



1770 967 FM - Buda, TX - phone: 512-312-2700 - fax:512-312-1600

Building the Pillars Critical to Successfully Increasing Access to Care for Ag Workers

Presented by: National Center for Farmworker
Health
&
Ampla Health

March 22, 2021



Introductions



Lisa Miller
NCFH
Increase Access
Campaign
Coordinator



Gladys Carrillo
NCFH
Director of Program
Services



Rocio Valdez
Ampla Health
Director of
Communications



Learning Objectives

1. Describe the key pillars of Increase Access to Care Program critical to Migrant Health Program success, as well as associated challenges
2. Participate in peer-to-peer exchange of information and strategies to increase access to care for MSAWs and their families focused on three main areas: staff training, policy, outreach
3. Learn about one health center's Promising Practice to achieve Migrant Health Program success through Migrant Health Action Planning/Strategic Planning
4. Receive access to IAC resources and learn about training opportunities to achieve Migrant Health Program success

The **National Center for Farmworker Health** is a private, not-for-profit corporation located in Buda, Texas, whose mission is "To improve the health of farmworker families."



Programs, products, and services in support of our mission, include:

- Population specific resources and technical assistance
- Governance development and training
- Program management
- Staff development and training
- Health education resources and program development

A national initiative to increase the number of Migratory & Seasonal Agricultural Workers & their families served in Community and Migrant Health Centers.

