

# HEALTH CENTER MLP PLANNING, IMPLEMENTATION & PRACTICE WEBINAR SERIES



## Session 8

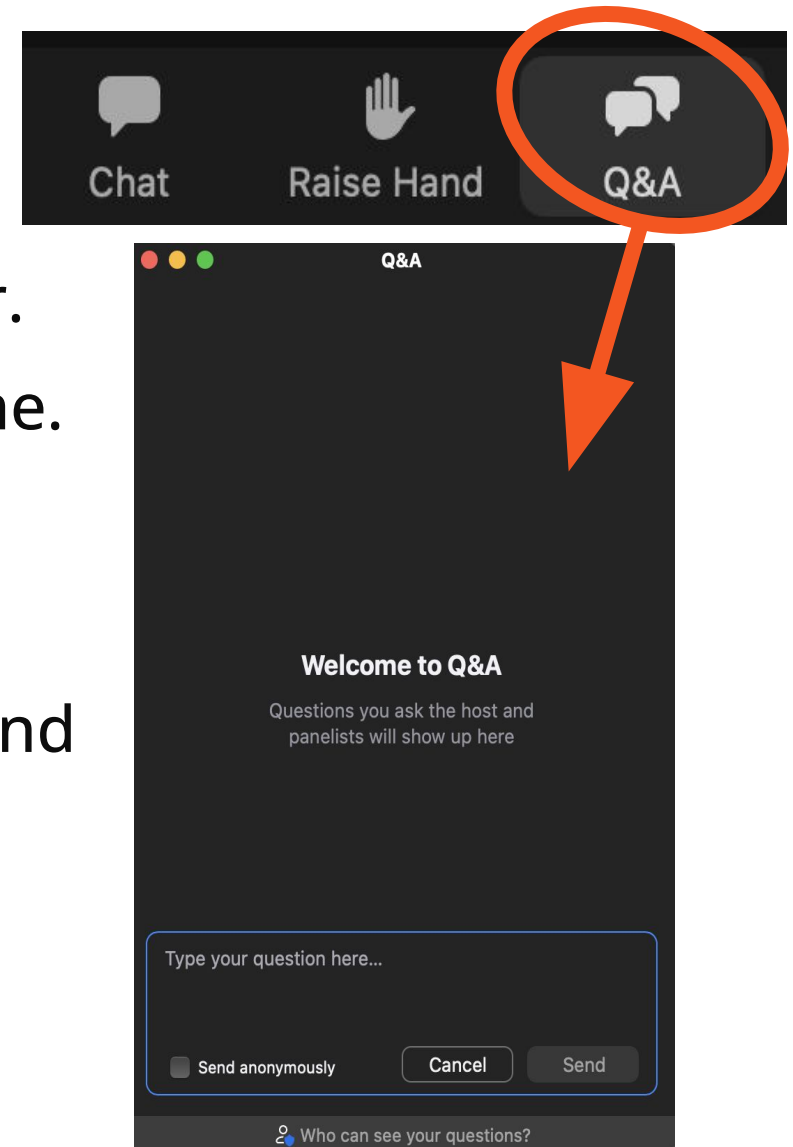
### Crafting Effective Trainings to Strengthen the Health Center MLP Workforce



June 6, 2024 | 1 PM ET

# Housekeeping

- Attendees are muted throughout the webinar.
- Type questions into Questions & Answers pane.
- The chat will also be open for engagement.
- Send a chat to the Hosts & Panelists for help.
- To activate captions, select “Live Transcript” and “Show Subtitle.”
- This webinar will be recorded and shared at [medical-legalpartnership.org/resources/](https://medical-legalpartnership.org/resources/)



# Housekeeping

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## **We want to hear from you!**

At certain points, we'll invite members of the audience to speak. Look out for this instruction on the slide.



