



Action Plan to Eliminate Racial/Ethnic Health Disparities in the State of Utah

Center for Multicultural Health (CMH)
Utah Department of Health
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Mission

Our mission is to help all racial and ethnic minorities in Utah achieve optimal health through accessible and high-quality programs and policies.

We accomplish our mission by increasing public and health professional awareness of persistent race/ethnic disparities and by developing effective health policies and culturally competent programs that lead to better access and utilization of quality health care services in Utah.

Vision

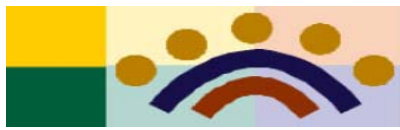
Our vision for Utah:

A place where people of all racial and ethnic backgrounds can enjoy the best health possible, where all can live, grow and prosper in clean and safe communities.

Action Plan

Our action plan is based in four main areas:

- 1- Local health departments
- 2- Utah Department of Health
- 3- The Multicultural Health Network
- 4- Community-based organizations



Local Health Departments (LHDs)

<i>Name or title</i>	Collaboration & Coordination—Local Health Departments
<i>Program responsible</i>	CMH (Center for Multicultural Health)
<i>Strategic issue</i>	How can we help them do what they are already doing better?
<i>Stakeholders</i>	<ul style="list-style-type: none"> • LHDs (Local Health Departments) • OMH (Federal Office of Minority Health) • UDOH (Utah Department of Health) programs
<i>Objectives Statement</i>	Increase collaboration and coordination with Utah's 12 local health departments.
<i>Outcomes Statement</i>	<p>OMH: Submitted reports (demonstrate REACH of our programs and PROCESS used by matching narrative with the process data tables)</p> <ul style="list-style-type: none"> • Communicate and coordinate activities with regional and state offices in Region VIII • Share resources (translation/interpretation mainly) • Multilingual library developed • Provide trainings and TA short and practical • Provide referrals to community partners in local areas • Share information about community needs and resources to better serve the community • Use CMH website, newsletter and list serve to share resources • Trainings and technical assistance, short and practical can easy be applied to every day work • Funding to address minority health issues • Resources saving time
<i>Resources Statement</i>	<p>Other Agencies' Support CMH needs cooperation from other programs and agencies or we cannot fulfill many of the steps in our plan</p>

Local Health Departments (LHDs)

<i>Action Steps</i>	<i>Action Step Description</i>	<i>Funding Source</i>	<i>Due Date</i>
1.1	Provide College/University students with experience working with minorities by creating and filling internship positions supporting the four objectives of the State Partnership Grant. At least one intern will work with the CMH team on activities with local health departments.	OMH	Ongoing
1.2	Identify projects in which LHDs can collaborate with CMH and other agencies to improve their services to minorities.	OMH	Ongoing
1.3	Assist the local health departments in implementing their projects.	OMH	Ongoing
1.4	Share project's results, resources and policies developed with other LHDs and UDOH programs. Those resources will be related to: cultural competency, workforce diversity, and protocols and standards for translation and interpretation.	OMH	Ongoing
1.5	Collaborate with local health departments and UDOH programs to add health-related local materials and additional state materials to the Multilingual Library.	OMH	Ongoing
1.6	Offer LHDs clinics the opportunity to assess compliance to the Cultural and Linguistically Appropriated Services (CLAS) Standards. CMH staff will do pre and post assessment of CLAS Standards to help LHDs clinics improve their services to the racial and ethnic minority community and assist the clinics to improve their compliance	OMH State	Ongoing
1.7	Annually, CMH will invite and fund LHDs representatives to attend the Health Disparities Summit organized by the Multicultural Health Network	OMH	Ongoing