<http://www.ncfh.org/ag-worker-access.html>

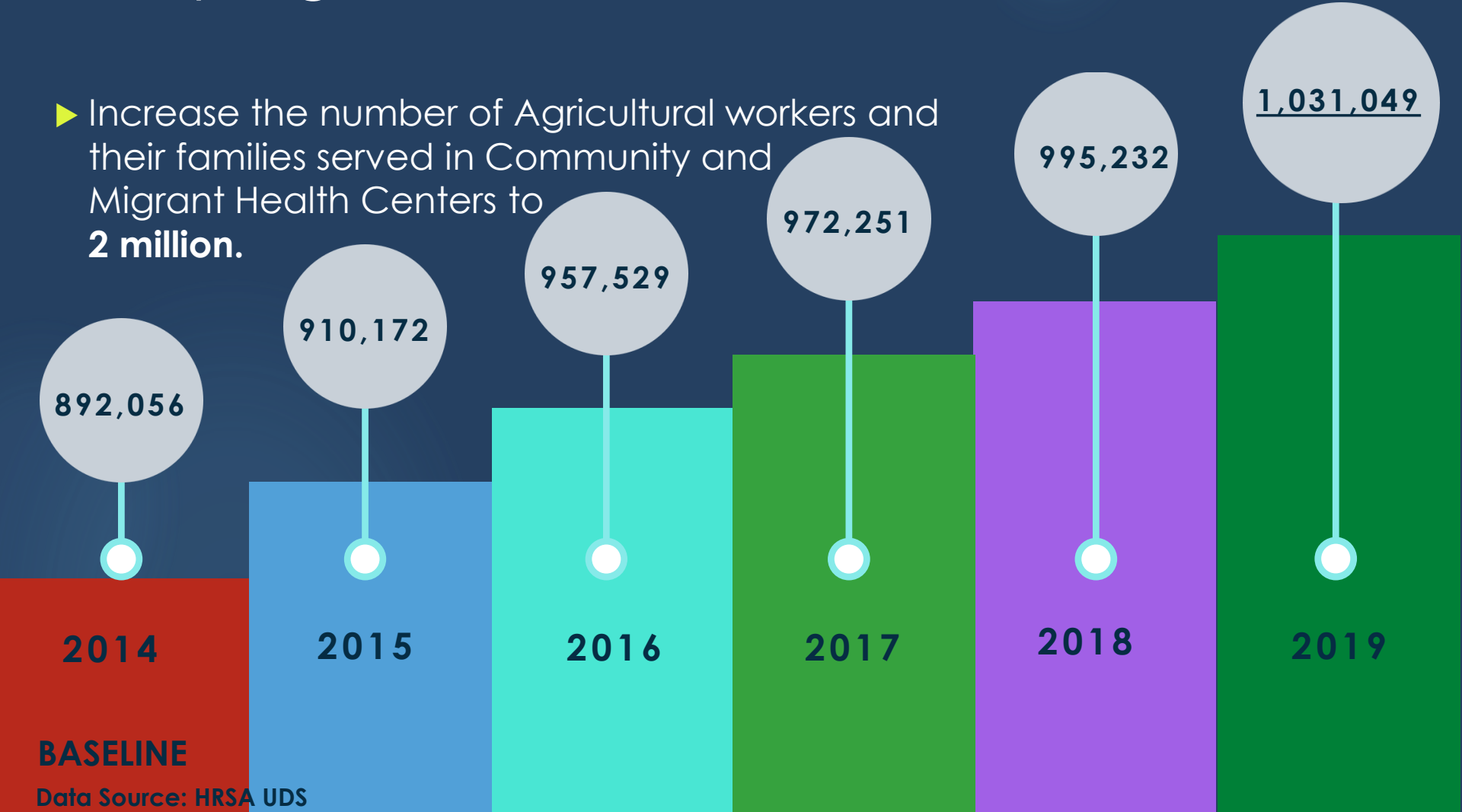


This product is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$1,916,466 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.

NCFH
National Center of Farmworker Health, Inc.

Campaign Goal

- ▶ Increase the number of Agricultural workers and their families served in Community and Migrant Health Centers to **2 million.**



BASELINE

Data Source: HRSA UDS



Building Pillars Critical to Increasing Access to Care for MSAWs



Training



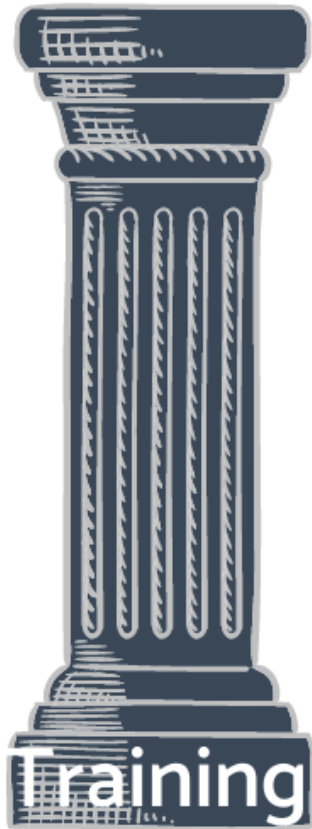
Policy



Outreach



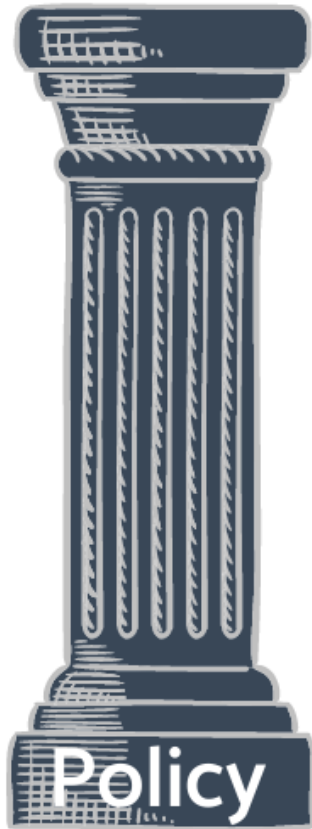
Pillar #1: Staff Training



- What's involved
 - ❑ Ensuring all staff are trained to accurately identify, classify and report their Ag worker population in UDS
- Common Challenges
 - ❑ Lack of established training protocols
 - ❑ Staff turnover
 - ❑ Other?