*Raise your hand to unmute.*



# Housekeeping

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# HRSA

Health Resources & Services Administration

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This project 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 to the National Center for Medical-Legal Partnership totaling \$602,314.00 with 0 percent 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. For more information, please visit [HRSA.gov](https://www.hrsa.gov).





# Medical-Legal Partnership Planning, Implementation & Practice (PIP) Webinar Series

February – June 2024

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## THE WEBINAR SERIES

The [National Center for Medical-Legal Partnership \(NCMLP\)](#) is partnering with the [Texas A&M University Institute for Healthcare Access \(HAI\)](#) to offer a webinar series to support health center-based MLP planning, implementation, and practice (PIP series).

## USE THE TOOLKIT AS YOUR GUIDE BEFORE, DURING & AFTER THE WEBINARS

The [Health Center MLP Toolkit](#) will serve as a resource for participants throughout the series.

## ACTIVE LEARNING

For each webinar in the PIP series, we are going to call on participants from health centers, primary care associations, health center controlled networks, and legal services organizations to share insights regarding the specific domain or topic begin covered during the webinar.

## Poll Question: Let's find out who is in the audience today.

### 1) What type of organization are you from?

- a) Health care
- b) Legal services
- c) Academia
- d) Other


### 2) Does your organization have an MLP?

- a) Yes
- b) No
- c) I don't know

### 3) Does your MLP conduct trainings?

- a) Yes, for the health care team
- b) Yes, for the legal services team
- c) Yes, for all teams
- d) No, my MLP does not conduct trainings
- e) Not applicable (we do not yet have an MLP)



PIP Webinar Sessions	Corresponding Toolkit Topic
<b>Part 1: 9 Conversations that Will Help Lay a Strong Foundation</b>	
1. What SDOH problems do we want to address?	Part 1, Conversation 1
2. What staff do we need to meet the need(s) we identified and accomplish our goals?	Part 1, Conversation 2
3. Staffing the Legal Services of an MLP - Should we directly hire a lawyer or contract with another organization?	Part 1, Conversation 3
4. How are we going to pay for it?	Part 1, Conversation 4
5. How do we develop a strong MOU for our MLP?	Part 1, Conversation 5
6. What other partners in the community can be helpful?	Part 1, Conversation 6
7. How will we address patient consent and information sharing?	Part 1, Conversation 7
8. Integrating legal services into the workflows and systems	Part 1, Conversation 8
9. How can we make sure our MLP is effective and sustainable?	Part 1, Conversation 9
<b>Part 2: Implementing Workflows for Screening and Legal Services &amp; Part 3: Strengthening the Health Center Workforce</b>	
 <b>10. MLP Trainings to Strengthen the Health Center Workforce</b>	<b>Parts 2 and 3</b>
<b>Part 4: Moving Upstream from Patients-to-Policy</b>	
11. Using MLP to Move Upstream & Address Emerging Issues	Part 4



# Today's Learning Objectives

1

Identify common  
MLP training  
needs and goals

2

Demonstrate  
principles of adult  
learning and their  
relevance to MLP  
trainings

3

Apply training best  
practices in the  
MLP context



# Faculty



**Keegan Warren, JD, LLM**

Executive Director  
Institute for Healthcare Access  
Texas A&M University Health Science Center



**Bethany Hamilton, JD**

Director  
National Center for  
Medical-Legal Partnership



**Jay Sicklick, JD**

Adjunct Professor of Law, UCONN  
Former MLP Director  
Connecticut Pediatric MLP

**Today's Moderator**

# Guest Speaker



**Kate Marple**

Principal Consultant  
Who Tells the Story?



