challenges for organizational growth, in this direction, and identify ways to address the challenges along the way.

**Participants who register for this session must attend both sessions (part 1 and 2).**

### **Moderator**

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Anastasia Sofranac, Developing Equity Leadership through Training and Action (DELTA) Coordinator,  
OHA Office of Equity and Inclusion

## Workshop B: Coverage for All: Member Engagement at the Federal and Local Levels

### Panelists

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**Priya Helweg**, Health Insurance Marketplace Outreach and Education Lead, Seattle Regional Centers for Medicare & Medicaid Services

**Antonio Torres**, Community Education Coordinator, OHA Health Systems

**Oliver Vera**, Community Partner Outreach Manager, OHA Health Systems

This session will provide an overview of the federal “From Coverage to Care” program, which is intended to help people and providers better understand their benefits and how to connect to primary care. The Oregon Health Authority Community Partner and Outreach Program will discuss local implementation, successes and challenges.

### Moderator

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Carol Cheney, Equity and Policy Manager, OHA Office of Equity and Inclusion

## Workshop C: Providing Quality and Culturally Competent Services to Patients of All Gender Identities and Gender Expressions

### Panelists

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**Angela Carter, N.D.**, Naturopathic Primary Care Physician, Sacred Vessel Natural Medicine; Clinical Director, The Equi Institute

**Ime Kerlee**, Mental Health Therapist, Pdx Trauma Free Counseling and Coaching

**Amy Penkin**, Program Coordinator, Transgender Health Program, Oregon Health & Science University

**Neola Young**, Principal, Neola H. Young Consulting

This session will provide an update and overview of Oregon Health Plan coverage and Affordable Care Act requirements for transgender care, and the implications for health systems, providers and patients. The session will also discuss key steps to advancing the health and well-being of transgender community members.

Each panel member will provide a unique perspective on transgender and gender-nonconforming individuals’ access to health care, regulation and implementation in various settings. Panel members will also provide information on education and data collection specific to this community. Barriers, resources and best practices to providing quality and culturally competent services implementation will be discussed.

### Moderator

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Rebecca Naga, Community Engagement Coordinator, OHA Office of Equity and Inclusion

## Workshop D: Social Determinants of Health: The Corrections System and Access to Care

### Panelists

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**LaKeesha Dumas**, Community Health Worker, African American Health Coalition

**Johnnie Gage**, Director of Operations, Stay Clean Recovery Support Center

**Liv Janssen**, Manager, Multnomah County Assessment and Referral Center (ARC)

**Josie Silverman**, Health Equity Coordinator, FamilyCare

This session will provide a high-level overview of Medicaid policy in relation to Oregon Health Plan (OHP) members who are incarcerated or have recently been released from incarceration. The panel will discuss successful strategies of engagement—including but not limited to targeted outreach for OHP application assistance, connecting consumers to primary care and health systems, and providing social supports beyond access to care. Specific service delivery models will also be highlighted from state, county and community-based perspectives. The panel will also discuss challenges and lessons learned.

### Learning objectives

- Identify at least one way to connect previously incarcerated consumers to OHP and primary care.
- Identify at least two service delivery models in the state that meet the needs of previously incarcerated consumers.
- Identify at least two mechanisms of providing social support beyond health care

### Moderators

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Mavel Morales, Civil Rights Investigator, OHA Office of Equity and Inclusion

Alyssa McClean, AmeriCorps VISTA, OHA Office of Equity and Inclusion

## Workshop E: Mend the Gap: Why Full Coverage Makes Sense for Oregon

### Presenter

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**Reverend Joseph Santos Lyons**, Executive Director, Asian Pacific American Network of Oregon (APANO)

Access to care is the cornerstone of well-being for working families. Providing affordable insurance for the 380,000 uninsured is critical to the future prosperity of all 36 Oregon counties. Oregon is a national leader in bipartisan health reform. While we have made strides, too many Oregonians are still left behind. Learn about pragmatic, shovel-ready policy options to mend the gaps and ensure every Oregonian has affordable access to care.

### Learning objectives

- Learn key findings from Oregon Health Equity Alliance Mend the Gap Report.
- Discuss the health equity implications of the uninsured.
- Examine bipartisan community-driven policy solutions being carefully considered by decision makers.

### Moderator

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Danielle Droppers, Regional Health Equity Coalition Coordinator, OHA Office of Equity and Inclusion

# Session 2

## Workshop A: Attributes of an Organization that Supports Effective Communication and Health Equity, Part 2

### Presenter

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**Janet Ohene-Frempong**, J O Frempong & Associates, Inc.

Promoting effective communication within an organization as one important step toward achieving health equity.

### Learning objectives

- Highlight the vital role that leadership plays in molding an organization into one that consistently supports both effective communication and health equity.
- Provide selected tools that can guide organizational leaders in doing so.
- Identify the opportunities and challenges for organizational growth, in this direction, and identify ways to address the challenges along the way.

