

HEALTH CENTER MLP PLANNING, IMPLEMENTATION & PRACTICE WEBINAR SERIES



Exploring Health Center vs. Hospital-Based MLPs

Insights from Georgia Legal Services Program



May 23, 2024 | 1- 2.30 PM ET



TEXAS A&M HEALTH
Institute for
Healthcare Access

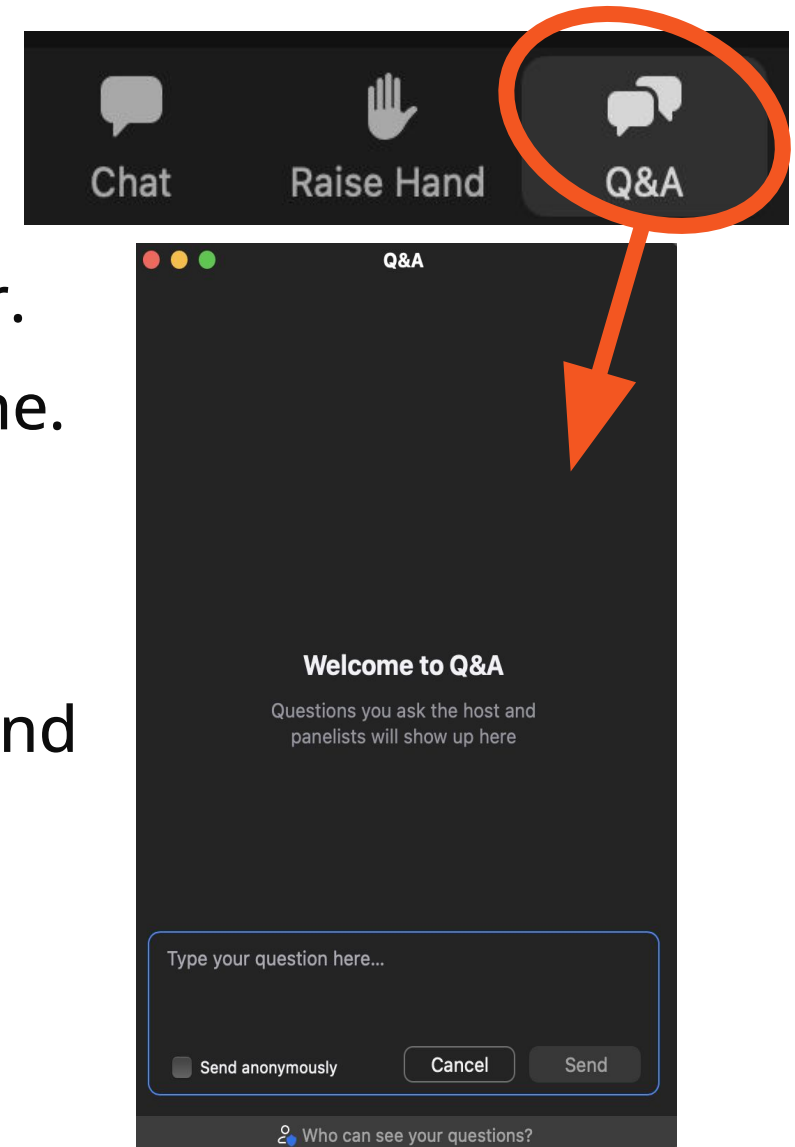
National Center for Medical  Legal Partnership
AT THE GEORGE WASHINGTON UNIVERSITY



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).

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/



Housekeeping

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.



Faculty



Keegan Warren, JD, LLM

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



Bethany Hamilton, JD

Co-Director
National Center for
Medical-Legal Partnership

Today's Moderator



Jay Sicklick, JD

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

Support During and Between the Live Sessions

The National Center for Medical-Legal Partnership receives 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.