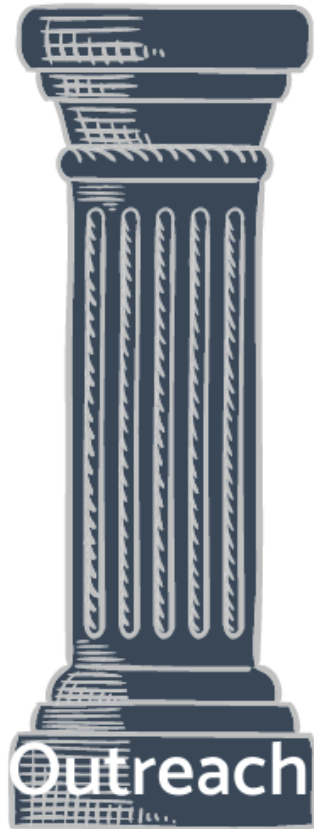
Pillar #2: Policy & Procedures



- What's involved
 - ❑ Ensuring clear and updated policy & procedures are in place for Special Populations.
- Common Challenges
 - ❑ Lack of established Special Populations P&P
 - ❑ Unclear procedures for registration/reporting of special populations, including registration forms
 - ❑ Other?



Pillar #3: Outreach



- What's involved
 - ❑ Ensuring MSAWs are aware of the services provided by C/MHCs and have access to those services
- Common Challenges
 - ❑ COVID-19
 - ❑ Establishing relationships/getting buy in from growers/contractors
 - ❑ Other?



Breakout Groups

- **Use Jamboard link located in the Chat**
- **Small Group facilitator will guide you through the exercise**

Small Group Discussion:

What are some possible solutions to these challenges?

Please share what your health center has done to overcome these challenges.



Sharing

Large Group Discussion

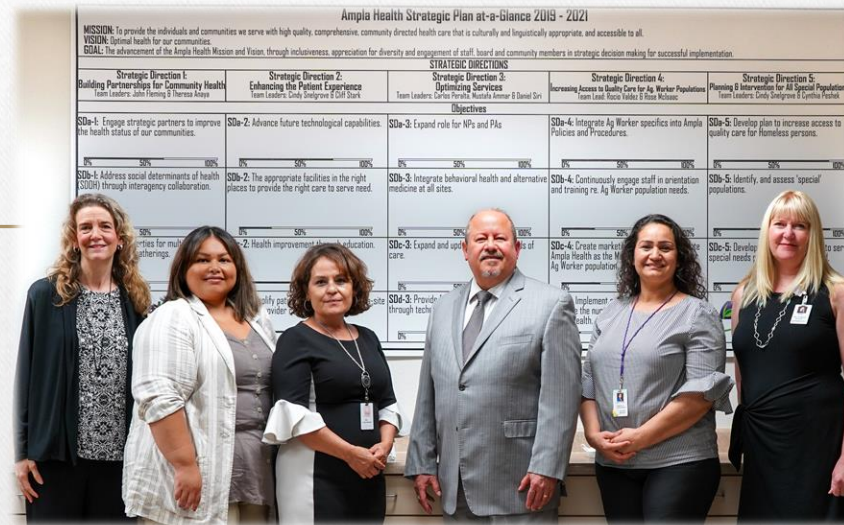




Promising Practices Award



Strategic Direction 4 Team – 2021 Update



Increasing Access to Quality Care for the Agricultural Worker Population

Step 1: Evaluate

Evaluate Community Needs & Resources



Evaluation Results

- Review of the 2017 community assessment provided no new significant information
- The review of resources on the NCFH website & webinars were helpful in providing sample materials

100%



Evaluate Front Desk Practices to Improve Data Collection



Evaluation results

- Need for updated registration form
Summer 2019
- Need for a pictograph tool
Summer 2019

100%



Evaluate Current P & P's to Improve Access and Improve Ag. Worker Identification



NEW PATIENT REGISTRATION FORM PROCEDURE (MEDICAL)

