

Slide 1



The HILL Project

Helping Individuals Live Longer

Disparities in Health Care

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Slide 2

Population(s) of Focus

South Florida is a racially and culturally diverse community.

Over 1/3 of families in Broward County speak a language other than English at home.

The community is 41% White, 28% Black or African American, and 27% Hispanic/Latino.

Those individuals come from many different countries, continents and islands, all with their own unique cultural traditions!

The Hill Project is focused on assuring that underserved populations are included in the our integrated care program.



We are tracking:
 American Indian
 Alaska Native
 Asian
 Black or African American
 Native Hawaiian or other Pacific islander
 White
 Hispanic/Latino
 LGBT Status

Implementation Practices

Henderson Behavioral Health provides services in a culturally competent manner.

- Staff receive Cultural Competency training at initial orientation, yearly in-service training, and an annual celebration of diversity. We emphasize culturally competent services in every program.
- Henderson staff represent our populations served, with a diversity of cultures and 16 different dialects or languages spoken.
- Front office staff have immediate access to language lines to facilitate communication from the first contact throughout care.
- Signs in waiting rooms are available in English, Spanish, and Creole.
- Henderson Behavioral Health has at least 10 Peer Specialists working in different Behavioral Health Programs.

Mission Statement

It is our Mission to be the premier provider of accessible, cost effective, and quality behavioral healthcare services to the people of South Florida, in order to promote their mental health and well-being.

Nuestra Mision

Nuestra mision es ser el principal proveedor de servicios de calidad de salud y accesibles a las personas del Sur de la Florida, para promover su salud mental y bienestar.

Deklarasyon Misyon Nou

Sé misyon nou, pou nou sé prémýé kompayi ki bay pémisyon, yon pri éféktiv é kalitésèvis santé pou moun k'ap viv nan Sid Florid la, nan yon fason pou yo ka rémonté santé mantal yo ak byennèt yo.

Challenges and Barriers

Barriers to accessing health care for individuals served include:

- Finances
- Language
- Transportation
- Immigration Status
- Perceived Stigma

Initial challenges for the Hill Project included:

- Assure Hill Project staff had ability to communicate to persons served in variety of languages
- Learn about community health resources for persons with Limited English Proficiency
- Initiate changes in the medical record to identify potential underserved LGBT in the demographic section of the EHR for the whole agency.
- Identify referral sources for LBT women for cancer and other healthcare needs

Data & Collection Measures

- The Hill Project tracks Section H Data on all persons served:
 - Blood Pressure
 - BMI
 - Waist Circumference
 - Breath CO
 - Fasting Plasma Glucose or HgbA1c
 - Cholesterol
- Reassessments at 6 months include:
 - Blood pressure
 - BMI
 - Waist Circumference
 - Breath CO

The Reassessment Challenge began in July.
Individuals will show improvement by demonstrating reduction in risk criteria in section H data over time.

Successes to Date

Hispanic/Latino was a subpopulation identified in our initial Disparity Impact Statement for the PBHCI Grant, since only 5% of that population is accessing behavioral health services at our agency. We've exceeded our goals for enrolling this subpopulation by having an enrollment of 18% Hispanic/Latino individuals.

We continue to provide information in all languages.
We tailor health information to respect cultural traditions.
Individuals who participate in the program feel services are inclusive for everyone.

As we eliminate barriers by providing primary care medical services for populations that traditionally avoid health care, we increase the likelihood that they will access behavioral health care as well.

Looking Ahead

Our goal is to provide culturally competent services to our diverse population enrolled in the Hill Project.

- Our statistics will mirror the statistics of the county.
- We will provide written materials in at least 3 languages (English, Spanish, and Creole) and others as needed.
- Staff will provide services in languages understood by persons served.
- We will collaborate with other programs to assure language and cultural services are available to those in need.