

**NEVADA OFFICE OF MINORITY HEALTH  
ADVISORY COMMITTEE MINUTES**

**February 8<sup>th</sup> & 9<sup>th</sup>, 2008  
9:30 a.m.  
DAY 1**

**Department of Health and Human Services  
Office of Minority Health  
8050 S. Maryland Parkway #100  
Las Vegas, NV 89123-0855**

**COMMITTEE MEMBERS PRESENT:**

Maggie Arias-Petrel, Vice-Co-Chair  
Larry Curley, Vice-Co-Chair  
William Dougan, M.D.  
Emilia Guenechea, MA  
Debra Toney, Ph.D., Chairperson

**COMMITTEE MEMBERS NOT PRESENT:**

Gerold Dermid  
Elena Brady  
Somphool Premsrirut, M.D.  
Sherria Taylor

**OFFICE OF MINORITY HEALTH STAFF PRESENT:**

Dr. June Coleman, Program Manager  
Mae E. Norris, Health Resource Analyst

**OTHER ATTENDEES:**

Ms. Maria Marinch  
Ms. Joyce Woodson  
Ms. Irene Jimenez-Muir

Dr. Debra Toney opened the meeting at 9:30 a.m. and welcomed everyone to the Advisory Committee meeting. Dr. Toney also requested to have Item #4 on the agenda moved before Item #2. Item #2 was addressed after Item #4 on the agenda. The committee agreed with the changes to the agenda items.

**1. Call to order and Roll Call**

Roll call was conducted by Mr. Larry Curley. Gerold Dermid, Somphool Premsrirut, PhD, Sherria Taylor & Elena Brady were excused. A quorum was established.

**2. Office of Minority Health Training Presentation**

Dr. Toney called for Culturally and Linguistically Appropriate Services (CLAS) Standards training from Mae Norris:

**Mae Norris began with an overview of how the CLAS Standards were developed and why, and who they are designed for. A detailed review is provided in items a-h below. – Culturally and Linguistically Appropriate Services (CLAS) Standards:**

- a. History – 1999 National Project Advisory Committee. 413 Organizations Involved.
- b. Users of CLAS Standards – Policy makers, Accreditation Agencies, Purchasers, Patients, Advocates, Educators & Health Care communities.
- c. Classification of CLAS Standards – Mandate, Guidelines, Recommendations. To inform, guide and facilitate.
- d. CLAS Themes – Cultural Competency, Language Access, Organizational Support.
  - CLAS Mandates- Federal requirement
  - CLAS Guidelines – recommendations
  - CLAS Recommendations – voluntary adoption
- e. Definition of terms – Culture, Competence, Cultural and Linguistic Competence.
  - Culture - ...refers to integrated patterns of human behavior that include language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.
  - Competence - ...implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities.
  - Cultural and Linguistic Competence - ...is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations.
- f. CLAS Mandates:
  - Standard 4 - Provide Language Assistance Services, All Points of contact, in a timely manner, all hours of operation.
  - Standard 5 - Provide Verbal and Written notices
  - Standard 6 - Assistance provided by Interpreters and Bilingual Staff
  - Standard 7 - Make available Patient related materials and post signage
- g. CLAS Guidelines:
  - Standard 1 - Effective, understandable, respectful care
  - Standard 2 - Retain & promote at all levels, Diverse staff and leadership
  - Standard 3 - Ongoing Education & Training
  - Standard 8 - Develop written Strategic Plan
  - Standard 9 - Initial and Ongoing Organizational self-assessments
  - Standard 10- Data on Individual patient's/Consumer's Race, Ethnicity, spoken and written Language
  - Standard 11- Current demographic, Cultural, and Epidemiological Profile and Needs Assessment.
  - Standard 12- Participatory, Collaborative Partnerships to facilitate patient consumer involvement.

- Standard 13- Conflict, Grievance Resolution

h. CLAS Recommendations:

- Standard 14 – Encouraged to make available to the Public

Dr. June Coleman clarified Standard 6 to note that according to the “Office of Civil Rights” the provision of interpreter or language assistance should be based on the “size of the population that a provider serves”.

## Questions and Answers Regarding the CLAS Standards:

Dr. Dougan asked about a threshold implied? Dr Coleman responded to go based on the higher proportion of the population.

Ms. Guenechea asked about regulations for interpreters and certification? Comments were given regarding agencies responsibilities to insure those who serve as interpreters are both competent in language skills and knowledgeable in the medical field.

