

HEALTH EQUITY ANNUAL REPORT 2022



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What is Health Equity?

Health equity is achieved when **every person** has the opportunity to **attain their full health potential** and **no one is disadvantaged** from achieving this potential **because of their social circumstances**, including:



Education
Access and
Quality



Healthcare
Access and
Quality



Neighborhood
and Built
Environment



Social and
Community
Context



Economic
Stability



INTRODUCTION

Welcome to the first edition of the Louisiana Department of Health's Health Equity Annual Report! The purpose of this report is to give our team members and community partners insight into the department's efforts to incorporate health equity throughout the work we do.

Health Equity is an inherent component of many of the public health activities conducted within LDH. This inaugural report will focus on the health equity and community engagement work initiated by Health Equity Action Teams (HEATs) in six of LDH's program offices, specifically:



The HEATs in each of these offices are composed of diverse groups of LDH team members of all levels within the department, from administrative assistants, to graduate fellows, to program managers, to directors. The HEATs all range in size across the program offices, based in part on the size and capacity of their respective offices. The health equity projects they pursue are largely self-generated, and are implemented with support from departmental leadership. All HEATs aim to work within their program office's parameters to find ways to improve equitable services and health outcomes for the people, populations and communities they serve.

This report will also share a bit about the work of the LDH Bureau of Community Partnerships and Health Equity (BCPHE), tasked with assisting the HEATs with their health equity activities. The BCPHE team develops agency-wide health equity plans, protocols, and tools that support the implementation of health equity and community partnership practices and standards across LDH.

We hope you find this report informative and enlightening. Most importantly, we hope you will join the department in our efforts to advance health equity in your communities and improve health outcomes for the people of Louisiana.



ABOUT BCPHE

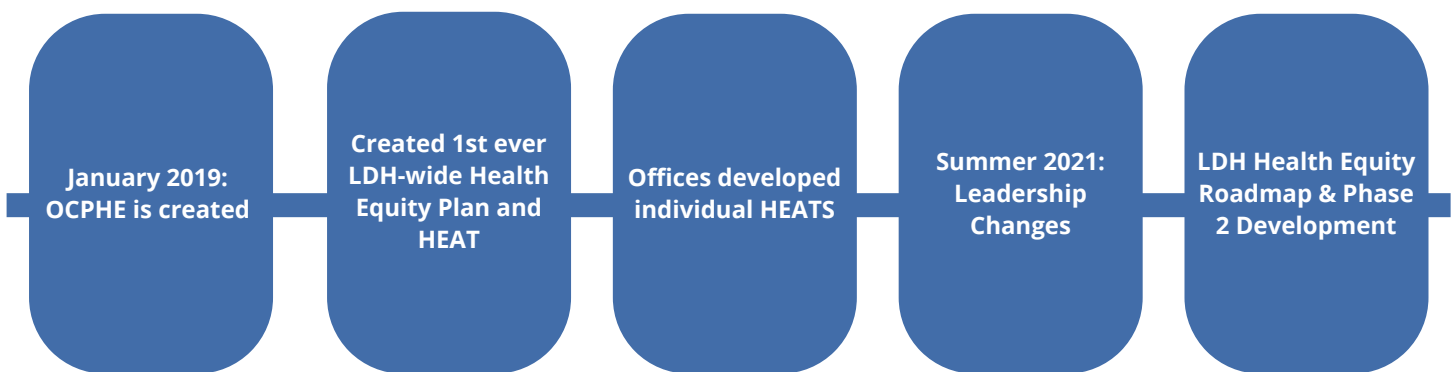
The Louisiana Department of Health (LDH) [Bureau of Community Partnerships and Health Equity \(BCPHE\)](#) was established in January of 2019. BCPHE is focused on promoting health equity within LDH and ensuring that LDH's services are equitably accessible and informed by the people, populations and communities served.

BCPHE works with LDH Offices, Bureaus, Programs and Sections to promote and implement health equity and community engagement principles and action items throughout the department. Additionally, BCPHE develops relationships with external organizations to foster cooperation and connections between LDH and the broader Louisiana community. As a part of this work, the BCPHE team develops agency-wide health equity plans, protocols, and tools that support the implementation of health equity and community partnership practices and standards within LDH.

