Building the Pillars Critical to Successfully Increasing Access to Care for Ag Workers

Presented by: National Center for Farmworker Health & Ampla Health

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Introductions

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Learning Objectives

1. Describe the key pillars of Increase Access to Care Program critical to Migrant Health Program success, as well as associated challenges

2. Participate in peer-to-peer exchange of information and strategies to increase access to care for MSAWs and their families focused on three main areas: staff training, policy, outreach

3. Learn about one health center’s Promising Practice to achieve Migrant Health Program success through Migrant Health Action Planning/Strategic Planning

4. Receive access to IAC resources and learn about training opportunities to achieve Migrant Health Program success
The **National Center for Farmworker Health** is a private, not-for-profit corporation located in Buda, Texas, whose mission is "To improve the health of farmworker families."

Programs, products, and services in support of our mission, include:

- Population specific resources and technical assistance
- Governance development and training
- Program management
- Staff development and training
- Health education resources and program development
A national initiative to increase the number of Migratory & Seasonal Agricultural Workers & their families served in Community and Migrant Health Centers.

We Care.
We serve America’s Ag Workers.

http://www.ncfh.org/ag-worker-access.html
Campaign Goal

- Increase the number of Agricultural workers and their families served in Community and Migrant Health Centers to 2 million.

Baseline: 892,056
2015: 910,172
2016: 957,529
2017: 972,251
2018: 995,232
2019: 1,031,049

Data Source: HRSA UDS
INCREASE ACCESS TO CARE FOR AG WORKERS
Building Pillars Critical to Increasing Access to Care for MSAWs

Training

Policy

Outreach
Pillar #1: Staff Training

• What’s involved
  - Ensuring all staff are trained to accurately identify, classify and report their Ag worker population in UDS

• Common Challenges
  - Lack of established training protocols
  - Staff turnover
  - Other?
Pillar #2: Policy & Procedures

• What’s involved
  ❑ Ensuring clear and updated policy & procedures are in place for Special Populations.

• Common Challenges
  ❑ Lack of established Special Populations P&P
  ❑ Unclear procedures for registration/reporting of special populations, including registration forms
  ❑ Other?
Pillar #3: Outreach

• What’s involved
  - Ensuring MSAWs are aware of the services provided by C/MHCs and have access to those services

• Common Challenges
  - COVID-19
  - Establishing relationships/getting buy in from growers/contractors
  - Other?
Breakout Groups

- Use Jamboard link located in the Chat
- Small Group facilitator will guide you through the exercise

**Small Group Discussion:**

What are some possible solutions to these challenges?

Please share what your health center has done to overcome these challenges.
Large Group Discussion
Increase Access to Care for Agricultural Workers

Promising Practices Award 2020
Strategic Direction 4 Team – 2021 Update

Increasing Access to Quality Care for the Agricultural Worker Population
Step 1: Evaluate
Evaluate Community Needs & Resources

Evaluation Results

- Review of the 2017 community assessment provided no new significant information
- The review of resources on the NCFH website & webinars were helpful in providing sample materials
Evaluate Front Desk Practices to Improve Data Collection

Evaluation results

- Need for updated registration form
  Summer 2019
- Need for a pictograph tool
  Summer 2019
Evaluate Current P & P’s to Improve Access and Improve Ag. Worker Identification

Evaluation Results

• P & P’s were found to be in line and no changes needed

Summer 2019
Step 2: Action
Develop a Visual Tool for Improved Ag. Worker Identification

Actions

• Tool created summer 2019
  • piloted fall 2019
  • fully implemented Feb. 2020
Update the Registration Form for Improved Ag. Worker Identification

Actions

• Registration updated summer 2019
  • fully implemented Sept. 2019
Develop and Execute a Training Plan

Actions

- Initial training on pictograph & registration form
  - Completed fall 2019
- Semi-annual review training has been added to the training plans
  - On-going
Monitor & Audit for Compliance

Actions

• Starting in Jan 2020 weekly compliance audits are being completed for registration data collection accuracy
Provide 1 on 1 Coaching as Needed

Actions

- Site Managers are using data to identify staff for individual coaching
  - Began May 2020 – now on-going
Develop Ag. Specific Marketing Materials