TEXAS A&M HEALTH  
Institute for  
Healthcare Access

National Center for Medical  Legal Partnership

AT THE GEORGE WASHINGTON UNIVERSITY

# Support During and Between the Live Sessions

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The National Center for Medical-Legal Partnership has funding from the Health Resources and Services Administration (HRSA) to provide free technical assistance to health centers, look-alikes, primary care associations, and health center controlled networks interested in integrating legal services into their care delivery. As you work through this guide and the webinar series, the National Center for Medical-Legal Partnership can answer your questions, connect you with other medical-legal partnerships in your state, and provide additional resources. Contact us at [ncmlp@gwu.edu](mailto:ncmlp@gwu.edu).



**Reha Manikandasamy, MS**

Senior Research Assistant (Data Science)  
National Center for Medical-Legal Partnership  
Send questions to Reha at [ncmlp@gwu.edu](mailto:ncmlp@gwu.edu).

# Session 7 Recap



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Institute for  
Healthcare Access

National Center for Medical  Legal Partnership  
AT THE GEORGE WASHINGTON UNIVERSITY

# MLPs in EMR, the Next Frontier: One System's Success

## Learning Objectives

1

Understanding the impetus for building MLP referrals in EMR

2

Nuts and bolts on how system was built

3

Lessons learned and next steps



Conversation 8  
Crafting Effective Trainings  
to Strengthen the Health Center MLP Workforce



# Let's interact!

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*Raise your hand to unmute.*

## 1. What do you wish your partners could help you understand?

**Healthcare team members:** Think about what you need to help meet patients' SDOH needs and to work with legal teams.

**Legal team members:** Think about what you need to meet clients' needs and navigate work in a health center environment.

## 2. What do you think you partners need to better understand to do this work alongside you?



# Biggest MLP training needs

## Healthcare team members

1. How to **spot different legal issues** and when to make a referral
2. **MLP workflows**  
*How do I make a referral?*
3. **Patient's legal journey**  
*What happens after I refer a patient? What kind of help do they get?*

## Legal team members

1. **Health center operations** and common healthcare terminology
2. Different **mental health diagnoses** and how they affect patients' ability to engage with legal process
3. Working in **trauma-informed ways**

# The difference in how we've been trained

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**Healthcare providers are trained 'to the rule'.**

**How this manifests in MLP:**

"Tell me the most common way I will encounter this issue and what I need to know to make a referral."



**Lawyers are trained 'to the exception'.**

**How this manifests in MLP:**

"Let me tell you every possible scenario you might encounter and the history of this law. And tell me every possible way I might encounter an issue."

**Part of MLP training is understanding and bridging this cultural divide.**



# MLP training should be...



## FOR RELATIONSHIP-BUILDING

Trainings are spaces to build relationships as much as to impart information.



## FORMAL & INFORMAL

A 30-minute presentation is a training. So is a 5-minute curbside consult. Both are useful.



## BI-DIRECTIONAL

Too often MLPs focus on training healthcare members, but don't provide training for legal team members.




## ONGOING

Trainings are not "one-and-done". Staff leave, learnings need to be reinforced, etc. Trainings are building blocks, not end points.



# MLP training venues & scenarios

Increase in formality and # of people reached



Potential Venues	Audiences
One-on-one curbside consults	H L
Funneling information through clinical champions to other staff	H
Office hours	H L
Clinical team meetings & huddles	H
All-staff meetings	H L
Employee orientations & onboarding	H L
Stand-alone training sessions on MLP (or rights trainings for patients)	H L P

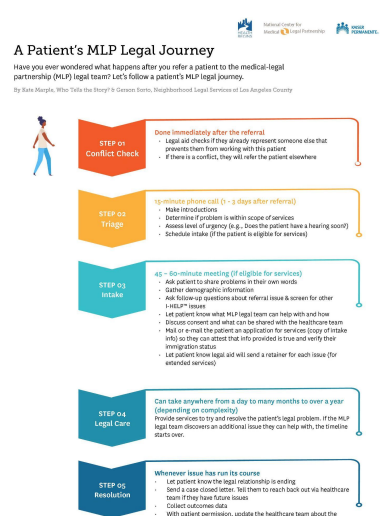
Meet people where they are (literally and metaphorically)