BCPHE STAFF

- **Director** Davondra Brown, M.Ed., MCHES
- **Deputy Director** Mia Orr White, MHA
- **Director of Governor's Council of Fitness & Director of Bureau of Minority Health Access** Rudy Macklin, BS
- **Health Equity Disparities Manager** Theresa Hudson, MPH
- **Health Equity Program Coordinator** Kyleigh Jackson, MS
- **Public Health Associate** Morgan Harvey, BS
- **Public Health Associate** Jon'na Bailey, BA
- **Support Coordinator** Ayana Ussery, MPH
- **Grants and Projects Coordinator** Kimberly Garb, MPH
- **Health Disparities Grant Manager** Zelia Williams
- **Health Educator Program Manager** Emán Williams, MSPH, MA
- **Regional Health Educator (1, 3, & 9)** Nikia Bundage Moukendi, BS, CHES
- **Regional Health Educator (2, 4, & 5)** Tara Fontenot, LCSW
- **Regional Health Educator (6, 7, & 8)** Mahogany Gates, MS

BCPHE TIMELINE





BCPHE INTERNAL ACTIVITIES



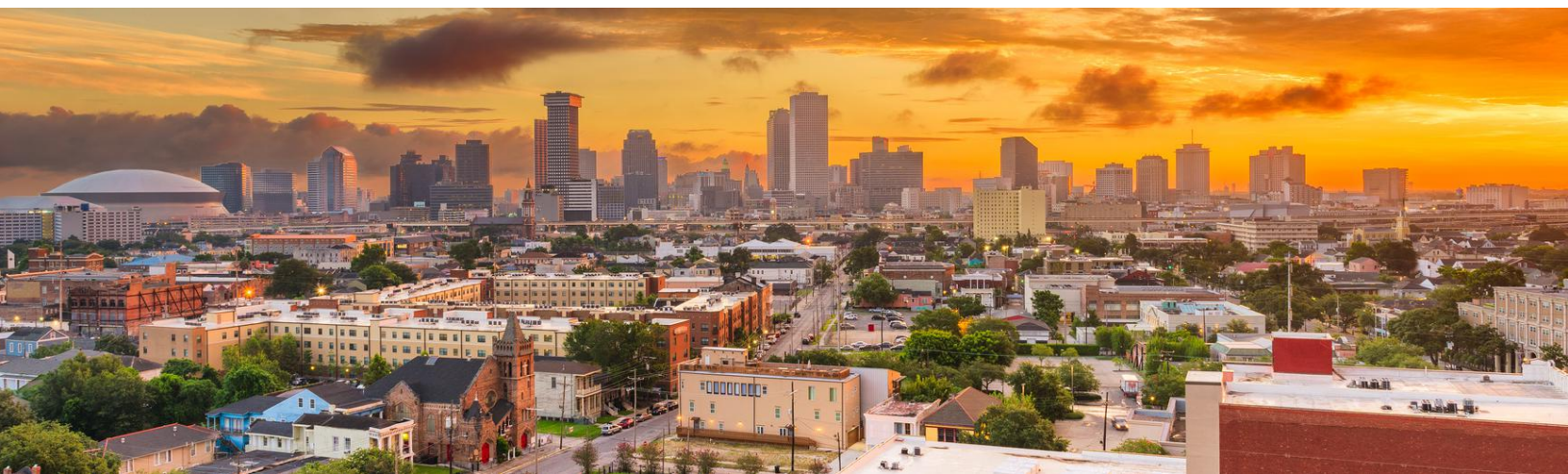
Health Equity Roadmap Phase 2

The [Health Equity Roadmap Phase 2](#): is a continuation of the Department's first Health Equity Roadmap. Phase 2 utilizes lessons, successes and challenges from Phase 1 to further detail how LDH will integrate health equity practices into all agencies, offices and bureaus. The philosophy of Phase 2 is:

"Nothing About Us Without Us"

Emphasizing BCPHE's commitment to intentionally engage with our community members, fostering meaningful relationships and communication pathways.

Phase 2 was built on the foundation and principles laid out in Phase 1 and will further operationalize health equity practices within the fabric of LDH's policies, programs and culture through this next generation of health equity activities.





Community Engagement Toolkit Training

The LDH [Community Engagement Toolkit Training](#) will guide LDH offices in their community engagement activities. It will also help to ensure that LDH delivers efficient, effective and equitable services to the communities they serve. This training discusses how to engage communities through cultural acknowledgement and meaningful communication.

Development of CLAS, CBPR, and Needs Assessment Resources

BCPHE developed resource guides detailing the use of [Culturally and Linguistically Appropriate Services \(CLAS\) Standards](#), [Community-Based Participatory Research \(CPBR\)](#), and [Needs Assessments](#). These resource guides discuss the principles and benefits of using each, as well as their significance to LDH.

120

participants at BCPHE's first
All-HEAT Meeting in
December 2021

BCPHE EXTERNAL ACTIVITIES

Governor's COVID-19 Health Equity Task Force

BCPHE participated in the Governor's COVID-19 Task Force, which convened in April of 2020 in light of emerging inequities and disproportionate impacts from the COVID-19 pandemic on Louisiana's Black population. The task force included health experts from around the state and issued recommendations on improving COVID-19 testing for vulnerable communities, improving the monitoring of the disease's impact on marginalized groups and recommendations for policy changes to reduce health inequities.

Standards of Implicit Bias Training

In response to House Resolution 33 (HR 33) from the [2020 First Extraordinary Session of the Louisiana Legislature](#), BCPHE developed a report on [Standards for Implicit Bias Trainings](#). The report detailed various types of implicit bias and how implicit bias in healthcare settings can negatively impact already disadvantaged individuals. The report also contains information on standards pertinent to implicit bias trainings along with a rubric to ensure inclusion of those standards. The report was developed in collaboration with the LDH Office of Public Health's Bureau of Family Health and the Bureau of Planning and Performance, with major contributions by student interns from Xavier University and Rice University.