**Participants who register for this session must attend both sessions (parts 1 and 2).**

### Moderator

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Anastasia Sofranac, Developing Equity Leadership through Training and Action (DELTA) Coordinator, OHA Office of Equity and Inclusion

## Workshop B: Language Access Policy and Implementation in Oregon

### Panelists

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**David Cardona**, Language Access Coordinator, OHA Office of Equity and Inclusion

**Kerry Johnson**, Civil Rights Investigator, OHA Office of Equity and Inclusion, Leadership Academy project

**Deanna Laidler**, Senior Assistant Attorney General, Oregon Department of Justice

**Erin Neff-Minyard**, Interpreter Services Program Coordinator, Legacy Good Samaritan Medical Center

This session will provide an update and overview of language access policies in Oregon, for patients and health care consumers with Limited English Proficiency (LEP). Each panel member will provide a unique perspective on language access regulation and implementation in various settings, which include the state health department, a large hospital system, coordinated care organizations (CCOs) and the state hospital. Panel members will also provide specific information on language access methodology, education and data collection. Barriers to implementation and lessons learned will be discussed.

### Learning objectives

- Identify at least two elements of language access policy implementation.
- Identify how to use certified and qualified health care interpreters (HCI).

### Moderators

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**Mavel Morales**, Civil Rights Investigator, OHA Office of Equity and Inclusion

**Maria Castro**, Rural/Migrant Health Coordinator, OHA Office of Equity and Inclusion

## Workshop C: Engaging Communities of Color in Policy and Systems Change

### Panelists

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**Donita Fry**, Youth and Elders Council Coordinator, Native American Youth and Family Center

**Michael Reyes Andrillon**, Community Engagement Officer, Northwest Health Foundation

**Kayse Jama**, Executive Director, Center for Intercultural Organizing (CIO)

**Jenn Ware**, Regional Health Equity Coalition Coordinator, Southern Oregon Health Equity Alliance

This session will provide multiple strategies to engaging communities of color in a culturally and linguistically responsive manner to build momentum for policy and systems change. We will also highlight the role foundations, government entities and larger systems can play in supporting the leadership and expertise of communities to advance equitable policies.

Each panel member will share specific tools and resources community-based organizations and community members use to work effectively within their communities and in broader coalitions. The group will discuss barriers and best practices to engaging communities of color.

### Moderator

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**Rebecca Naga**, Community Engagement Coordinator, OHA Office of Equity and Inclusion

## **Workshop D: Effective Strategies for Increasing the Racial and Ethnic Diversity of Your Health Care Work Force**

### **Presenter**

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**Ignatius Bau**, Independent Consultant, Health Policy Consultation Services

This session will use an asset-based approach to identifying effective strategies to increase the racial and ethnic diversity of your organization/CCO's health care work force, both in the short term and with longer-term investments in human capital development. Participants should be prepared to name their current work force diversity challenges and to engage in discussions about potential solutions that are appropriate for their organization/CCO.

### **Learning objectives**

- Identify at least two business reasons for increasing the racial and ethnic diversity of their organization/CCO's health care work force.
- Identify at least two effective strategies for increasing the racial and ethnic diversity of their organization/CCO's health care work force.

### **Moderator**

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Ty Schwoeffermann, Transformation Analyst, OHA Transformation Center

## **Workshop E: Mend the Gap: Why Full Coverage Makes Sense for Oregon (repeat session)**

### **Presenter**

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**Reverend Joseph Santos Lyons**, Executive Director, Asian Pacific American Network of Oregon (APANO)

Access to care is the cornerstone of well-being for working families. Providing affordable insurance for the 380,000 uninsured is critical to the future prosperity of all 36 Oregon counties. Oregon is a national leader in bipartisan health reform. While we have made strides, too many Oregonians are still left behind. Learn about pragmatic, shovel-ready policy options to mend the gaps and ensure every Oregonian has affordable access to care.

### **Learning objectives**

- Learn key findings from Oregon Health Equity Alliance Mend the Gap Report.
- Discuss the health equity implications of the uninsured.
- Examine bipartisan community-driven policy solutions being carefully considered by decision makers.

### **Moderator**

---

Mavel Morales, Civil Rights Investigator, OHA Office of Equity and Inclusion





# Thank you to our dedicated planning committee

Alicia Atalla-Mei, Oregon Primary Care Association  
Carol Cheney, OHA Office of Equity and Inclusion  
Danielle Droppers, OHA Office of Equity and Inclusion  
Alyssa McClean, OHA Office of Equity and Inclusion  
Mavel Morales, OHA Office of Equity and Inclusion  
Adrienne Mullock, OHA Transformation Center  
Rebecca Naga, OHA Office of Equity and Inclusion  
Ty Schwoeffermann, OHA Transformation Center  
Anastasia Sofranac, OHA Office of Equity and Inclusion  
Charniece Tisdale, OHA Office of Equity and Inclusion  
Jennifer Ware, Southern Oregon Health Equity Alliance

## Thank you to our generous partners



Office of  
Equity & Inclusion

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