Dr. Coleman mentioned there is a section in the meeting binder labeled “Abbreviated CLAS Standards” for review in addition to some websites. The websites identified are the following:  
<http://www.clarkcountymedical.org> & <http://www.nsmadocs.org/>

Ms. Guenechea also brought up concerns as to where to file complaints, and protection for doctors and hospitals when patients try to avoid not paying a bill because they attempt to use the excuse that they were not informed about health care policies by the provider they receive service from.

Dr. Coleman responded that the Office of Minority Health (OMH) is trying to establish a local contact or process for filing complaints. She also mentioned that the Office of Civil Rights (OCR) would have to be involved in cases like neglect.

Dr. Dougan asked about if any studies existed in regards to improving the quality of healthcare or access to such, since the passage of the law in 1999.

Dr. Coleman stated she had the same question. She also noted that she would like to propose this as an idea for a Grant Application to assess if the CLAS Standards mandate is really working. She indicated that she has not seen anything related to studies on the CLAS Standards for Nevada. However, she has come across research on language barriers and will be looking at that as an idea to collaborate.

Ms. Norris noted that individuals exempt from previously mentioned CLAS Standards are Physicians receiving Medicare Part B. She also indicated that if a provider receives Federal funding they must abide by the CLAS mandates and if not in compliance they can be penalized. Further discussions arose regarding confusion as to who this would really apply to and the importance of how it affects other parties involved and how to examine agency practices.

Dr. Toney commented on CLAS Standards 8 and 11 and noted that:

OMH should have templates available that agencies could access to adjust to their own facility. She also suggested developing participatory partnerships, and creating a resource guide that can assist them on what is available. She noted that this would facilitate agencies on assessing their whole organization up against national standards and might be easier way to bring them on board. Ms. Guenechea suggested an additional component might be to train medical students.

Ms Arias-Petrel asked about hospitals and what was in place for them and are they following the guidelines? Dr. Coleman re-iterated that a lot of the above is still unknown and studies need to be conducted.

Dr. Toney felt that a lot of these concerns and/or suggestions can be included in a blast press release.

Mr. Curley also suggested incorporating the above requirements into Continuing Education Units (CEUs) and/or Continuing Medical Education units (CMEs) for physicians.

Dr. Toney directed the committee to review the **draft PRESS RELEASE** which was created in response to the CLAS standards issue. A discussion ensued regarding the press release and the following suggestions were made:

- a. Dr. Toney suggested that staff incorporate some of the discussed items into a comprehensive press release; primarily, hi-lighting the concern of certified interpreters and agencies needing to meet or comply with CLAS Standards.
- b. Ms Arias-Petrel also noted that the final draft should be distributed to: Clark County Medical Association, Nevada Hospital Association to make them aware of OMHs concerns.

**Dr. Toney called for a BREAK at 10:18 am. The Meeting resumed at 10:30am and was called to order by Dr. Toney.**

### **3. Strategic Plan Development**

Dr. Toney introduced Maria Marinch, as the STRATEGIC PLANNING FACILITOR. Maria provided a brief introduction of her experience and background. She has a Marketing degree and has facilitated several Strategic Planning sessions. She then provided a handout and gave an overview of the format of the Strategic Planning Session which includes:

- a. Roles & definitions of terms
- b. Objectives of Strategic Plan
- c. Organizational History and Structure
- d. Review mission & vision
- e. Review Federal & State Objectives
- f. SWOT Session (strengths, weakness, opportunities & threats)
- g. Current & Future activities planning
- h. Sustainability (bringing it all together)
- i. Cost & Budget Planning
- j. Prioritizing

Ms. Marinch provided a handout and reviewed definitions and terms such as: mission, vision, goals, objectives and programs. She also discussed why organizations need to develop a Strategic Plan. She explained that it will give the OMH a road map, allows for accountability and discussed the need for a sustainability plan.

Mr. Curley asked for clarification on the role of the Advisory Board. Dr. Coleman noted that the Advisory Board advises OMH staff and staff serves as support to the Advisory Board to carry out directives.

Ms. Marinch provided a handout and reviewed the organizational structure, history, purpose, mission and vision of OMH. She provided clarification in understanding the difference between the mission and vision that the OMH has already established.

Ms. Marinch asked the group to review the Federal & State Objectives and identify the similarities and differences. Dr. Coleman commented that the Federal and State Objectives are “not” the same; there exist some minor differences and that it was important to be mindful of the minor differences when reporting to the particular entity.