LA-CEAL

The Louisiana Community Engagement Alliance (LA-CEAL) worked with BCPHE, residents, community leaders, federally qualified health centers, faith-based organizations, community pharmacies and the Louisiana Department of Health to raise awareness about COVID-19 within vulnerable communities hardest hit by the pandemic in Orleans, Jefferson, East Baton Rouge and nearby rural parishes.



Review, Advise, and Inform Board (RAIB)

As a part of the Health Equity Strategy and LDH's goal to increase and improve community partnerships and community engagement, BCPHE established a Review, Advise and Inform Board (RAIB) in June of 2021. The RAIB is comprised of community members from all nine regions of the state who represent a variety of demographic, professional and cultural backgrounds. The RAIB is tasked with providing expertise from their respective lived experiences and the experiences of the communities they serve into the health equity practices and plans of LDH's program offices. RAIB is also tasked with providing input and guidance from a community perspective into LDH's [State Health Assessment/State Health Improvement Plan \(SHA/SHIP\)](#), which is spearheaded by the Office of Public Health's Bureau of Planning and Performance.



Candid Conversations on Health Webinar Series

BCPHE hosted a series of [webinars](#) focusing on a variety of health topics, including Cervical Cancer, Colorectal Cancer, Pediatric Dental Health, National Minority Health Month, and Sexual and Gender Diverse Health. Each webinar featured a panel of experts sourced from communities around Louisiana who provided insight and answered questions on each topic.



428 participants have attended
webinars in FY22

BUREAU OF MINORITY HEALTH ACCESS AND PROMOTION

Engagement with Native American Tribes

Chahta Tribe:

[The Bureau of Minority Health Access and Promotion \(BMHA\)](#) hosted emergency preparedness trainings and included "All Hazards" trainings for the Community Preparedness Response Network (CPRN) that is designed to assist low-income communities with establishing their own community preparedness plan in the event of a natural disaster or pan flu outbreak. The contractor provided these hard-to-reach populations training in quarantine protocols as it related to COVID-19 and made available resources to assist them with relief and recovery efforts specific to their communities.

Butte Tribe of Bayou Bourbeaux, Choctaw-Apache Tribe of Ebarb, Clifton Tribe, Four Winds Tribe and Natchitoches:

BMHA conducted emergency preparedness trainings for tribal members and their families of the Butte Tribe of Bayou Bourbeaux, which included "All Hazards" trainings. The trainings consisted of Active Shooter, Cyber Attack, Earthquake, Extreme Heat, Flood, Hurricane, Power Outages, Tornado, Wildfire, Thunderstorm, Hail and Winter Storms. Emergency Preparedness procedures, Pandemic Coronavirus, and quarantine protocols continued in conjunction with All Hazards trainings. BMHA additionally promoted Healthy Tribe initiatives through the Own Your Own Health Physical Activity and Nutrition Challenges.



Chitimacha Tribe:

BHMA hosted COVID-19 vax drives and health fairs in Jeanerette. BMHA also promoted Healthy Tribe initiatives through the Own Your Own Health Physical Activity and Nutrition Challenges.

Additional Projects



HomeStart Early Childhood Education and Wellness Project

The HomeStart Program, designed by the Baton Rouge Early Childhood Education Collaborative, provides services and support to low-income families to prepare children for kindergarten. In March 2021, 50 families in public housing in Baton Rouge with preschool-age children received tablets, books, and educational toys, thus advancing opportunities for education. This program also facilitated virtual and in-home visits from education coaches.



National Minority Health Month

[Minority Health Month](#) was designed to be a month-long, high-visibility health promotion and disease prevention campaign. Conducted with and by community-based agencies and organizations, this celebration reaches into urban, suburban and rural areas of the State.

Minority Health Month was designed to:

- Promote healthy lifestyles
- Provide critical information allowing individuals to practice disease prevention
- Showcase the resources for and providers of grass roots health care and information
- Highlight the resolution of the disparate health conditions between Louisiana's minority and non-minority populations
- Gain additional support for the ongoing efforts to improve minority health year round.

HEALTH EQUITY ACTION TEAMS



To promote health equity within each offices' programs and services, the Roadmap Phase 2 includes continued support and enhanced guidance for the Health Equity Action Teams (HEATs) in LDH's major offices.

HEATs are comprised of at least one Ambassador, at least one Chair, and supporting staff members. HEATs are expected to submit annual and quarterly reports detailing how health equity is integrated into their office's work.