FORM A

- A. Review completed Registration Form with patient. All lines of information must be completed.
1. Head of household is responsible party / Home/Cell phone or N/A
 2. Mailing address is P.O. Box or N/A
 3. Home address is residence
 4. Contact person is a neighbor, friend or any other person living at a different address from that of the family. This person is to be contacted in the event that the patient or family member cannot be reached / Contact person's phone or N/A.
 5. E-mail address

Evaluation Results

- P & P's were found to be in line and no changes needed

Summer 2019

100%



Step 2: Action

Develop a Visual Tool for Improved Ag. Worker Identification

Crop Production



Producción De Cultivos

Actions

- Tool created summer 2019
 - piloted fall 2019
 - fully implemented Feb. 2020

100%



Update the Registration Form for Improved Ag. Worker Identification

Ampla Health
Care to improve your life.

Last Name		First Name	PID:
Employed Name		Date of Birth	
SSN		Sex at Birth	M F
Mailing Address			
Home Phone		Cell Phone	Work Phone
E-Mail Address			
Guardian Name		Relationship:	
Guardian Address			
Ethnicity: Please Circle One: Hispanic or Latino Not Hispanic or Latino Patient Declined		Race: Please Circle One: American Indian or Alaska Native White Native Hawaiian or Other Pacific Islander Asian Black or African American Hispanic/White Other Patient Declined	
Primary Language		Marital Status	
Gender Identity: Please Circle One: Male Female Transgender Male (Female to Male) Transgender Female (Male to Female) Other Choose not to disclose		Sexual Orientation: Please Circle One: Straight (Not Lesbian or Gay) Lesbian or Gay Bi-Sexual Something Else Don't Know Choose not to disclose	
Partner Preference: Please Circle One: He She			
Emergency Contact Information (Optional)			
First & Last Name		Telephone Number	
Address			
Relationship to Patient			
Members of Household		Total # in Household	
First and Last Name	Gender	Date of Birth	Relationship
Agricultural Questions			Yes No
1. In the last 2 years, have you or anyone in your family worked in any type of agriculture (farm work) like: planting, picking, preparing the soil, grading/hoes, driving a truck for any type of farm work, worked with animals, etc. come to work on the farm?			
2. In the last 2 years, have you or a member of your family lived away from home in order to work in any type of agriculture (farm work)?			
3. Have you or a member of your family stopped migrating to work in agriculture (farm work) because of a disability or age (too old to do the work)?			
4. In the last 2 years, have you or a member of your family worked in agriculture (farm work) on a seasonal basis without the need to establish a temporary home?			

Actions

- Registration updated summer 2019
- fully implemented Sept. 2019

100%



Develop and Execute a Training Plan



Actions

- Initial training on pictograph & registration form
 - Completed fall 2019
- Semi-annual review training has been added to the training plans
 - On-going

100%



Monitor & Audit for Compliance



Actions

- Starting in Jan 2020 weekly compliance audits are being completed for registration data collection accuracy

100%



Provide 1 on 1 Coaching as Needed



Actions

- Site Managers are using data to Identify staff for individual coaching
 - Began May 2020 – now on-going

100%



Develop Ag. Specific Marketing Materials

Ampla Health
Care to improve your life.

ARE YOU AN AGRICULTURAL WORKER?
It's very Important to please let us know before you leave today.

ERES TRABAJADOR DEL CAMPO/AGRICOLA?
Es muy importante que nos diga antes de que se vaya por favor.

KOJ TXOJ HAUJLWM PUAS YOG UA LIAJ UA TEB?
Nws yog ib qho tseem ceeb heev thov qhia rau peb ua ntej koj tawm hnub no.

ਕੀ ਤੁਸੀ ਖੇਤੀਬਾੜੀ ਕਾਮੇ ਹੋ?
ਅੱਜ ਜਾਣ ਤੋ ਪਹਿਲਾਂ ਸਾਨੂੰ ਦੱਸਣਾ ਮਹੱਤਵਪੂਰਨ ਹੈ

AmplaHealth.org

Ampla Health
Care to improve your life.