Reha Manikandasamy, MS

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

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) If you have an MLP, who are some of your partners: (choose all applicable)

- a) Community Health Center (e.g., FQHC)
- b) Hospital
- c) Academic Medical Center
- d) Law School
- e) Legal aid organization
- f) Pro bono law firm
- g) Other (share details in the chat)





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

February – June 2024

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.

PIP Webinar Sessions	Corresponding Toolkit Topic
Part 1: 9 Conversations that Will Help Lay a Strong Foundation	
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 do we address patient consent and information sharing?	Part 1, Conversation 7
<div data-bbox="63 664 433 1021" data-label="Image"> </div> <div data-bbox="675 756 1872 942" data-label="Text"> <p>Moving from theory to practice. <i>Let's hear from a team in Georgia</i> actively planning, implementing, and practicing MLP!</p> </div>	
10. MLP Trainings to Strengthen the Health Center Workforce	Parts 2 and 3
Part 4: Moving Upstream from Patients-to-Policy	
11. Using MLP to Move Upstream & Address Emerging Issues	Part 4

Guest Speakers



Ira Foster

GLSP General Counsel
Founder/Creator - Atrium Health Navicent
Hospital-Based MLP, Macon, Georgia
Co-Founder - McKinney Medical Center
FQHC-Based MLP
Waycross, Georgia



Racheal Henderson

GLSP Specialist Attorney
Co-Founder
McKinney Medical Center
FQHC-Based MLP
Waycross, Georgia



Tara McIntosh

GLSP MLP Attorney
Atrium Health Navicent
Hospital-Based MLP
Macon, Georgia



Malik Hines

GLSP MLP Attorney
McKinney Medical Center
FQHC-Based MLP
Waycross, Georgia



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Exploring Health Center vs. Hospital-Based MLPs