Utah Department of Health

<i>Name or title</i>	Collaboration & Coordination—UDOH Program Staff
<i>Program responsible</i>	CMH
<i>Strategic issue</i>	How can we help them do what they are already doing better?
<i>Stakeholders</i>	<ul style="list-style-type: none"> • OMH • UDOH/Medicaid • EHAC (Ethnic Health Advisory Committee) • Governor’s Office • EDO (Executive Directors’ Office)/CFHS (Community and Family Health Services) • UDOH / Programs • HDWG (Health Disparities Work Group) • WFDG (Work Force Diversity Work Group) • OEA (Office of Ethnic Affairs) • Community Based Organizations (CBOs) and coalitions
<i>Objectives Statement</i>	Utah’s Center for Multicultural Health will increase effective coordination and collaboration with UDOH program staff.
<i>Outcomes Statement</i>	<ul style="list-style-type: none"> • Maintain funding through OMH reports <ul style="list-style-type: none"> ○ OMH reports (demonstrate REACH of our programs and PROCESS used by matching narrative with the process data tables) • Materials about Medicaid produced, distributed, and compliment what already exists • Follow up on EHAC action items and recommendations • Collaborative planning and utilizing resources • Inexpensive policies to address administrative practices • Completed HDWG projects • Increase minority representation in program networks and committees • Increased utilization of program services • Improve health outcomes • 2008 Qualitative Project completed • Improved access to UDOH services • Share resources through website, newsletter, and listserv • Increase funding dedicated to minority communities (more funding for CMH, OEA CBOs, and other minority programs) • Cultural Competency online training developed and implemented • More UDOH involvement in the racial/ethnic community • Data and reports that the community can understand and access that are user friendly

Utah Department of Health (UDOH)

<i>Action Steps</i>	<i>Action Step Description</i>	<i>Funding Source</i>	<i>Due Date</i>
2.1.	CMH will regularly update a website for sharing information with UDOH staff, LHDs, CBOs, healthcare providers and others.	OMH	Ongoing
2.2.	CMH will conduct regular meetings with the UDOH Health Disparities Work Group. Through these meetings CMH will facilitate coordination and collaboration of health disparities efforts. Some examples of how this will be done include, but are not limited to: <ul style="list-style-type: none"> • Sharing resources • Conducting research projects • Coordinating outreach efforts • Networking and sharing community contacts 	OMH	Ongoing
2.3.	Provide staff support to the Ethnic Health Advisory Committee (EHAC) record and distribute minutes, follow up with recommendations and action items, and assist in creating annual report for EHAC.	state	Ongoing
2.4.	CMH will present the UDOH response to the 2008 Health Status by Race and Ethnicity Report: Qualitative Component to UDOH management and other constituents.	OMH	December 2008
2.5.	CMH will facilitate implementation of recommendations from the Qualitative report.	OMH	August 2009
2.6.	CMH, in collaboration with Office of Public Health Assessment and other programs, will create the 2010 quantitative Health Status by Race and Ethnicity report.	OMH State	December 2010
2.7.	CMH will coordinate with the UDOH management to promote and implement the use of protocols and Standards for translation and Interpretation	OMH/State	January 2009

<i>Action Steps</i>	<i>Action Step Description</i>	<i>Funding Source</i>	<i>Due Date</i>
2.8.	CMH will partner with UDOH Human Resources and UDOH management to implement the workforce diversity plan.	OMH/State	December 2008 to December 2010
2.9.	CMH will produce two web based trainings to support the implementation of: Protocols and Standards for translation and Interpretation and the Workforce Diversity Plan.	OMH/State	August 2009
2.10.	Promote CMH efforts and gain support for our initiatives through quarterly presentations to EDO. Update them on what we are doing opportunity to share resources with other divisions-collaboration.	State/OMH	August 2009
2.11.	Advocate for continued improvement of existing Utah Department of Health racial/ethnic data and investigate opportunities for new methods and funding strategies by participating in data workgroups and other collaborative UDOH efforts.	State	Ongoing through 2010
2.12.	CMH will implement standards and protocols to improve translation and interpretation services. Standards and protocols will be available on the CMH website.	State	Ongoing
2.13.	CMH will compile and update a glossary of English terms and their official translation in Spanish. Glossary will be provided to translation and interpretation agencies and made available on CMH website.	State/OMH	December 2008
2.14.	CMH will implement a process to assist UDOH programs in evaluating health materials for cultural and linguistic competence based on the standards established.	State/OMH	October 2008
2.15.	CMH will implement a process for approving translation and interpretation vendors and begin vendor approval process.	State	October 2008-2010
2.16.	Work with PIO to revise process for approving translated materials.	State	September 2008
2.17.	CMH will promote a protocol for responding to callers in different languages	State	June 2009
2.18.	Promote interpretation at UDOH meetings and events. Maintain simultaneous interpretation translation equipment.	State	2008-2010
2.19.	Provide simultaneous interpretation at public CMH events including, but not limited to the Health Disparities Summit.	OMH	August 2009
2.20.	Develop training on translation and interpretation for multilingual employees.	State	August 2009