OFFICES WITH HEALTH EQUITY ACTION TEAMS GUIDED BY BCPHE:

- 24-Hour Facilities
- Medicaid
- Office of Aging and Adult Services (OAAS)
- Office of Behavioral Health (OBH)
- Office for Citizens with Developmental Disabilities (OCDD)
- Office of Public Health (OPH)

6 HEATS



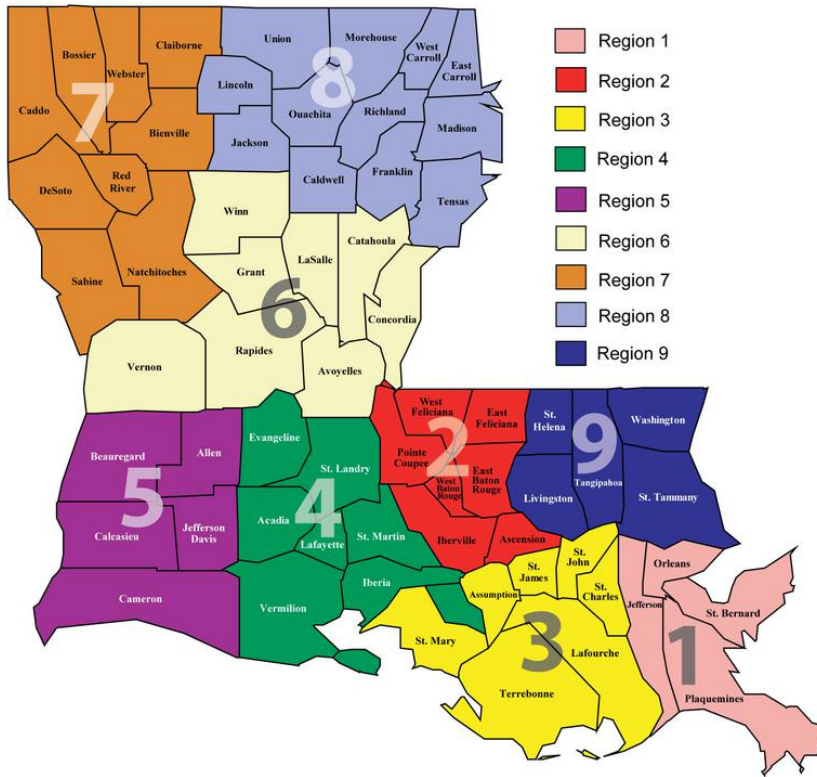


- **Health Equity Ambassador:** Jeffernier Shorts, Program Manager, 24 Hour State Facilities Directors Office
- **HEAT Chairs:** Mark Anders, Statewide Program Manager, 24 Hour State Facilities Directors Office, and Gregory Andrus, Director of 24 Hour State Facilities

The LDH [24-Hour State Facilities](#) section consists of five (5) LDH-operated facilities:

- **Central Louisiana State Hospital (CLSH)** - A full service, 118 bed hospital that provides intermediate inpatient psychiatric care to Louisiana residents.
- **Central Louisiana Supports and Services Center (CLSSC)** - A 84 bed intermediate care facility that provides support to individuals with intellectual disabilities and other related conditions.
- **Pinecrest Supports and Services Center (OCDD)** - A 428 bed intermediate care facility specializing in the treatment of people with co-morbid intellectual and developmental disabilities and complex medical, behavioral, and psychiatric support needs.
- **Eastern Louisiana Mental Health System (ELMHS)** - A system of mental health care that includes 677 licensed inpatient psychiatric beds, affiliated community residential settings and outpatient services.
- **Villa Feliciana Medical Complex (VFMC)** - A 146 bed medical complex that provides medical care and rehabilitative services to the elderly and medically complex patients with chronic diseases, disabilities, and terminal illnesses.

Three (3) of the facilities—CLSH, CLSSC, and PSSC—are located in Rapides Parish (Region 6) and two (2) of the facilities—ELMHS and VFMC—are located in East Feliciana Parish (Region 2).



HEAT Members Fiscal Year 21-22

- **Paul Heistand**, LTC Associate Administrator, Villa Feliciana Medical Complex
- **Marianne Covington**, HR Director, Villa Feliciana Medical Complex
- **Shannon Thorn**, MR/DD Regional Administrator, Pinecrest Supports and Services Center
- **David Gill**, Health Services Director, Pinecrest Supports and Services Center
- **Laura Lott**, Mental Hospital Administrator, Eastern Louisiana Mental Health System
- **Jonathan Wesley**, Assistant TQM Director, Eastern Louisiana Mental Health System
- **Cherie Bartell**, Director of Therapy Services, Central Louisiana Supports and Service Center
- **Joy Biro**, Mental Hospital Associate Administrator, Central Louisiana State Hospital
- **Terence Cooper**, Clients Right Officer, Central Louisiana State Hospital

HEALTH EQUITY MILESTONES



Needs Assessment

24-Hr State Facilities implemented a Needs Assessment/Questionnaire across all 5 facilities which resulted in a greater understanding of the populations they serve. They were able to educate their staff on language methods available to communicate with non-English speaking individuals. In addition, they were able to locate and utilize resources to aid in cancer treatment and other long term disease treatments outside of their facilities.