Actions

• Developed posters & flyers in multiple languages
  • Completed April 2020
• Developed Telehealth, census registration, Medi-Cal expansion & public charge information targeted to Ag. Population Summer 2020
  • Material development is now on-going
Develop a Media Campaign

Actions

- Spanish Interviews
  - 18 interviews Feb 2020-Feb 2021
- Spanish Radio spots
  - 895 spots Nov 2020-Feb 2021
- Facebook, Instagram & Twitter posts
  - 10 unique graphics with multiple postings reaching over 14,000 - Began June 2020
Increase Education & Community Forums
Targeting Ag. Workers

Actions

• Canceled projects due to Covid-19
Hire Promotoras to Engage Ag. Workers in Making Ampla Health Their Medical Home

Actions

• Hired Three Promotoras
  • Two on staff Jan 2020
  • Third on staff by Dec 2020
Develop & Implement Outreach Strategies to Increase Utilization

Actions

- Utilize the Path to Health to market to undocumented Ag. Workers with “cold calls” to sliding fee patients
  - Jan – Summer 2020
- Distribute helpful information and services to Ag Workers to develop Ampla Health as a reliable source for community resources
  - Summer 2020 & on-going (Including Drive Thru events)
- Promote and enroll undocumented young adults into the Medi-Cal expansion project
  - Summer 2020 & On-going
Step 3: Assessing the Success of Our Action Steps
Seasonal & Migrant Ag. Workers

Migrant & Seasonal Ag Worker Unique Patients

- Migrant unique patients: 1815, 1954, 2075
- Seasonal unique patients: 10905, 11546, 13561
- Seasonal & Migrant unique patients: 12720, 13500, 15636
Seasonal & Migrant Ag. Workers

Migrant & Seasonal Ag Worker Encounters

<table>
<thead>
<tr>
<th>Year</th>
<th>Migrant Encounters</th>
<th>Seasonal Encounters</th>
<th>Seasonal &amp; Migrant Encounters</th>
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<tr>
<td>2018</td>
<td>8419</td>
<td>43476</td>
<td>51895</td>
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<td>2020</td>
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<td>50299</td>
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Ag Worker Penetration Rate

- Determine the Percent of the total Migrant & Seasonal workers in our service area that are Ampla Health patients
- Waiting on NCFH data release planned Spring 2021

50%
We are a Patient Center Medical Home

- Access & continuity - Night Clinic, & Weekend Hours
- Care Management & Support - Poorly Controlled or Complex Conditions:
  - For Example Diabetes & High Blood Pressure
- Housing – Knowing our patients
- Transportation Services
2020 – NCFH Promising Practice Award

Ampla Health has been recognized for the promising practice of integrating our Migrant Health Program action planning elements into our strategic plan by adding a strategic direction specific to increasing access to care for Ag workers.
Increase Access to Care for Ag Workers (IAC) Core Learning Collaborative

**Purpose:** Increase access to comprehensive integrated quality primary health care services for MSAWs and their families.

**Current cohort:** 16 Health Centers and 3 PCAs/Networks from 12 states

**What’s involved:** Staff development/Training through virtual learning sessions, peer-to-peer exchange of challenges/strategies, and NCFH support to assist health centers in reaching their increase access goals.
Ag Worker Identification
Digital Training Tool
NCFH Resources

- **NCFH Website**
  (www.ncfh.org)

- **Campaign Webpage**
  - Ag Worker Identification Digital Training Tool
  - Informational Campaign PPT
  - Board Resolution & MOU Templates
  - Migrant Health Program Self-Assessment Tool
  - MH Action Planning Training and TA
  - Archived webinars

- **NCFH Tools & Templates**
  - Policies/Procedures
  - Registration forms
  - Intake and registration questions to ask
  - Staff training resources
MIGRANT HEALTH SCHOLARSHIPS AVAILABLE
APPLY TODAY!

http://www.ncfh.org/scholarships.html
Sign up to be part of the Campaign!

AG WORKER ACCESS CAMPAIGN
Increasing Access to Quality Healthcare for America's Agricultural Workers

www.ncfh.org/ag-worker-access-access.html
Connect with NCFH!

Sign up for our monthly newsletter and connect with NCFH at:
Website: www.ncfh.org
Facebook and Twitter: @NCFHTX

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Thank you!

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Questions?