

Increase Access to Care Program Pillars

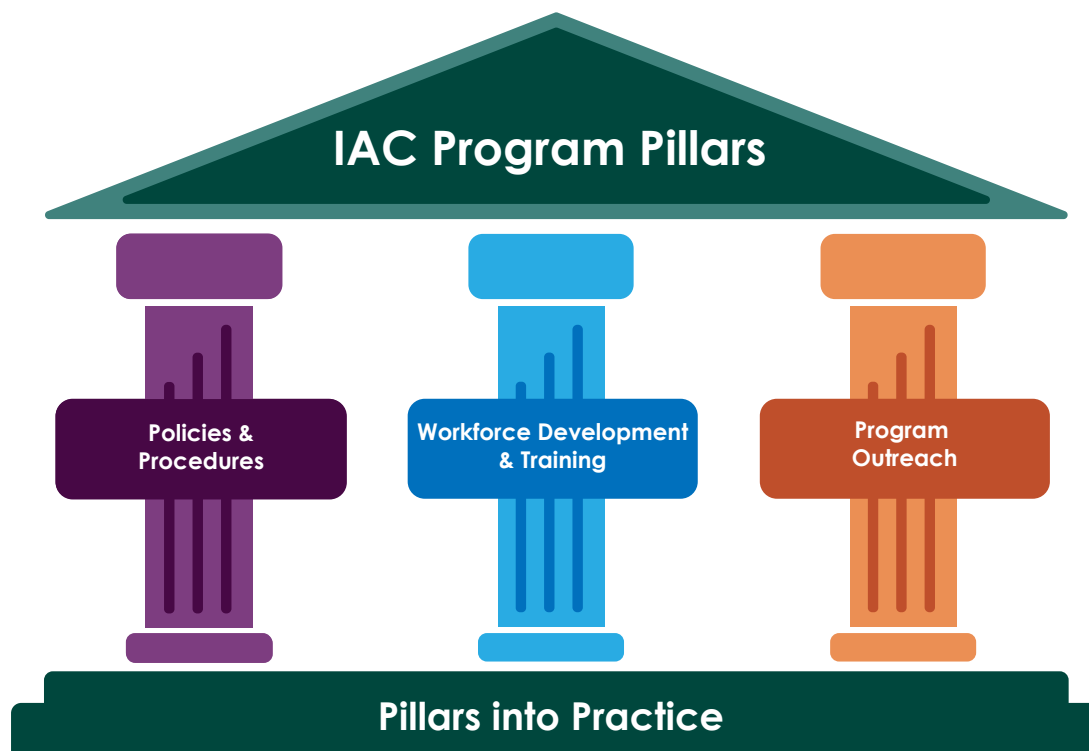


The Increase Access to Care (IAC) Program was developed to ensure Migrant Health remained a priority amongst Health Centers. The [Ag Worker Access Campaign](#) supports the IAC Program and was launched in 2015 to keep the Migratory and Seasonal Agricultural Worker (MSAW) population at the forefront with a goal of increasing access to care for MSAWs and their families.

The IAC Program supports Health Centers to provide quality primary care health services to MSAWs and their families. The IAC Program has grown to include a national virtual network comprised of Health Centers, Health Center- Controlled Networks, and Primary Care Associations working together toward the mutual goal of increasing access to care for MSAW patients and their families.

There are three IAC infrastructure concepts which serve as foundational pillars of the program and are seen as critical to Health Center success in increasing access to care for MSAWs, including: 1) health center policies and procedures; 2) workforce development and training; and 3) program outreach.

This infographic is designed to help Health Centers utilize the IAC Program Pillars to establish a foundation for Migrant Health Action Planning that can be put into practice. Migrant Health Action Planning is a strategic approach for increasing access to quality health care for MSAWs through goal setting and the implementation of population specific strategies and activities. Each pillar offers actionable ways to implement strategies for IAC Program success to positively impact a Health Center's goal in increasing the number of MSAW families served.



Program Pillar #1 – Policies & Procedures

Ensure clear and updated policies and procedures are in place for Special Populations.



Benefits of this Pillar

- Ensures a Health Center's compliance requirement to report on all special populations through UDS data to include MSAWs.
- Outlines the importance and step by step process for obtaining information to be collected from special populations at the time of registration, i.e., MSAWs completing forms when seeking health care services.
- Helps Health Center staff better understand the definition of agriculture and qualifying agricultural industries and tasks as they interact with patients during intake, registration, or outreach.
- Provides guidance for Health Center staff on special population designation questions, billing and collections, and other patient information collected that will be entered into their management information systems.

Tools & Strategies

- Ag Worker Status Verification: [Points to Remember](#) can be used as a reminder of elements to include in policies & procedures.
- [Sample policies/procedures](#) provide the framework for a consistent MSAW status verification process.
- Sample registration forms ([English/Spanish](#)) can be used to ensure the right questions are included to accurately capture special population designation information.

Program Pillar #2 – Workforce Development & Training

Ensure staff are oriented to the specific characteristics of the MSAW population and asking the key questions to identify MSAW patients and their families



Benefits of this Pillar

- Clarifies distinguishing characteristics of the MSAW patient and their demographics, including background, culture, language, etc.
- Provides Health Centers access to customized National Center for Farmworker Health's (NCFH) workforce trainings for on-going MSAW identification, providing culturally responsive care and services, and population specific strategies to increase access to care for MSAW patients.
- Improves accurate reporting through consistent collection of patient information and use of the verification questions.

Tools & Strategies

- [Ag Worker Identification Front Office Reference Sheet](#) can be customized, printed and laminated for use as a front desk reference tool.
- [Ag Worker Identification Digital Training Tool](#) can be integrated into lunch & learns and other workforce development opportunities to reinforce learning.
- [IAC Q&A packet](#) can be used as another quick reference for common questions.
- [Archived webinars](#) provide a great introduction for new staff and refresher for tenured staff on multiple MSAW relevant topics.

Program Pillar #3 – Program Outreach

Ensure a strategic outreach plan is in place to inform MSAWs and their families of the services provided by Health Centers.



Benefits of this Pillar

- Improves and extends the reach of health care to special populations, like MSAWs.
- Supports Health Centers in gathering valuable information like peak seasons, patient needs, and health concerns, to better understand and serve their MSAW populations.
- Allows Health Centers to share healthcare information and resources to engage MSAWs in services.
- Allows Health Centers to develop strategic plans for outreach services and consider implementing or expanding effective outreach models such as Community Health Worker (CHW) programs.

Tools & Strategies

- [Population Estimates](#) provide estimates for the number of crop and animal production workers by county to help identify gaps in services.
- [Promising Practices and Strategies](#) shared by colleagues from across the U.S. provide ideas for enhancing Health Center's outreach efforts, including engaging in partnerships with agricultural employers and other stakeholders to reach more MSAWs.
- [COVID-19 resources](#) web pages include current information and resources for health center staff, agricultural employers, and MSAW patients that are culturally and linguistically appropriate.
- [Call for Health Program](#) is a valuable resource to assist MSAWs with navigating the health care system.

Pillars into Practice

Putting the Pillars into Practice

Integrate the tools and strategies from the three IAC Program Pillars into a Migrant Health Action Plan.

To create a Migrant Health Action Plan, first complete an [IAC Migrant Health Program Self-Assessment](#) to help evaluate current practices and identify potential areas for improvement. Next, [contact NCFH](#) for customized training and technical assistance to meet the individualized needs of your Health Center and to support implementation of your action plan.