H = Health care staff  
 L = Legal staff  
 P = Patients

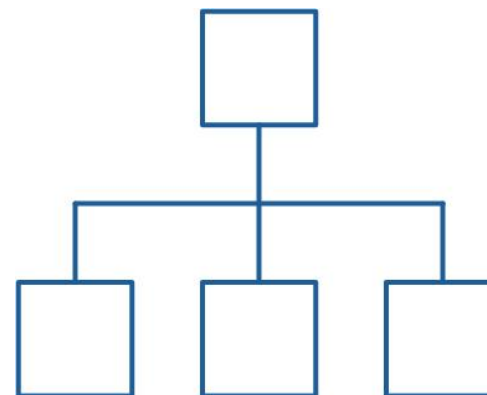
# MLP training resources



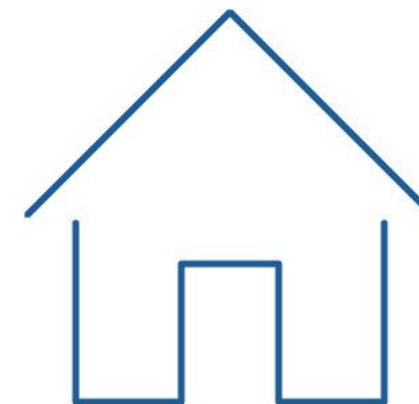
Health center MLP toolkit



Patient MLP legal journey training



Sample MLP workflow training



MLP housing training series





*Raise your hand to unmute.*

**Is there a training or training practice  
you've implemented that worked really  
well?**



**Respond in the chat with the first word or phrase that comes to mind...**



# Adults learn best\* when...

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- **We use our experiences as a resource.** Build on our existing knowledge. Are asked questions.
- **The material is immediately relevant to our lives.** Person sharing information makes sure to point out where it fits / how it is applicable.
- **The material is problem-centered.** It's tangible. Uses real world scenarios and case examples.
- **We learn with our senses.** The more ways material is shared (visually, audioally, tactilely), the better.