<i>Action Steps</i>	<i>Action Step Description</i>	<i>Funding Source</i>	<i>Due Date</i>
2.21.	Offer training in translation and interpretation for bilingual employees. Work with HR to update annually the list of multilingual employees who are trained.	State	August 2008
2.22.	CMH will organize in collaboration with UDOH programs and Human Resources at least three trainings in how to use language line or other language provider for UDOH employees	State	June 2009
2.23.	CMH will support emergency preparedness efforts in collaboration with the Division of Health system improvement (HIS)	State	August 2008
2.24.	Work with Human Resources (HR) to advocate for improved compensation for trained bilingual employees. Establish protocol to evaluate language proficiency.	State	January 2008
2.25.	CMH will partner with the Departments of Workforce Services and Human Service, the Office of Ethnic Affairs, and other state agencies to <i>explore and implement options</i> to increase the cultural competence of state employees.	OMH	Ongoing
2.26.	Identify projects in which UDOH programs can collaborate with CMH and other agencies to improve their services to minorities and to coordinate specific projects and/or trainings within each program.	OMH	Ongoing
2.27.	Assist UDOH programs in implementing their projects.	OMH	Ongoing
2.28.	In partnership with Bureau of Health Promotion Surveillance staff, advertise new health data by race and ethnicity by creating four reports/fact sheets and accompanying news release(es).	OMH	November 2008

Multicultural Health Network (MHN)

<i>Name or title</i>	Statewide Multicultural Health Network
<i>Program responsible</i>	CMH
<i>Strategic issue</i>	Can the MHN help us increase effective collaboration and if so, how?
<i>Stakeholders</i>	<ul style="list-style-type: none"> • Federal Office of Minority Health • Ethnic Health Advisory Committee • Utah Department of Health leadership • Utah Department of Health Programs • Local Health Departments • Multicultural Health Network • Office of Ethnic Affairs • Community Based Organizations (CBOs) and coalitions • Human Services Department • Private Health Care Sector
<i>Objectives Statement</i>	Utah's Center for Multicultural Health will build on current efforts of the statewide Multicultural Health Network to increase effective collaborations.
<i>Outcomes Statement</i>	<ul style="list-style-type: none"> • Maintain funding through OMH reports • Increase minority representation in program networks and committees • Increase utilization of UDOH program services • Improve health outcomes for ethnic minority communities • Expand MHN membership and participation • Plan and conduct the Health Disparities Summit • Draft and implement the Utah Health Disparities Plan • Increase funding dedicated to minority communities

Multicultural Health Network (MHN)

