Palm Beach County Fetal and Infant Mortality Review
Equity Awareness and Education Group/Community Action Group Meeting Notes
Wednesday, June 17, 2020
9:00 AM – 10:30 AM
Virtual: Zoom

Meeting Results:
By the end of the meeting participants will have:
• Discuss the Department of Health Snap Ed program - Charles Baldwin
• Discuss providers updates, concerns, and barriers to service
• Workgroups breakout

Meeting Participants | Organization
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Marie B. Estime | Florida Department of Health-PBC
Jeff Goodman | Children’s Services Council of PBC
Charles Baldwin | Florida Department of Health-PBC
Nancy Gau | League of Women Voters of PBC
Toccoa Lenair | Sickle Cell Foundation of PBC/Community Voice
Merlene Ramnon | Florida Department of Health PBC
Bridgette Dale | Easterseals Florida
Pam Heithoff | AWHONN
Dr. Patrick Bernet | Florida Atlantic University
Madeleine Canvesi | Easterseals Florida/Early Steps
Christine Walsh | Children’s Services Council of PBC
Belci Encinosa | Healthy Mothers, Healthy Babies of PBC
Jennifer Boutin | Nutritious Lifestyles
Paloma Prata | Home Safe
Merlyndia Bellevue | Center for Family Services of PBC, Inc.
Celena Boland | Florida Department of Health-PBC
Natasha Martinez | Children’s Services Council of PBC
Yvonne Lombana | Florida Department of Health-PBC

FIMR Program Staff
Sandra Despagne | Florida Institute for Health Innovation
Martine Jolicoeur | Florida Department of Health-PBC
Debra Oliver | Florida Department of Health- PBC
Fay Glasgow | Florida Institute for Health Innovation

Meeting Notes

1. New partners who joined the CAG:
   • Yvonne Lombana- Florida Department of Health-PBC
   • Merlyndia Bellevue-Center for Family Services of Palm Beach County, Inc.

2. Welcome/Introduction/Suggestions
   Sandra Despagne, PBC-FIMR Program Manager welcomed CAG members. Members introduced themselves, the agency they represent and reported how their work aligned with FIMR. Charles Baldwin from Department of Health- PBC conducted a brief presentation on SNAP Ed program.
3. **SNAP ED presentation**
SNAP (Supplemental Nutrition Assistance Program) is an evidence-based program that helps people lead healthier lives. SNAP-Ed teaches people using or eligible for SNAP about good nutrition and how to make their food dollars stretch further. The Department of Health-PBC is working with 2 new staff to expand the SNAP ED program in the county. Marie works with Faith for Families community program, which utilizes faith-based organizations to spread the word. Yvonne works with the hospitals Baby Friendly Breastfeeding initiative. The SNAP Ed program is targeting specific zip codes with certain health disparities like obesity especially childhood obesity. Services and information are available in Spanish, Creole and English to income eligible (185% below the poverty line) participants.

4. **Providers updates, concerns and barriers to service updates:**

**Home Safe:**
- There have been no major changes in services however, Homesafe have seen an increase for mental health services.
- HomeSafe staff/employees had the opportunity to read “We Can’t Talk About That at Work” by Mary Frances- Winters to help facilitate difficult conversations (i.e. social unrest, COVID-19, racial inequity). Staff was able to share their thoughts and concerns openly while feeling supported and heard.
- CSC distributed “We Can’t Talk About That at Work” to all CSC employees. Christine Walsh, CSC will check with leadership to see if CSC can distribute the book to other providers who are interested.

**Healthy Mothers, Healthy Babies of PBC:**
- A couple of mothers reported that they encountered some challenges and felt “judged” at the hospital when they went to deliver their baby. One mom reported that she was not aware that she contracted COVID-19 until she was tested upon delivery at the hospital. She stated that she felt that “everybody thought that she was disgusting”. She stated that she did not have any symptoms and she was not aware when/how she contracted the virus. She shared that there was not much contact with hospital staff, she felt alone. The hardest part was being quarantined away from her newborn for 14 days.
- HMHB offers 4 types of support groups: for more info visit [www.hmhbpbc.org](http://www.hmhbpbc.org)
  - How to Manage Stress during COVID-19
  - Circle of Moms
  - Open group
  - SHARE group (pregnancy loss)
- Healthy Mothers Healthy Babies continues to provide supplies and diapers for participants and community members. Pantry locations:
  - 4601 Lake Worth Road                                901 N. Point Parkway Suite 403
  - Greenacres, FL 33463                                 West Palm Beach, FL 33407
  - Tues & Thurs 10:00a.m.-3:00p.m.                     Mon & Wed 10:00a.m-3p.m.

**PBC-FIMR program**
- PBC-FIMR will be hosting a virtual community forum in August. The March forum focused on informing the community about the FIMR process, data & trends and community initiatives. Committee members were given the opportunity to provide feedback as to what topic they would like the program to discuss or is relevant at this time. Stress and emotional health during this time of COVID-19 and racial inequality and how it can cause adverse birth outcomes was recommended.
Other Committee members comments:

- During this particular time in history, clients/participants/community members are dealing with a lot of issues at once (COVID-19 pandemic, racial inequality, demonstrations, hurricane season). We have to make sure that frontline workers or anyone working to provide services are being heard and are emotionally supported. If we do not address the emotional and mental wellbeing of our workers', the quality of services will be affected. Working in this field does not immune us from the emotional stress. Staff/employee are expected to be strong for their clients/participants while dealing with their own personal stressors. Employers have to provide support and resources to address these issues.