Crop Production
Producción De Cultivos

Animal Production and Aquaculture
Producción Animal y Acuicultura

Support Activities for Crop Production
Actividades de apoyo para la producción de cultivos

Support Activities for Animal Production
Actividades de apoyo a la producción animal

AmplaHealth.org

Actions

- Developed posters & flyers in multiple languages
 - Completed April 2020
- Developed Telehealth, census registration, Medi-Cal expansion & public charge information targeted to Ag. Population Summer 2020
 - Material development is now on-going

100%



Develop a Media Campaign



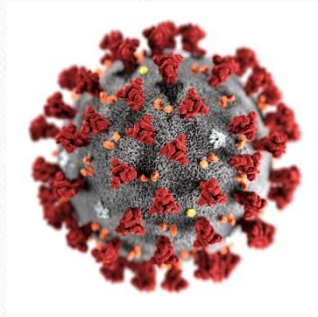
100%



Actions

- Spanish Interviews
 - 18 interviews Feb 2020-Feb 2021
- Spanish Radio spots
 - 895 spots Nov 2020-Feb 2021
- Facebook, Instagram & Twitter posts
 - 10 unique graphics with multiple postings reaching over 14,000 - Began June 2020

Increase Education & Community Forums Targeting Ag. Workers



Actions

- Canceled projects due to Covid-19

0%



Hire Promotoras to Engage Ag. Workers in Making Ampla Health Their Medical Home



Maria



Adriana



Catharin

100%



Actions

- Hired Three Promotoras
 - Two on staff Jan 2020
 - Third on staff by Dec 2020

Develop & Implement Outreach Strategies to Increase Utilization

Actions

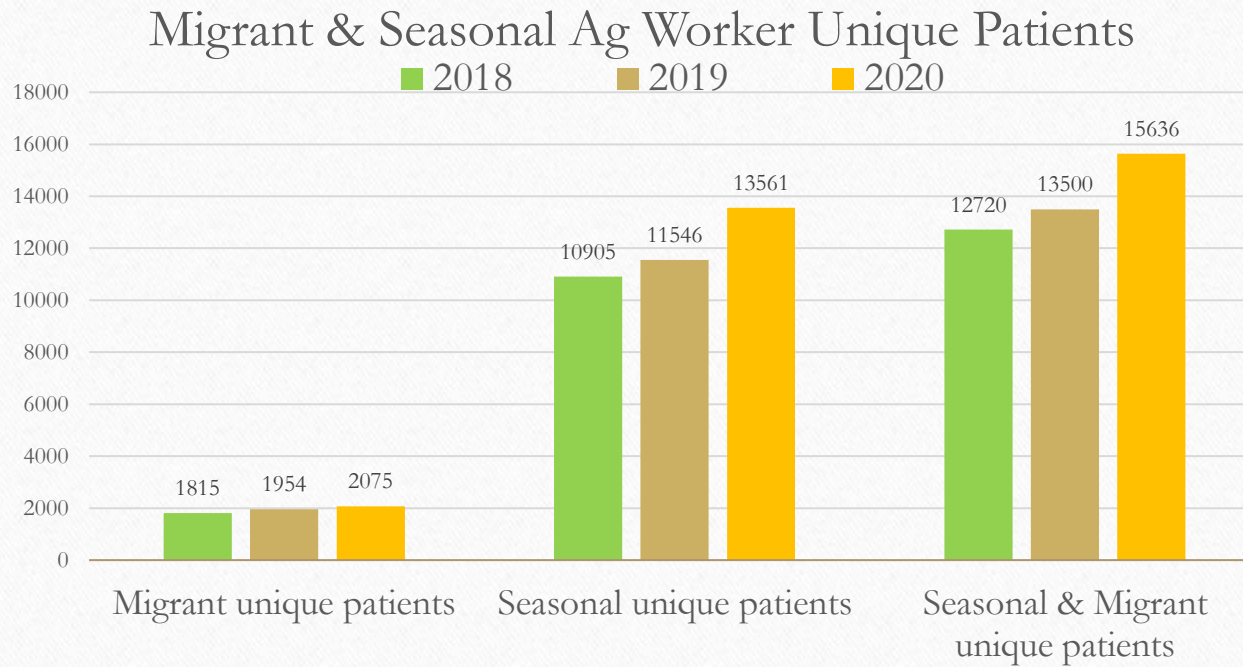
- Utilize the Path to Health to market to undocumented Ag. Workers with “cold calls” to sliding fee patients
 - Jan – Summer 2020
- Distribute helpful information and services to Ag Workers to develop Ampla Health as a reliable source for community resources
 - Summer 2020 & on-going (Including Drive Thru events)
- Promote and enroll undocumented young adults into the Medi-Cal expansion project
 - Summer 2020 & On-going