<i>Action Steps</i>	<i>Action Step Description</i>	<i>Funding Source</i>	<i>Due Date</i>
3.1	CMH will renew the contract with the contract with the community-based organization in charge of coordinating the Multicultural Health Network based on previous performance.	OMH	September 2009
3.2	CMH will collaborate with the Multicultural Health Network to organize an annual summit to address health disparities and bring to the table decision makers from the private and public sectors.	OMH	September 2008-August 2009
3.3	The Multicultural Health Network will continue the implementation of the action plan based on previous summit's outcome and community feedback	OMH	August 2009
3.4	Ongoing through 2010, MHN will facilitate quarterly Steering Committee meetings. The MHN Steering Committee will provide leadership and guidance to MHN.	OMH	Ongoing through 2010
3.5	MHN will facilitate working groups that meet at least quarterly to focus on CLAS standards, data/research, policy/coverage/access and other topics in conjunction with the action plan.	OMH	Ongoing through 2010
3.6	CMH will improve communication between MHN and UDOH through promoting MHN activities through the CMH listserv and providing opportunity for MHN updates at all HDWG and EHAC meetings and participating in MHN activities and committees.	OMH	September 2008-August 2010
3.7	Promote the participation of diverse ethnic community groups in the MHN	OMH	Ongoing
3.8	Collaborate with the MHN in seeking additional funding to expand and support committee activities.	OMH	September 2007-2010
3.9	Work with the Evaluation Contractor to evaluate MHN activities.	OMH	August 2008
3.10	Provide web development services to MHN through a MHN section of the CMH website.	OMH	Ongoing
3.11	MHN contractor will update the MHN membership list at least once a year		Ongoing

Community Based Organizations

<i>Name or title</i>	Collaborations with Community-Based Organizations
<i>Program responsible</i>	CMH
<i>Strategic issue</i>	Collaborations with Community-Based Organizations
<i>Stakeholders</i>	<ul style="list-style-type: none"> - OMH - CBOs - UDOH - LHDs - Office of Ethnic Affairs
<i>Objectives Statement</i>	Utah's Center for Multicultural Health will increase collaborations with community-based organizations and support for community programs.
<i>Outcomes Statement</i>	<ul style="list-style-type: none"> - Maintain funding through OMH reports - Offer trainings and technical assistance that help CBOs in capacity building - Provide a link for UDOH and LHDs to the minority community - Serve as a clearinghouse for minority health issues

Community-Based Organizations

<i>Action Steps</i>	<i>Action Step Description</i>	<i>Funding Source</i>	<i>Due Date</i>
4.1	The CMH coordinator will contract with one or more community-based organizations to do outreach and health promotion activities for programs within the Priority Health Areas that do not have funding for outreach.	OMH	Ongoing
4.2	CMH staff will produce a monthly online newsletter for community-based organizations and health professionals that provides information on health-related grants, health promotion strategies, health events, and opportunities to collaborate with other agencies.	OMH	Ongoing
4.3	In collaboration with the Office of Ethnic Affairs and other agencies, CMH will host two or more town hall meetings, community forums and/or focus group to meet and exchange ideas and information on reaching minority ethnic communities	OMH State	December 2008
4.4	CMH in partnership with the National Library of Medicine and the University of Utah Eccles Library, will offer at least two trainings to community-based organizations and community health committees in grant writing, grant resources, Microsoft Office programs, and how to use and obtain consumer health information via Internet	OMH State	September 2008 through August 2009
4.5	CMH will encourage members of ethnic and racial minority groups to participate in health research and surveillance by: helping Utah Department of Health researches address barriers to participation, seeking input from the Ethnic Health Advisory committee and other ethnic and racial minority groups about possible interpretation for data results	OMH State	Ongoing
4.6	CMH will provide technical assistance to community-based organizations and others addressing health issues and help them to build capacity as requested and according to CMH priorities	OMH State	Ongoing
4.7	During October 2008 and annually through 2010, CMH will produce a fact sheet annually to assess quantitative progress on health disparities according to Health People 2010 goals and other Utah goals and post it to the Center for Multicultural Health website	OMH State	Ongoing
4.8	CMH will assist public health agencies and community based organizations that serve racial and ethnic minority groups to utilize existing data sources	OMH State	Ongoing
4.9	CMH will determine ways to use assessment completed by CMH in collaboration with the UDOH/ Bureau of Health Promotion to improve partnership between that bureau and community – based organizations	OMH State	October 2008