Language Line Interpreter Services

The 24-Hr State Facilities HEAT has been working to overcome Language Barriers/Foreign language disparities within their facilities by implementing a language line interpreter service across all five facilities at little to no cost. This service allows providers to call into the line and receive live, confidential, HIPAA compliant interpretation.



Health Equity Training

The 24-Hr State Facilities HEAT has also developed and distributed a PowerPoint Presentation ("The Introduction to Health Equity") to all 5 facilities, allowing facilities to customize to fit their program and needs, and determine the process to incorporate the initial training.



- **Health Equity Ambassador:** Kate Stewart, Medicaid Program Manager, Quality Improvement, Population Health, and Health Equity and Morise Duffin, Medicaid Program Manager, Quality Improvement, and Health Equity
- **HEAT Chairs:** Kolynda Parker, Deputy Director, and Dr. Amanda Dumas, Interim Chief Medical Officer

The Bureau of Health Services Financing, also known as [Medicaid](#), provides health coverage to low income children and adults. It pays for services like hospital care, doctor visits, and prescription drugs. It also pays for long term care, both in the community (“waiver” services) and within institutions, like nursing homes and group homes for people with developmental disabilities. Medicaid eligibility is determined using the [Federal Poverty Level income guidelines](#)

1.758 million
people utilize
Medicaid in Louisiana

HEALTH EQUITY MILESTONES



MCO Contract Language Development

Medicaid HEAT members reviewed the MCO Emergency Contract for gaps and presented recommendations to executive management on health equity concepts for the MCO 3.0 RFP. Goals achieved include:

- Leveraged the managed care contracts and the Medicaid Quality Strategy to advance health equity goals
- Encouraged MCOs work around health equity to demonstrate more meaningful commitments by incentivizing health equity
- Utilized various quality-related programs to address disparities, equity and SDOH



Enrollee Experience Survey

In SFY22, Medicaid HEAT explored the feasibility of modifying the existing online application survey to ensure questions are incorporated to ascertain member experience when applying and enrolling in Medicaid.



Health Equity Language Tool

Medicaid HEAT and its policy workgroup reviewed current Medicaid policies to ensure health equity and reduce barriers to health. Medicaid HEAT implemented the Medicaid Health Equity Language Tool to ensure the utilization of inclusive language in Medicaid documents. The document focused on creating a standardized approach to reviewing policies based on research, clinical expertise and peer review.



Other Medicaid Health Equity Initiatives

- Medicaid HEAT developed a Health Equity Guidance packet as a resource for Medicaid Contracts and other materials
- Utilize Medicaid performance improvement projects to advance health equity by requiring process and outcome measure stratification, reviewing data to identify disparities and created targeted interventions for subpopulations
- Administer health disparities survey to the MCOs to evaluate MCO activities to identify and address gaps related to disparities
- Stakeholder engagement-collaboration with internal and external stakeholders (providers, MCOs, other state agencies, enrollees, etc.) to reduce health disparities and address health equity

HEAT Members Fiscal Year 21-22

- **Adrienne Brooks**, My Place Program Manager, Program Support and Waivers
- **Amara Blust**, Medicaid Program Manager, Project & Portfolio Management Office Services
- **Andrea Perry**, Medicaid Program Manager, Dental
- **Angel Collins**, Medicaid Program Manager MTS
- **Ashley Augustus**, Medicaid Program Integrity Manager
- **Christina Wilson**, Medicaid Program Operations Manager
- **Deonne Bailey**, Medicaid Program Manager, Quality Improvement, Population Health, and Health Equity
- **Edward Fowler**, Agency Trainer, Public Affairs
- **Dr. Marcus Bachhuber**, Chief Medical Officer
- **Mary TC Johnson**, Medicaid Program Manager, Business Analytics
- **Melanie Doucet**, Medicaid Program Manager, Transportation
- **Miranda Winters**, Medicaid Program Manager, Eligibility Program Operations
- **Nia Mason**, Medicaid Program Manager, Public Affairs
- **Norma Seguin**, RN Program Consultant, Program Operations
- **Oluwakemi Adio**, Business Analytics Specialist
- **Uche Nwagbara**, Medicaid Program Monitor
- **Veronica Gonzales**, Medicaid Program Manager, Transportation
- **Yolanda Ellis**, Medicaid Program Monitor, Policy
- **Jackie Cummings**, Project and Portfolio Management Office



- **Health Equity Ambassador:** Sharon Jackson, Director, Adult Protective Services
- **HEAT Chairs:** Kendra Offiaeli, Fellow, Research and Quality

[The Office of Aging and Adult Services \(OAAS\)](#) brings together all of the long-term care programs that serve senior citizens and people with adult-onset disabilities. Such programs include the Traumatic Head and Spinal Cord Injury Trust Fund Program (THSCI), the Louisiana Permanent Supportive Housing Program (PSH) and Program for All-Inclusive Care of the Elderly (PACE).