Ms. Marinch also instructed the group on the SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis, provided a handout, and asked that they identify particular items under each category for the OMH. The group was divided into two separate groups and asked that the groups list items on the board using large post-its and to place the post-its on the wall for later discussion. Open discussion was held on the strengths, weaknesses, opportunities, threats the group felt existed for OMH and created worksheets using large post-it notes which were hung on the walls as they were completed..

**Dr. Toney called for recess for Lunch at 12:45 pm. The meeting was called to order by Dr. Toney and resumed at 1:45 pm.**

Ms. Marinch opened the afternoon session with the next exercise & discussion regarding Disparity Factors and provided a corresponding handout. Ms. Marinch asked the group to list key stakeholders on their handout: The group identified a list of stakeholders that are listed herein below: Funding sources ( Federal & State DHHS), Private Insurance, Minority Community & community at large, Health care providers, Policy makers, Community Organizations dealing with minority issues, traditional healers, Media, Churches, Health Care Organizations (hospitals, clinics, Medical Groups), Educational partners (Schools & universities), Public Partners, etc... A discussion took place regarding the key stakeholder groups identified.

**Dr. Toney called for a break at 3:37 pm. Dr. Toney called the meeting to order and resumed at 3:45 pm.**

Ms. Marinch resumed the session with additional brainstorming to focus the group on laying down the basics for the development of a Strategic Plan. Additional topics re-iterated or discussed were:

- Educating providers on cultural differences and importance of implementing CLAS Standards.
- Starting new needs assessment baseline data from research
- Educate target groups
- Recruitment of qualified providers
- Educate & direct community based organizations
- Examine medical school curriculum
- Allow community input in the process
- Develop Medicaid incentive program for providers
- Look into programs universities have in place to recruit quality students
- Access to information

Prior to the ending of the meeting a discussion ensued regarding the Draft Press Release and its revision. After the discussion it was decided that a draft Press Release would be provided to the Advisory Committee prior to the March 4, 2008 meeting.

**Revise Draft Press Release**

Dr. Dougan called for a motion to revise the draft Press Release with the comments made regarding the CLAS Standards and present or submit the draft Press Release to the Advisory Committee members prior to the March 4, 2008 meeting. Dr. Toney called for the vote.

**MOTION: Dr. Dougan moved that the draft press release be revised and resubmitted to the Advisory Committee prior to the March 4, 2008 meeting.**

**SECOND: Larry Curley**

**PASSED: UNANIMOUSLY – OMH will incorporate comments made regarding the CLAS Standards into a revised draft Press Release and submit it to the Advisory Committee prior to March 4, 2008.**

**Dr. Toney called for an end of day recess @ 4:37pm, until next morning of 2/9/2008.**

**NEVADA OFFICE OF MINORITY HEALTH  
ADVISORY COMMITTEE MINUTES**

**February 8<sup>th</sup> & 9<sup>th</sup>, 2008  
9:30 a.m.  
DAY 2**

**Department of Health and Human Services  
Office of Minority Health  
8050 S. Maryland Parkway #100  
Las Vegas, NV 89123-0855**

**COMMITTEE MEMBERS PRESENT:**

Maggie Arias-Petrel, Vice-Co-Chair  
Larry Curley, Vice-Co-Chair  
Emilia Guenechea, MA  
Ms. Joyce Woodson (Alternate for Dr. Dougan)  
LaShelle Whitmore (Alternate for Dr. Toney)

**COMMITTEE MEMBERS NOT PRESENT:**

Gerold Dermid  
Elena Brady  
Somphool Premsrirut, PhD  
Sherria Taylor  
Debra Toney, Ph.D., Chairperson  
William Dougan, M.D

**OFFICE OF MINORITY HEALTH STAFF PRESENT:**

Dr. June Coleman, Program Manager  
Mae E. Norris, Health Resource Analyst

**OTHER ATTENDEES:**

Ms. Maria Marinch (Strategic Plan Facilitator)

**Call to order and Roll Call**

Maggie Arias-Petrel opened the meeting at 9:12 a.m. and welcomed everyone to the Advisory Committee meeting. Ms. Arias-Petrel conducted the roll call. Gerold Dermid, Somphool Premsrirut, PhD, Sherria Taylor, Elena Brady, Debra Toney PhD & William Dougan, M.D. were excused. Dr. Coleman indicated that she had written letters for Dr. Dougan and Dr. Toney for their alternates, Joyce Woodson and LaShelle Whitmore, respectively, to serve as voting members at the meeting. A quorum was established.