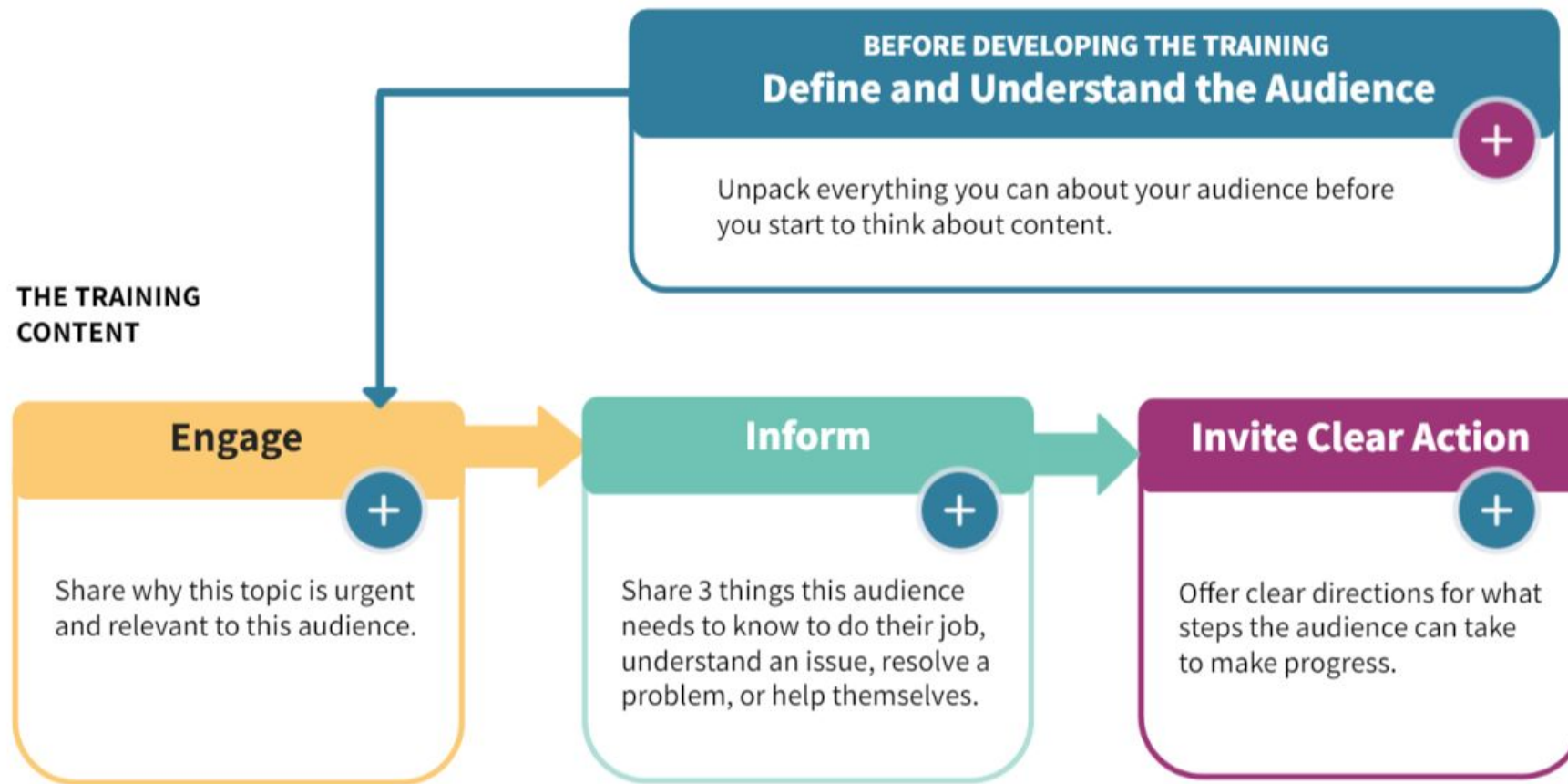
\*Part of Malcolm Knowles 6 Principles Of Andragogy



# Four Steps for Creating Effective Trainings

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## WHO TELLS THE STORY?



MLP  
Training  
Design  
Worksheet



[whotellsthehistory.org/resources/effective-trainings](https://whotellsthehistory.org/resources/effective-trainings)

# MLP training best practices

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- **Meet people where they are.**
- **Seek input. Co-create and co-lead sessions.** Approach training with a learner's stance.
- **Lead with questions.** Engage partners around the training goal by asking them a question about their experience with the issue, the problem, etc. Prompt them to see how the info you have to share helps them with their existing work, goal, etc.
- **Less is more.** Share only what someone needs to know for that goal in that moment. Use it as a building block for future conversations / trainings.
- **Short and frequent is best.**
- **Learn each other's language and culture.**

# Questions & Answers



*Raise your hand to unmute.*

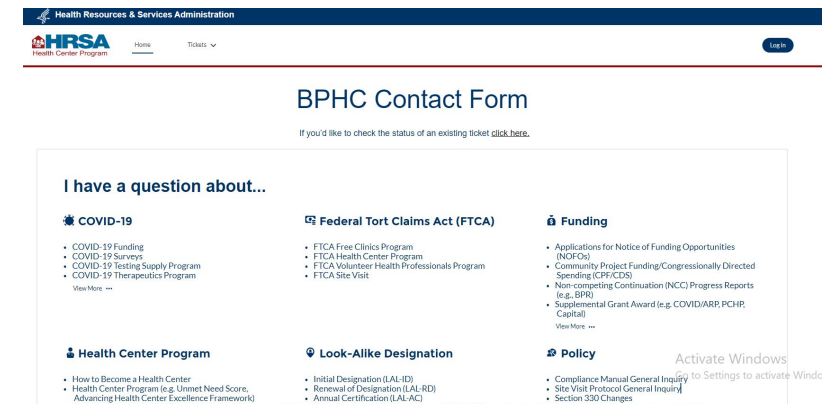


# Key Resources



Health Center MLP Toolkit: ["Bringing lawyers onto the health center care team to promote patient & community health"](#)