Insights from Georgia Legal Services Program

Today's Learning Objectives

1

To learn generally about medical-legal partnerships (MLPs) and their formation

2

To discuss how relationships with community powerbrokers impact MLPs

3

To explore the differences between hospital-based and health center-based MLPs

4

To hear the insights of attorneys who facilitate the groundwork at MLPs



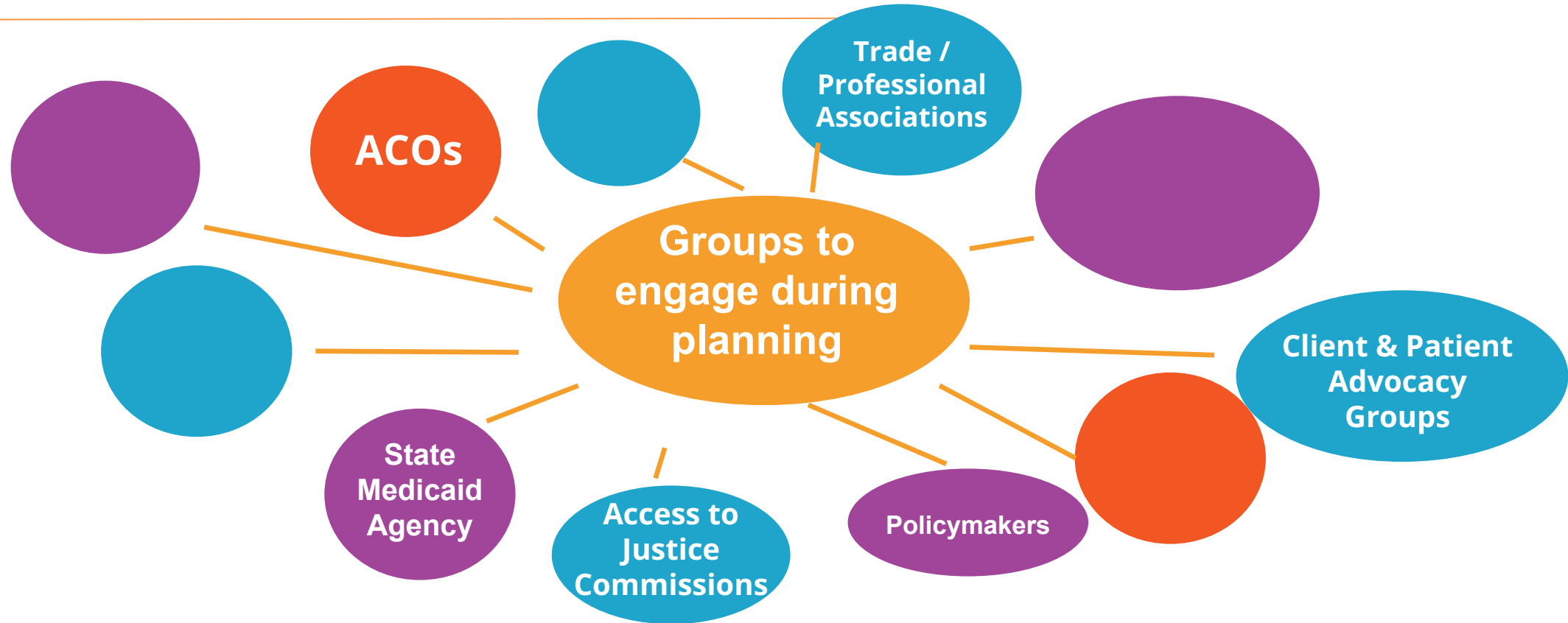
The Landscape of Community Partners



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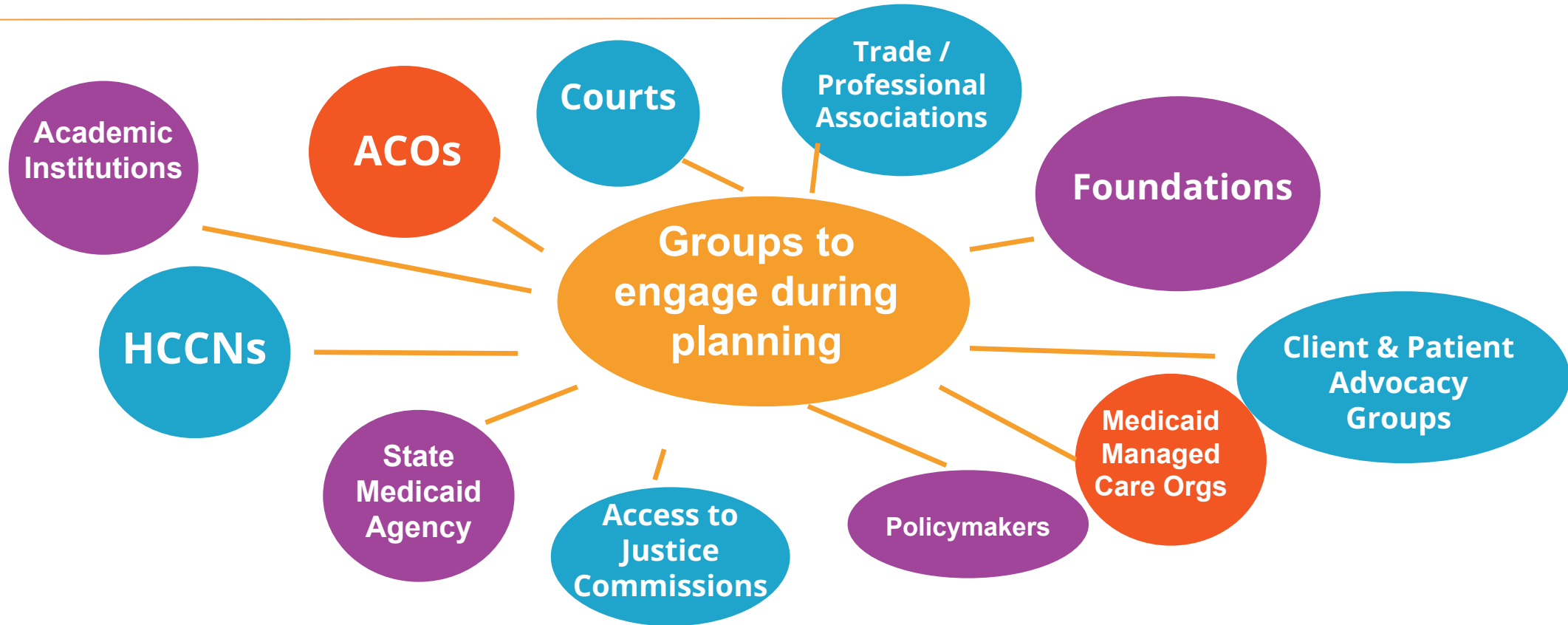
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What *other* partners in the community can be helpful in MLP PIP?

