

Growing, Attracting, and Retaining a Health Workforce that is Culturally and Linguistically Competent

10/21/2020

Attendees: Lilly Irvin-Vitela, Elaine Benally, Jeanette Martinez, Sharon Finarelli, Ophelia Hudson, Christiana Morris, Chinda Lukoski, Tom Scharmen, Susana Santillan, Wendy Wintermute.

- Lilly conducted a check in with the participants asking them to share “your name and where you're calling from and also one of the first early jobs you had and if you ran into any trouble communicating with folks”. The idea was to think about how language and culture can impact access to quality healthcare.
- Lilly shared her struggles as a young lady going out to find jobs in her community so she could earn money. One of the biggest barriers was the language barrier. Not being able to speak other people’s language limited her ability to find work and make money.
- Elaine Benally stated she is from the Four Corners area. Her first language is Navajo and when she got her first job at a 7-11 it was a challenge because she struggled with understanding numbers.
- Jeanette Martinez stated she works with New Mexico First. She shared her experience living with her grandmother as a young girl for 10 years, who only spoke Spanish. After her grandmother died her parents never spoke Spanish to her again. When she began working as a program coordinator, she had many Spanish speaking clients and began using her Spanish again. Thankful to her grandmother.
- Sharon Finarelli shared she is the Executive Director for the Alliance of Health Councils. She is calling from a small rural town north of Las Cruces. She mentioned a study they are doing looking at how to respond to healthcare workforce needs in southern New Mexico.
- Ophelia Hudson was calling from Santo, a small community west of gala. She shared her experience from her first job at a fast-food establishment. She was elated to be working. Soon the job proved to be a heartbreaking experience for her due to a lack of communication or understanding of non-verbal language.
- Christina Morris was calling from Farmington New Mexico. She had many experiences in her life that allowed her to envision and work towards a better future for herself. She had a wise father who supported her along the way. She was able to overcome cultural and academic barriers.
- Chinda Lucoski stated she grew up in the United States and speaks three languages. She experienced serious language barriers when she first came to the United States. Although it has been a challenge she herself was able to flourish against the odds.
- Tom Scharmen noted he works for the Department of Health. Tom shared the health workforce he was a part of in Mexico for many years. Although there were obvious linguistic and cultural challenges, the project was a huge success and was built into the local health system.
- Susana Santillan is from Las Cruces, New Mexico. She works for the New Mexico Commission for the Deaf and is hard of hearing. She shared her experience regarding her daughter’s unexpected blind diagnoses. Her daughter experience has inspired her work for the blind.
- Wendy Wintermute is from Albuquerque New Mexico and is a project manager for New Mexico First. Wendy spoke of her experience in other countries as an amazing experience realizing obvious differences but also commonalities.
- Lilly reviewed the recommendations and strategies inviting participants for their input.

- Elaine Benally stated the need to remember that besides nurses and doctors there are other types of health workforce such as occupational therapy, physical therapy, and many other professions. Elaine commended New Mexico First for the professional work they are doing and for including communities.
- Sharon Finarelli brought up the issue of broadband and the need to put those resources where they are needed not necessarily looking for population. Sharon shared the importance of having support, mentoring, training for those less fortunate.
- Lilly shared the homework for next steps.
 - Think about the relational assets you have both people and organizational assets that pop up for you that can be a part of this work. Invite them to be a part of this work.
 - What do you see within the policy and systems change landscape? What are you seeing in you community that is related to the recommendations and strategies, what is the momentum? What are the local efforts? What are you seeing already?

Other Information:

Lilly Irvin-Vitela shared link: <http://nmfirst.org/event-details/healthcare-body-mind-and-spirit-town-hall#Reports>

Susana Santillan, New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) Las Cruces, NM Community Advocacy Specialist Email:

Susana.Santillan@state.nm.us / Cell (575) 202-2814 Please email me if you know anyone interested in obtaining any of the following free services: Individual and Systems Advocacy Community Education Trainings/Presentations Telecommunication Equipment Distribution lends amplified telephones, iPads, notification systems, assistive listening devices and much more at no cost to qualifying individuals who are Deaf, Deaf-Blind, Hard of Hearing and Speech Disabled throughout New Mexico.

Tom Scharment: Resource - This Gallery of 39 maps and assessment tools was developed earlier this year by the NM Community Data Collaborative in conjunction with the Healthcare Workforce Taskgroups: HEALTH CARE WORKFORCE ASSESSMENT

GALLERY <https://nmcdc.maps.arcgis.com/home/group.html?id=bd5e735f66b54ba793b193d76e493d14&view=list#content> PLEASE SHARE!

- Elaine Benally email address is benallye@sanjuancollege.edu So I can receive the notes.