100%



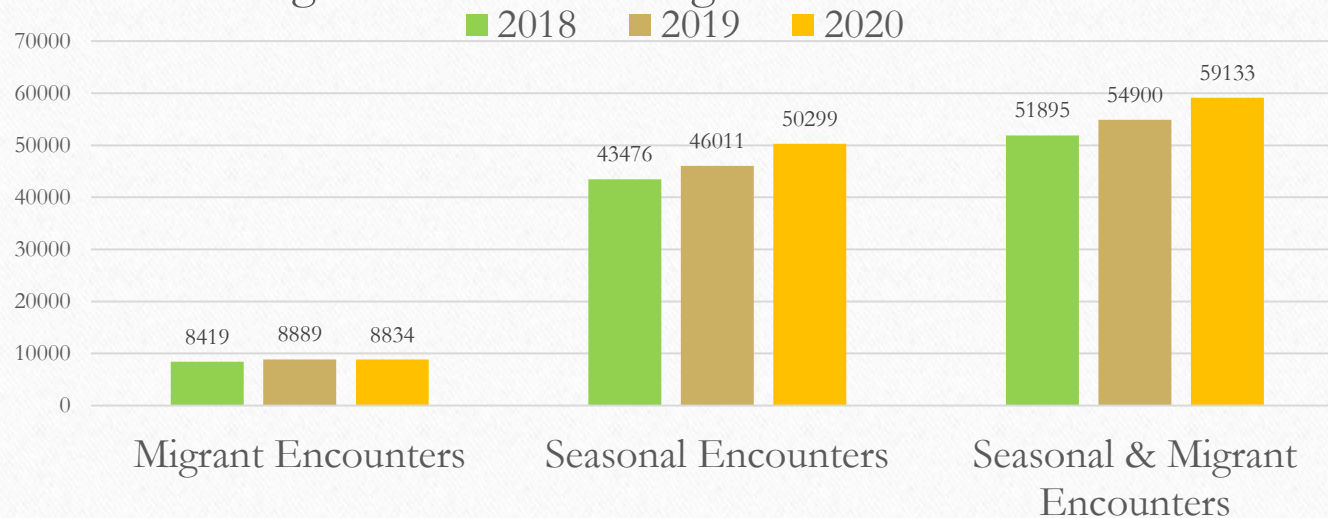
Step 3: Assessing the Success of Our Action Steps

Seasonal & Migrant Ag. Workers



Seasonal & Migrant Ag. Workers

Migrant & Seasonal Ag Worker Encounters



Ag Worker Penetration Rate

- Determine the Percent of the total Migrant & Seasonal workers in our service area that are Ampla Health patients
- Waiting on NCFH data release planned Spring 2021

50%



We are a Patient Center Medical Home

- Access & continuity
 - Night Clinic, & Weekend Hours
- Care Management & Support - Poorly Controlled or Complex Conditions :
 - For Example Diabetes & High Blood Pressure
- Housing –Knowing our patients
- Transportation Services

2020 – NCFH Promising Practice Award



Ampla Health has been recognized for the promising practice of integrating our Migrant Health Program action planning elements into our strategic plan by adding a strategic direction specific to increasing access to care for Ag workers.