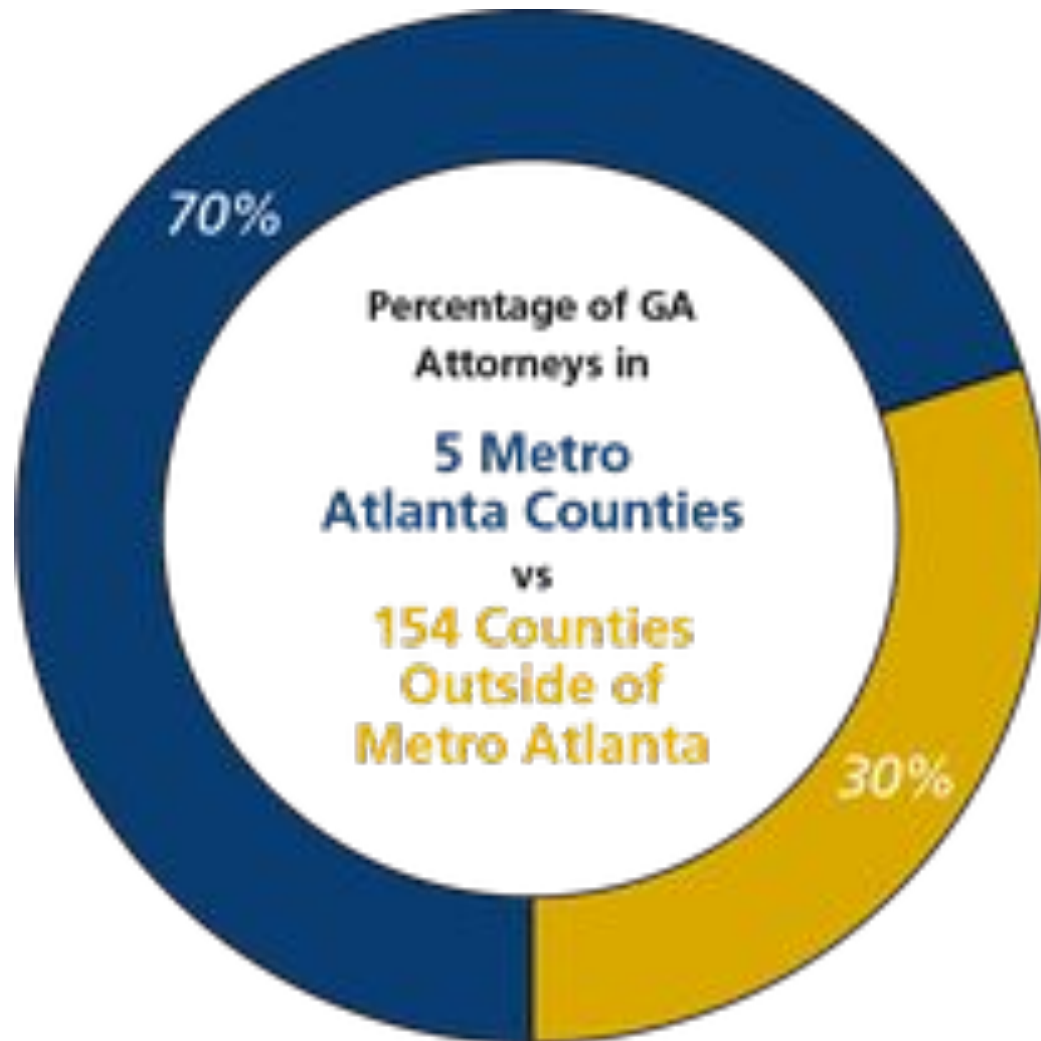


Various health care, government, and community organizations can help advance your MLP goals. Many MLP programs start by holding open meetings with community partners to gauge interest and participation. A productive next step is to form a planning committee of interested leaders and community members to guide the process and ensure engagement. Specific organizations can contribute to your MLP's success, though this list is not comprehensive. Legal and health center partners should also seek assistance from allies such as bar associations, hospitals, and public health departments.

What *other* partners in the community can be helpful in MLP PIP?



Various health care, government, and community organizations can help advance your MLP goals. Many MLP programs start by holding open meetings with community partners to gauge interest and participation. A productive next step is to form a planning committee of interested leaders and community members to guide the process and ensure engagement. Specific organizations can contribute to your MLP's success, though this list is not comprehensive. Legal and health center partners should also seek assistance from allies such as bar associations, hospitals, and public health departments.



What happens if you are not in a resource rich community?

Is it possible to build medical-legal partnerships outside of the Metro Atlanta area?

Exploring Health Center vs. Hospital-Based MLPs

Insights From



Georgia Legal Services Program

Ira Foster

GLSP General Counsel

Founder/Creator - Atrium Health Navicent Hospital-Based MLP, Macon, Georgia

Co-Founder - McKinney Medical Center FQHC-Based MLP

Waycross, Georgia

PRACTICAL CONSIDERATIONS WHEN DEVELOPING A MLP

OVERVIEW OF GEORGIA LEGAL SERVICES PROGRAM (GLSP)

- GLSP is a Legal Services Corporation Grantee Program.