OAAS aims to develop, provide and enhance services that offer meaningful choices for people in need of long-term care. The office is committed to developing a long-term care system that provides choice, ensures quality, meets the needs of consumers and caregivers, and does so in a fiscally responsible manner.

HEAT MILESTONES



Health Equity Resource Guide

The OAAS HEAT has created a Health Equity Resource Guide, which features data and research tools, organizational guidebooks, training programs, and academic papers and resources. This has been used to aid providers, researchers, and community members in incorporating health equity best practices into their work.



Health Equity Training

OAAS HEAT Participated in several Health Equity Trainings and held a discussion on Critical Race Theory. Trainings were offered to all OAAS staff, and the Critical Race Theory discussion was attended by all OAAS HEAT members.



Waiver Waitlist Time Reduction

OAAS worked toward reducing the length of the OAAS Waiver Waitlist through community based research and targeted outreach. They are also working to establish pathways for community engagement and participant feedback through community events, OAAS helpline, and through Home and Community Based Services (HCBS) site visits. OAAS continues to attend these community engagement events and visit HCBS sites to gather and share information and knowledge. Community-Based Participatory Research (CPBR) is in progress through survey implementation.

HEAT Members Fiscal Year 21-22

- **Jeanne Abadie**, Program Manager, MyChoice Louisiana
- **Cheryl Dickerson-Brown**, LCSW, Program Manager, Program Operations
- **Clara Hudson MSW**, Medical Certification Supervisor
- **Joshua Howard**, Program Manager, Adult Protective Services
- **LaTonya Sweet**, Program Monitor, MyChoice Louisiana
- **Patricia Soto**, Program Manager, Research and Quality



2021 BRONZE

OAAS has received a bronze-level credential from SAGE—the longest running organization dedicated to improving the lives of LGBT older adults, for the 4th year in a row.

To receive the bronze credential, more than 25% of the OAAS staff attended one or more trainings on how to better serve LGBT older adults in Louisiana.



- **Health Equity Ambassador:** Dr. Ashley Jefferson, Psychologist
- **HEAT Chairs:** Candace Grace, Director of Quality Management

The mission of the [Office of Behavioral Health \(OBH\)](#) is to work collaboratively with partners to develop and implement a comprehensive integrated system of behavioral health and healthcare, social supports, and prevention services that promote recovery and resilience for all citizens of Louisiana. OBH assures public behavioral health services are accessible, family-driven, have a positive impact, are culturally and clinically competent, and are delivered in partnership with all stakeholders.

OBH services are primarily designed to meet the needs of:

- Children and youth with serious emotional/behavioral issues and their families.
- Adults and adolescents with substance use/addictive disorders including compulsive gambling, tobacco, and opioid use disorder.
- Persons with co-occurring behavioral health disorders.
- Pregnant women and women with dependent children with substance use disorders.
- Persons in need of forensic-related mental health treatment.

HEAT MILESTONES



Data Analysis Plan

The OBH HEAT developed a data analysis plan and associated reporting templates and reviewed a series of data reports, stratified by race, ethnicity and population.



Community Engagement Activities

OBH participated in several Community Engagement activities, including sharing information with the public and consistently updating the free resources offered. OBH focused on communicating methods that are evidence-based, beneficial for assistance with effective emotional management, consultation, and collaboration with LDH sister agencies regarding health equity topics.



Webinars

OBH's Ambassador worked closely with the BCPHE Team to develop a series of five webinars focused on mental health and COVID during the height of the pandemic. These webinars focused on the biological background of COVID-19, methods for preventing transmission, phases of the state reopening, myths and stigmas associated with behavioral health, and stressors triggered when coping with COVID-19. Additionally, these webinars discussed the impact of COVID-19 on elderly populations, highlighting their increased risk of depression and suicide during the COVID-19 pandemic.

HEAT Members Fiscal Year 21-22

- **Dr. Kristin Savicki**, Psychologist
- **Dr. Dana Foster**, Psychologist
- **Cordelia Clay**, Program Manager, Network
- **Robert Henson**, Program Manager, Child & Adult
- **Ken Saucier**, Director of Regional Services
- **Dr. Kelley Francis**, Psychologist
- **Sareda McPhee**, Program Monitor, Coordinated System of Care
- **Joanna Arrington**, Program Manager, Coordinated System of Care
- **Kolletta Davis**, Coordinated System of Care
- **Desiree Godfrey**, Program Manager, Coordinated System of Care

95%

of members who responded to the 2022 experience of care survey indicated that their behavioral health provider respects their family's cultural and language needs



- **Health Equity Ambassador:** Earlett Buckley, Program Manager, Education and Training
- **HEAT Chairs:** Denise Boyd, Program Manager, Waiver

[The Office for Citizens with Developmental Disabilities \(OCDD\)](#) serves as the Single Point of Entry (SPOE) into the developmental disabilities services system and oversees public and private residential services and other services for people with developmental disabilities. OCDD will conduct an assessment of people who request services to determine the person's eligibility for system entry.