Health Center Program Support:  
[BPHC Contact Form](#)



Screenshot of BPHC Contact Form at <https://hrsa.my.site.com/support/s/> (Accessed on Jan. 29, 2024)

# Upcoming Resource

Look out for our upcoming publication!

## Fostering Sustainability through Performance Measurement in Health Center Medical-Legal Partnerships: Insights from a Diverse Learning Collaborative

### AUTHORED BY

James Teufel, MPH, PhD  
Consultant for the National Center for Medical-Legal Partnership

JUNE X, 2024

## Fostering Sustainability through Performance Measurement in Health Center Medical-Legal Partnerships: Insights from a Diverse Learning Collaborative

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### PUBLICATION DESIGN BY

OPUS Design

### What is a health center?

#### HEALTH CENTERS:

- Are community-based and serve more than 30 million people, about 90% of whom have incomes less than 200% of the federal poverty level.
- Provide access to medical, dental, behavioral, and other health care services.
- Provide care for all, with special initiatives for people experiencing homelessness, agricultural workers, and residents of public housing.
- A public or nonprofit entity can become a HRSA-supported health center by applying for Health Center Program funding or receiving designation as a Health Center Program look-alike. HRSA's Bureau of Primary Health Care (BPHC) oversees the

### Summary

This paper underscores the vital role of sustainability in clinical settings, focusing on medical-legal partnerships (MLPs) within health centers (HCs). Drawing insights from a learning collaborative initiative facilitated by the National Center for Medical-Legal Partnership (NCMLP), supported by the U.S. Health Resources & Services Administration (HRSA), we introduce performance measures and metrics



# HEALTH CENTER MLP PLANNING, IMPLEMENTATION & PRACTICE WEBINAR SERIES



## Session 9

**UP NEXT**

**Ditch the Pitch: Building Effective Messaging for Different Medical-Legal Partnership Audiences**



June 13, 2024 | 1 PM ET

# UPCOMING SESSIONS!

- **Ditch the Pitch: Building Effective Messaging for Different Medical-Legal Partnership Audiences**

**June 13, 2024 | 1-2.30 PM ET**

- **Moving OUD/SUD Care Upstream through Partnership with Legal Aid**

**June 20, 2024 | 1-2.30 PM ET**

## Health Center MLP Planning, Implementation & Practice (PIP) Webinar Series | February – June 2024

By National Center for Medical Legal Partnership

[Youtube Playlist](#)

### Overview

As part of its work with the Health Resources and Services Administration (HRSA), the National Center for Medical-Legal Partnership (NCMLP) is partnering with the Texas A&M University Institute for Healthcare Access (HAI) to offer a webinar series to support health center based MLP planning, implementation, and practice (PIP Webinar Series). The [Health Center MLP Toolkit](#) will serve as a resource for participants throughout the series.

For each webinar in the PIP series, NCMLP will seek input or examples from a health center and/or PCA with experience in the specific domain or topic to provide insight and commentary and respond to audience questions.

The series will address the following T/TA needs:

1. Understanding the core components of medical-legal partnerships;



The registration links for upcoming webinars and the archives of past presentations will be shared at [https://medical-legalpartnership.org/mlp-resources/pipwebinarseries\\_2024/](https://medical-legalpartnership.org/mlp-resources/pipwebinarseries_2024/)

# Thank you!

Please help us improve future sessions by completing our short evaluation.



<https://www.surveymonkey.com/r/TKF2DQZ>



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