Increase Access to Care for Ag Workers (IAC) Core Learning Collaborative

Purpose: Increase access to comprehensive integrated quality primary health care services for MSAWs and their families.

Current cohort: 16 Health Centers and 3 PCAs/Networks from 12 states

What's involved: Staff development/Training through virtual learning sessions, peer-to-peer exchange of challenges/strategies, and NCFH support to assist health centers in reaching their increase access goals.

Ag Worker Identification Digital Training Tool



DigitalStory



NCFH Resources

- **NCFH Website**
(www.ncfh.org)
- **Campaign Webpage**
 - Ag Worker Identification Digital Training Tool
 - Informational Campaign PPT
 - Board Resolution & MOU Templates
 - Migrant Health Program Self-Assessment Tool
 - MH Action Planning Training and TA
 - Archived webinars
- **NCFH Tools & Templates**
 - Policies/Procedures
 - Registration forms
 - Intake and registration questions to ask
 - Staff training resources





COVID-19



Our COVID-19 Response

THE COVID-19 VACCINE

WHAT HAPPENS WHEN I GET IT?

- 1 If you are at least 18 years old, you will be able to get the vaccine. Call your nearest Health Center, hospital, or the Call for Health Justice: 1.800.377.6969 to ask when the vaccine will be available in your area.
- 2 After you get your first dose of the vaccine, you may have a sore arm, headache, fever, chills, or feel tired for one or two days, or you may feel fine. If you are missing for work in the next few weeks, ask the clinic to write down the name of the company who made the vaccine you were given.
- 3 Your doctor will tell you to come back to get your second dose either three weeks or four weeks later, depending on which company made the vaccine you got.

Resources for Ag Workers

WORKPLACE SAFETY FOR COVID-19

GENERAL SAFETY

- Wash hands often with soap and water for at least 20 seconds.
- Avoid close contact with people who have COVID-19.
- Wear a face mask in public places.
- Stay home when you are sick.
- Cover your mouth and nose when you cough or sneeze.
- Avoid touching your eyes, nose, and mouth.
- Disinfect frequently touched surfaces.

WORKING IN A FARM HOME

- Use hand sanitizer.
- Wash hands often.
- Wear a face mask.
- Wash your face and hands after using the bathroom.

WORKING OUTDOORS

- Wash hands often.
- Wear a face mask.
- Wash your face and hands after using the bathroom.