5. Workgroup Breakouts

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<th>Workgroup Breakout</th>
<th>Members</th>
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| Patient Communication & Health Education (FIMR support staff: Sandra Despagne) | - Charles Baldwin-leader  
- Toccoa Lenair  
- Chelsea Johnson  
- Pam Heithoff  |
| Health Equity & Cultural Competency (FIMR support staff: Martine Jolicouer) | - Madeleine Canvesi-leader  
- Celena Boland  
- Merlene Ramnon  
- Bridgette Dale  
- Keisha Clemons-Allen  
- Nancy Gau  
- Emilie McKendall  
- Merlyndia Bellevue  |
| Improving System Efficiency (FIMR support staff: Sandra Despagne) | - Jeff Goodman-co-lead  
- Dr. Patrick Bernet-co-lead  
- Natasha Martinez  
- Paloma Prata  
- Briana Salters  
- Robert Campbell  
- Christine Walsh  |
| Provider Communication (FIMR support staff: Debra Oliver) | - Belci Encinosa-leader  
- Dr. Martine Senatus  
- Frances Bragg  
- Marie B. Estime  
- McIvan Desire  
- Jennifer Boutin  |

Patient Communication & Health Education

- Create a targeted social marketing campaigns to increase awareness on the importance of attending all prenatal appointments
- Use incentives to keep clients engaged. Offer gift cards and community services hours for people that attend health education meetings.
- Utilize videoconferencing services to increase communication. Have nurses or health educators complete the calls.
Health Equity & Cultural Competency

- Work with FIMR/FIHI representatives to tap into the appropriate attendants at the CAG and CRT meetings to infiltrate the medical community and recruit medical staff. Participate in virtual staff meetings to ask for ways to present this workgroup’s task and garner support and information about what could be needed to embrace and practice cultural competency.
- Nancy Gau will contact P. Baker (in charge of clinics) to provide some information about the data collection process from the Legal Women Voters + Healthcare District. A list of resources of the different terms and data from CDC and State Department of Health (statistics) will be distributed to rest of the committee.
- Research if all clinics and hospitals always administer the surveys and screens to all the patients. Merlene can provide us with a list of surveys/screens that are administered. Merlene will also provide the RPICC referral requirements as well as the medical staff meeting date.

Improving System Efficiency

- Being able to connect patients virtually at an OB’s office for referrals for Mental Health services so the patient would not get a referral card, which they would then have to find later and make an appointment. Discussion centered on if it was just limited to Mental Health services, but the committee agreed that it could be any service and could be used as quick access to entry agency services (HMHB and Home Safe).
- Review which existing programs (ex. Healthy Steps) are already situated in Pediatrician and OB/GYN’s offices.
- many people are feeling more comfortable now getting their health information virtually then they were four or five months ago before the pandemic as now they are used to using platforms like Telehealth where six months that might have felt uncomfortable.
- Survey doctor’s office of whether they would be receptive to using a virtual platform to connect patients to community services and which platforms were preferable. Team members will work together to develop survey and forward to group before distributing to doctors.

Provider Communication

- A presentation to the T. Leroy Jefferson Medical Society was conducted on 2/2/2020 by Program Directors Anitra Moss. From this presentation an OB provider offer to revise or review the Pregnancy guide and provide feedback. The goal is to utilize the Pregnancy Guide to deliver vital information to pregnant women across the county. The Pregnancy Guide is provided free of charge to all Obstetricians across the county.
- Get more information as to what prenatal services L&D currently provides pregnant women, what communication between the ED and L&D is mandated and that currently exists, and which personnel, either within the hospital system or from outside agencies, might be able to liaise between those two departments and bridge the communication gap. This could be done by the Hospital Liaisons of Home Safe who already work at the birthing hospitals
- Coordinate with the Patient Communications and Health Education workgroup. Get the physician’s input for the next printing of the Pregnancy Guide.
- Contact Paloma Prata, Chief Program Officer at HomeSafe to see if the Hospital Liaisons can take on the task of reaching out and find out as to what are the established protocols for
the Emergency Room and Labor and Delivery (ED to L&D) at each of the ten maternity hospitals in the county. On another note, and once these protocols are discord, a card for consumer informing as to what to do if sent to the ER can be developed and be provided to the OB offices for their use with their patients.

- Discussed creating a patient/client portal via live chat. The portal would contain Prenatal risk screen, infant risk screen, case management services, referrals
- Follow-up workgroup meeting scheduled for 7/2/20 at 1:30p.m

Next Steps:

- Follow-up with CSC about distributing “We Can’t Talk About That at Work” to other community providers.
- Arrange workgroup discussions/meeting before the CAG meeting.

Upcoming Meetings:

- Next CAG Meeting: July 15, 2020 9:00a.m.-10:30a.m.; Zoom
- CRT Meeting: July 14, 2020; 5:00-7:00 p.m.; Zoom
  - Please R.S.V.P. to Fay Glasgow at fglasgow@flhealthinnovation.org