- GLSP provides civil legal services to low-income people and individuals over 60 years of age in 154 counties in Georgia.
- GLSP was established in 1971, by the Younger Lawyers Division of the State Bar of Georgia.
- GLSP has 10 offices located in Georgia in its service area.



ATRIUM NAVICENT MEDICAL-LEGAL PARTNERSHIP

- Established in 2016
- Atrium Navicent Medical Center is a partner of GLSP
- Funded by foundation initially
- Now a line item in hospital funding budget
- Cases focused on different aspects of law including probate, public benefits, wills, housing, family law and education
- Located in Metropolitan area/4th largest city in Georgia

MCKINNEY MEDICAL CENTER - MEDICAL-LEGAL PARTNERSHIP

- MLP was established in 2022
- McKinney Health Center (est. in 1995) is our FQHC partner
- Discretionary funding initially
- Now part of the budget
- IHELP cases served model
- Located in a rural area/very rural
- 13,000 people
- 17% of population lacks health insurance
- 24% of the residents fall below the poverty line



TEN PRACTICAL TIPS TO CONSIDER WHEN PLANNING TO ESTABLISH A MLP

TIP 1

**Identify an Appropriate Model –
Health Center or Hospital.**



TIP 2

Identify **Key Players/Contacts** to work with.

TIP 3

Identify the designation of a **defined patient population to be served**, with low-income and otherwise vulnerable populations being the most common.



TIP 4

Develop a **strategy to screen patients for legal needs** that cannot be easily addressed by social workers or case managers.



TIP 5

Defined staffing arrangements should be agreed to, which typically include some dedicated healthcare staffing and 1 or 2 full-time lawyers (and in some cases), additional pro bono assistance from lawyers in private practice.)

TIP 6

A **formal agreement** that outlines the partnership's goals, respective responsibilities, and patient privacy protections should be developed.