Eligibility is based on the person meeting the definition of a developmental disability contained in Louisiana R.S. 28:451.2. The Local Governing Entities (also referred to as human services districts/authorities) serve as the points of entry for individuals to receive developmental disability services.

HEAT MILESTONES



Work Group

OCDD created a work group with internal and external stakeholders to explore how OCDD delivers information to participants and families. The goal of the workgroup was to identify any health disparities for individuals with intellectual/developmental disabilities. Analysis of National Cancer Institute data and other sources noted that a health disparity exists for individuals with intellectual or developmental disabilities in the area of cancer screenings such as gynecological visits/breast exams. OCDD will utilize this information to build awareness on the importance of cancer screening.



EarlySteps Program

The EarlySteps program is a program for infants and toddlers 0-3 years old with intellectual or developmental disabilities. EarlySteps conducted a review of their data regarding case closures to identify any health disparities experienced by the population served. This review sought to identify access to services to all children across the state as an equity issue; particularly to children and families in rural, inner cities, or those areas deemed unsafe by providers. This review also sought to identify a key component missing from the Practice Profile document where items addressing racial equity issues could potentially impact families in EarlySteps.

HEAT Members Fiscal Year 21-22

- **Tanya Murphy**, Program Manager, LGE Liaison
- **Jacquelyne Cobb**, Administrative Assistant
- **Valarie Laday**, Program Manager, EarlySteps
- **Erin Downing**, Program Manager, Communications
- **Mark Garcia**, Ph.D., Clinical Psychologist

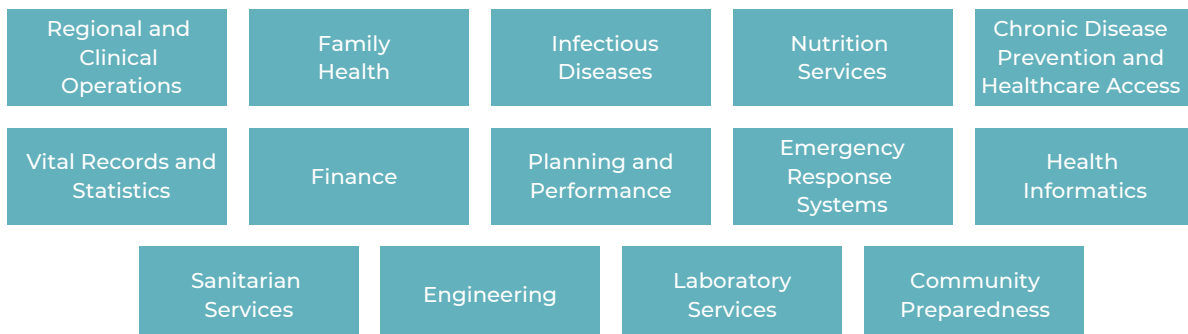
95%

of OCDD staff members have completed at least one health equity-related training



- **Health Equity Ambassador:** Deborah Even, Chief Public Health Nurse
- **HEAT Chairs:** Julie Fitch, Senior Advisor for the Bureau of Infectious Diseases, and Flint D. Mitchell, Public Health Advisor

The mission of the [Office of Public Health \(OPH\)](#) is to protect and promote the health and wellness of all individuals and communities in Louisiana. OPH is divided into 3 Centers, 14 Bureaus, and over 50 Programs that provide key services in the areas of personal health, environmental health, community and rural health, emergency medical personnel regulation as well as vital records, statistics and informatics. Additionally, OPH provides services directly or through contracts in 62 Parish Health Units and 2 specialty clinics across the state.



HEAT MILESTONES



Employee Life Cycle Document

OPH HEAT created an Employee Life Cycle document throughout FY22 aimed at increasing workplace equity across the Office of Public Health. The recommendations are divided into eight areas related to an employee life cycle: Attract, Recruit, Interview, Hire, Onboard, Develop, Retain, and Separate.



Vital Statistics Data

OPH Bureau of Vital Records and Statistics continued their Vital Statistics Data Quality Outreach Activities which aimed to make registration of vital events like births and deaths more timely and accurate. The Bureau of Vital Records and Statistics also partnered with other programs within the Office, including the Louisiana Immunization Program, Poison Control, and other Public Health programs to distribute printed safety materials to 63,000 families per year.



Health Equity Policy Presentations

OPH Legislative and Regulatory Affairs hosted two presentations at LSUHSC discussing Health Equity Policy, attended many webinars on Public Health and equity, collaborated with the Governor's office to provide COVID vaccination materials in Spanish, developed an Administrative Law Internship Program for Southern University law students and developed a Legislative Policy Internship program for Xavier Public Health students.



High School JumpStart Program

OPH Bureau of Emergency Medical Services began their High School JumpStart Program, targeting high school juniors and seniors to provide career opportunities that lead to licensure.