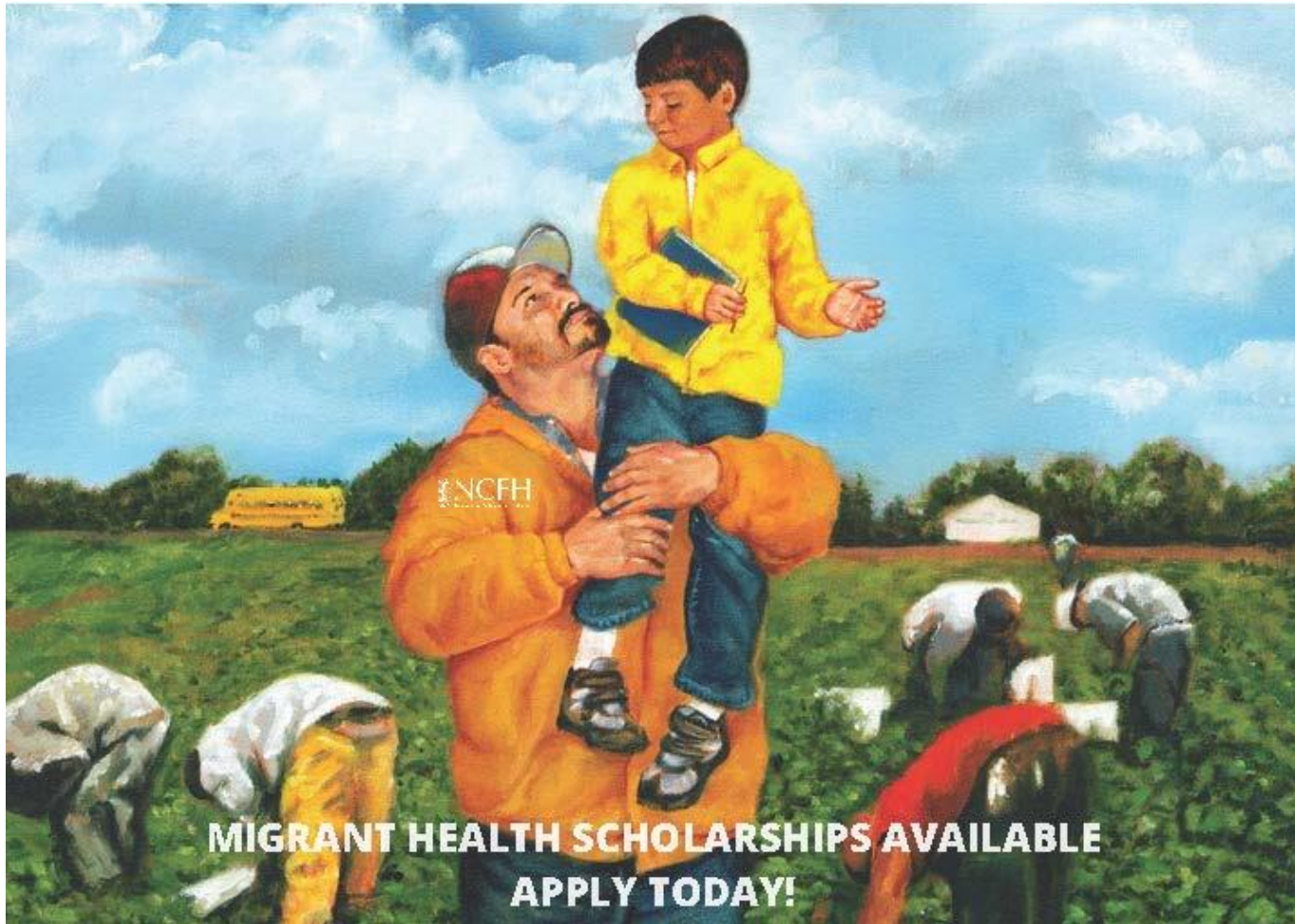
CLEAN & DISINFECT AFTER EACH USE

- Wash hands often.
- Wear a face mask.
- Wash your face and hands after using the bathroom.

Resources for Ag Employers, Health Care & Service Providers



NCFH Scholarships



<http://www.ncfh.org/scholarships.html>

Sign up to be part of the
Campaign!



► www.ncfh.org/ag-worker-access.html



Connect with NCFH!

National Center for Farmworker Health, Inc.
@NCFHTX · Nonprofit Organization

[Sign Up](#)
eepurl.com

[Home](#) [About](#) [Events](#) [Photos](#) [More](#)

[Liked](#) [Message](#) [Search](#) [More](#)

About [See All](#)

- Dedicated to improving the health status of Ag worker families: providing info services, training/technical assistance & and a variety of products to health centers, organizations, universities, researchers, & other Ag worker health advocates nationwide.
- The National Center for Farmworker Health proactively supports the work of health centers and the empowerment of

National Center for Farmworker Health, Inc. added an event.
58m · [View](#)

WEBINAR

Sign up for our monthly newsletter and connect with NCFH at:

Website: www.ncfh.org

Facebook and Twitter: @NCFHTX



Thank you!

Lisa Miller

miller@ncfh.org

512.312.5451

Gladys Carrillo

carrillo@ncfh.org

512.312.5456

Rocio Valdez

rvaldez@amplahealth.org

530.674.4216

This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under U30CS0 9737, Technical Assistance to Community and Migrant Health Centers and Homeless, (\$1,583,856). This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS, or the U.S. Government.



Questions?