



Get the Facts - Health Care

Symposium on Race & Equity in NH | October 16, 2017 | Concord, New Hampshire

Definition

Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.ⁱ Health is determined by the conditions in which people are born, grow, live, work and age.ⁱⁱ

Culturally effective organizations enable, cultivate, and support the delivery of high-quality healthcare for all groups of peopleⁱⁱⁱ

Framework for a Culturally Effective Organization



Numbers at a Glance

Income level and use of clinical prevention services are indicators of access to quality healthcare services:

- 7.9% of white NH residents live at or below the poverty line compared to 19.6% of black, 19.4% of Latino, and 11.1% of Asian NH residents.
- 75.5% of black mothers compared to 91% of white mothers received early prenatal care in NH.

Case Example

Manchester Community Health Center (MCHC) is part of a network of federally qualified health centers located in Manchester, NH. The City of Manchester is home to an increasingly diverse population where disparities in access to care and health outcomes are prevalent.^{iv} In 2016, the health center served 15,000 patients representing the diversity of the city including 62 languages requiring interpretation.

In 2013, MCHC began the journey to establish a Center of Excellence in Culturally Effective Care. The purpose was to reduce racial inequities in access to care and health outcomes, test and model strategies to further health equity at different levels of the organization, and share promising practices with other health and human service organizations in Manchester and beyond for maximum impact.

As MCHC worked to address health equity organizationally, they implemented strategies in each of the seven areas illustrated in the above framework, developed in 2015 by the Brandeis Healthcare Employer Research Initiative.



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Selected Resources

Readings:

- Henry J. Kaiser Family Foundation, *Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity*, 2015.
- Drum, C., Phillips, K., Chiu, K., & the Data, Research, and Evaluation Committee of the Region I Health Equity Council (2015). *New England Regional Health Equity Profile & Call to Action*. United States Department of Health and Human Services, Washington, DC
- World Health Organization, *A Conceptual Framework for Action on the Social Determinants of Health*, Geneva, Switzerland, 2010.

Programs:

- The New Hampshire Health & Equity Partnership is a coalition seeking to strengthen health services and educate the public to build equitable, healthier communities.
<https://www.healthynh.com/index.php/equity.html>

Websites:

- American Public Health Association <https://www.apha.org/topics-and-issues/health-equity>
- Health Equity Institute at San Francisco State University
<https://healthequity.sfsu.edu/content/defining-health-equity>
- Centers for Disease Control and Prevention
<https://www.cdc.gov/chronicdisease/healthequity/index.htm>
- Institute for Healthcare Improvement <http://www.ihl.org/Topics/Health-Equity/Pages/default.aspx>
- Association of State and Territorial Health Officials <http://www.astho.org/Programs/Health-Equity/>
- National Collaborative for Health Equity. <http://www.nationalcollaborative.org/>
- PolicyLink Center for Health Equity and Place
<http://www.policylink.org/focus-areas/health-equity-and-place>
- Association of American Medical Colleges Health Equity Research and Policy
<https://www.aamc.org/initiatives/research/healthequity/>
- New Hampshire Office of Health Equity <https://www.dhhs.nh.gov/omh/>
- Health Equity Change Makers <https://minorityhealth.hhs.gov/changemakers/>

ⁱ World Health Organization, Constitution of WHO: principles. As of October 2, 2017:
<http://www.who.int/about/mission/en/>

ⁱⁱ American Public Health Association, *The Nation's Health*. As of October 2, 2017:
<http://thenationshealth.aphapublications.org/site/misc/socialdeterminants.xhtml>

ⁱⁱⁱ Melanie Doupe Gaiser, Laurie Nsiah Jefferson, Jessica Santos, Sandra Venner, Janet Boguslaw, and Trinidad Tellez, *Culturally Effective Healthcare Organizations: A Framework for Success*, Waltham, MA: Institute on Assets and Social Policy, Brandeis University, 2015.