SNAP and WIC

OPH Bureau of Nutrition Services (BONS) administers the Louisiana Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), which provides nutrition education, breastfeeding support, and supplemental foods to low-income women, infants, and children. BONS added an online "pre-application" for WIC for participants to apply and schedule their first appointment. In May 2021, Louisiana WIC hosted a state conference where staff discussed topics like food deserts, supporting LGBTQIA2S staff in WIC programs, and inspiring good health through cultural food traditions.

HEAT Members Fiscal Year 21-22

- **LaNaya Carter**, Program Monitor, Bureau of Nutrition Services
- **Lacey Delery**, Health Equity Coordinator
- **Robert Hines**, Deputy Director for Planning and Performance



Equity Assessment and Training

OPH Bureau of Family Health worked with Conscious Roots, LLC to conduct equity assessments of their workplace culture and operations and to facilitate training on diversity, equity, inclusion, and anti-racism.



Get Loud Louisiana

OPH Bureau of Infectious Disease - STD/HIV/Hepatitis Program shipped Get Loud Louisiana promo boxes to enhance awareness and involvement in the statewide Ending the Epidemic Plan to nearly 2200 organizations and agencies. They also hosted a “Quick Conversations” video series featuring community conversations about sexual health.



COVID-19 Vaccine Events

OPH Bureau of Regional and Clinical Operations hosted COVID-19 vaccine distribution events using social vulnerability indexes and census tracts to prioritize communities. They also conducted outreach with frontline workers to facilitate vaccination for those who may not be able to take off of work.



State Health Assessment & State Health Improvement Plan

OPH Bureau of Planning and Performance’s (BPP) State Health Assessment and State Health Improvement Plan (SHA SHIP). The SHA SHIP was developed by the Bureau of Planning and Performance, with consultation from OPH HEAT, the Louisiana Public Health Institute, and the Review, Advise, and Inform Board (RAIB). Community feedback was solicited in all 9 regions of the state to identify priority areas. BPP developed a State Health Assessment Toolkit and built a [mySidewalk SHA dashboard](#), which provides demographic and health data by region. BPP also partnered with the Bureau of Community Partnerships and Health Equity (BCPHE) to develop an advisory board to review, advise, and inform LDH’s health equity practices and outcomes.



Virtual Skills Institute

OPH HEAT attended a virtual Skills Institute, hosted by Gloria Grady, Health Equity Strategy Manager for the Bureau of Family Health. This institute focused on developing health equity skills. In the 8 months following this opportunity, OPH HEAT developed a list of internal equity, diversity, and inclusion (EDI) recommendations with the goal of increasing support for diverse staff and developing a workforce that is representative of the communities served.

FAMILY PROGRAMS INTERVENTION PLANNING
ROOT CAUSES
COMMUNITY CULTURE
INCLUSIVITY
CONNECTION LINKAGE
INNOVATION PROCEDURES
GOALS EFFECTIVE COMMUNICATION
EXCELLENCE WELLNESS CULTURAL COMPETENCY
PUBLIC HEALTH EDUCATION INVOLVEMENT
QUALITY INVESTMENT
COLLABORATION LISTENING
PARTNERSHIPS
INTENTIONALITY ACCESS HUMILITY
SYSTEMS
& BELONGING EQUALITY POPULATION
ALLYSHIP BREAKING BARRIERS
CONSULTATION EMPOWERMENT CHOICE
JUSTICE
POLICY ELIMINATE DISPARITIES LGBTQIA+
BIPOC ASSETS **HEALTH**
RESOURCES INTERSECTIONALITY
DIVERSITY POWER ADVOCACY
EMPATHY THRIVING INDIGENOUS UNITY
SOCIAL DETERMINANTS OF HEALTH
ANTI-RACISM
SAFETY ADVANCEMENT
RESILIENCE **EQUITY** LIBERATION
CHANGE

26 A LOOK AHEAD



Additional Health Equity Ambassadors

In an effort to identify and expand on opportunities that advance health equity within LDH and statewide, BCPHE established Health Equity Ambassador roles for LDH offices that do not have Health Equity Action Teams (HEATs) beginning FY22. These offices include Bureau of Media and Communications (BMAC), Emergency Preparedness, Human Resources (HR), Health Standards Section (HSS), Legal, and Legislative and Governmental Relations (LGR). Health Equity Ambassadors are tasked with ensuring that their office's work is being conducted through a health equity lens.



Health Equity and Community Engagement Reporting

This allows offices without Health Equity Action Teams who are doing health equity-related work to report on the activities that they have done.



Expansion of Internal Capacity

Disparate impacts from COVID-19 on vulnerable communities put a national spotlight on the importance of health equity in shaping positive health outcomes. BCPHE and LDH are leveraging this momentum to identify opportunities to expand our health equity work through additional staff positions, providing access to trainings on health equity and related topics for the LDH workforce and stakeholders, developing policies and procedures to guide health equity activities within LDH, and working with more community partners throughout the state to identify opportunities to collaborate.





**This report was brought to you by the
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Bureau of Community Partnerships
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