Ms. Arias-Petrel turned the meeting over to Maria Marinch to continue with the Strategic Planning session.

Ms. Marinch provided an overview and summary of the previous day's exercises using large post-it notes that were hung on the wall. She re-iterated the intent of the Strategic Planning session for the group.

Ms. Marinch identified general themes from the information collected. The following themes were extracted from the worksheets:

THEMES:

- Research
- Coalition Building
- Communication/Info Dissemination
- Government Affairs
- Outreach
- Training Programs (Providers, Partners, Seminars, conferences)
- Monitoring Partners

Ms. Marinch asked the group to work on listing under each theme the resources required and primarily looking at timelines, such as a 4 yr plan that would take the organization to 2012.

A discussion and suggestions were brought up regarding how information will be presented. Mr. Curley suggested having all of the objectives identified, then presented back to the Advisory Committee, in the form of a draft Strategic Plan document or report prior to the next meeting scheduled for March 4, 2008. Ms. Arias-Petrel also mentioned that per an earlier conversation she had with Dr. Toney, a Budget needed to be included at some point in the Strategic Plan and a discussion about a sustainability plan for OMH needs to take place.

**Ms. Arias-Petrel called for a break at 10:31 am. Ms. Arias-Petrel called the meeting back to order and the meeting resumed at 10:41 am.**

Ms. Marinch reiterated an earlier conversation regarding a draft report and confirmed the date of February 25, 2008 when the draft report would be submitted to the Advisory Committee. She noted that it would allow time for the group to come together on timelines, measurements, cost assessment and prioritizing and to continue the discussion at the March 4, 2008 Advisory Committee meeting. Ms. Marinch concluded that if no further comments or questions pertained to her, she would excuse herself.

**Conclude discussion on Strategic Planning items**

Mr. Curley called for a motion to conclude the session on Strategic Planning and discussion of such items and to have Dr. Coleman follow-up with Ms. Marinch on the draft report to be

presented for review to the Advisory Committee by February 25, 2008 prior to March 4, 2008 meeting.

**MOTION: Mr. Curley made a motion to conclude the discussion on the Strategic Planning items**

**SECOND: Emilia Guenechea**

**PASSED: UNANIMOUSLY**

#### **4. Future Meeting Dates**

Mr. Curley asked where the next meeting would be held. There was a discussion regarding the most suitable location. Mr. Curley suggested the meeting be held in Southern Nevada (Las Vegas) because it seemed more appropriate for OMH Staff. The Advisory Committee agreed to schedule the March 4, 2008 meeting from 9am to 1pm in Las Vegas and the location was To Be Determined.

#### **5. Public Comment and Discussion**

Dr. Coleman commented on the OMH website. She stated that the OMH page is available through the State's DHS website and needs to be updated and suggested some of the information that should be included such as:

- 1. Related Links (OCR, UNLV, etc...)**
- 2. Upcoming Events**
- 3. Meeting agendas & Minutes**
- 4. Resource Directories (Latino, Others)**
- 5. E-Gov Info**
- 6. Photo Gallery of OMH events**

#### **Discussion of Fundraising (NRS 232.476)**

Mr. Curley suggested that agenda item #3 be brought up for discussion at the next meeting. The committee agreed to continue the discussion at the next meeting.

**MOTION: Moved Item #3 of the agenda, "Recommendations for fundraising including but not limited to grants, gifts, and public/private donations, pursuant to NRS 232.476"**

**SECOND: Emilia Guenechea**

**PASSED: UNANIMOUSLY**

### **Recommendations for collaboration on Community events**

Mr. Curley suggested that agenda item #5 be brought up for discussion at next meeting. The committee agreed to continue discussion at the next meeting.

**MOTION: Moved Item #5 of the agenda, “Recommendations for collaboration on Community events”.**

**SECOND: Emilia Guenechea**

**PASSED: UNANIMOUSLY**

Dr Coleman also commented on Media efforts. She suggested the advisory board come together and meet with Media representatives and clarify the OMHs mission and purpose in an attempt improve the image of the organization. Ms. Arias-Petrel asked Ms. Marinch if she could elaborate further on the issue since she had experience dealing with the media. Ms. Marinch stated that there is a certain protocol that should be followed and she could probably provide a sample of a “Draft Media Policy” to assist the group in drafting a more formal response for the Media. Ms. Arias-Petrel also requested to have the draft media policy document at the next meeting for review.

**There being no further comments, Ms. Arias-Petrel adjourned the meeting at 10:58 am.**