TIP 7

Decide the staffing arrangement - A **“lawyer in residence” at the health care setting** (i.e., on-site legal services) for a defined amount of time every week, which enables attorneys to respond quickly to both patients and clinicians.



TIP 8

Training of health care staff members by MLP lawyers
to help health clinicians recognize when legal interventions may
be advisable.



TIP 9

An arrangement for **information sharing between partners** (some partnerships negotiate fully developed agreements that allow data to flow across organizations, either through parallel systems or directly within protected areas of the health organization's electronic record.)



TIP 10

Long-term funding should be discussed and prioritized.



KEY

TAKEAWAY

Partnership

Working together
legally and medically to
provide holistic
services to individuals.



Navigating Relationships with Community Partners & the Benefits of a Strong Community Presence

Racheal Henderson

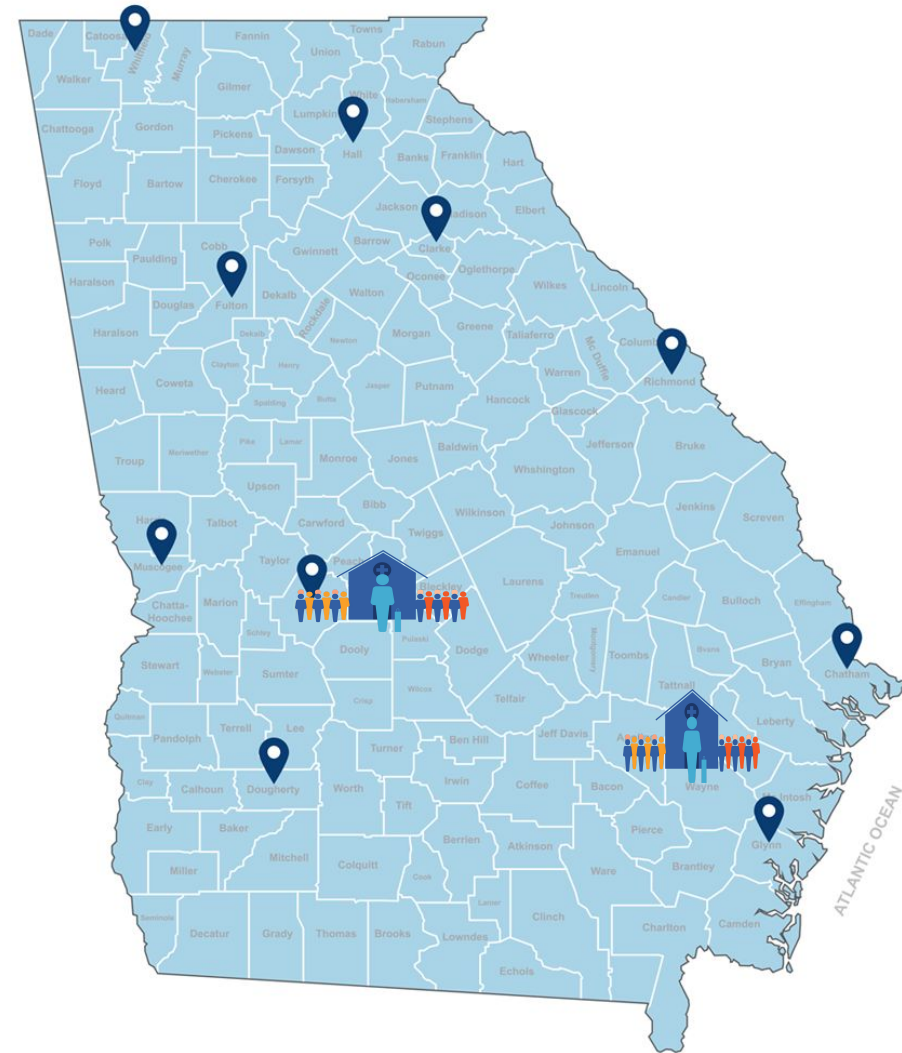
GLSP Specialist Attorney

Co-Founder -McKinney Medical Center

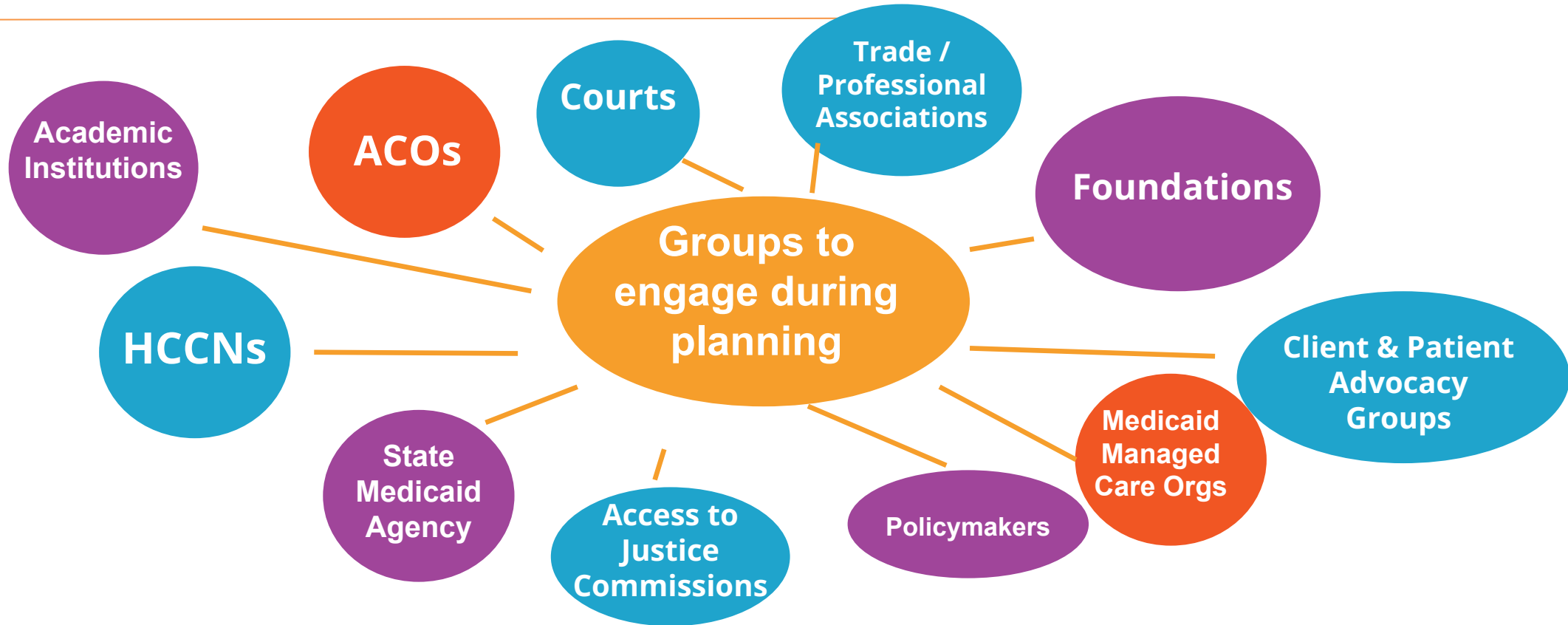
FQHC-Based MLP

Waycross, Georgia

BUILD A STRONG COMMUNITY PRESENCE



What *other* partners in the community can be helpful in MLP PIP?



Various health care, government, and community organizations can help advance your MLP goals. Many MLP programs start by holding open meetings with community partners to gauge interest and participation. A productive next step is to form a planning committee of interested leaders and community members to guide the process and ensure engagement. Specific organizations can contribute to your MLP's success, though this list is not comprehensive. Legal and health center partners should also seek assistance from allies such as bar associations, hospitals, and public health departments.

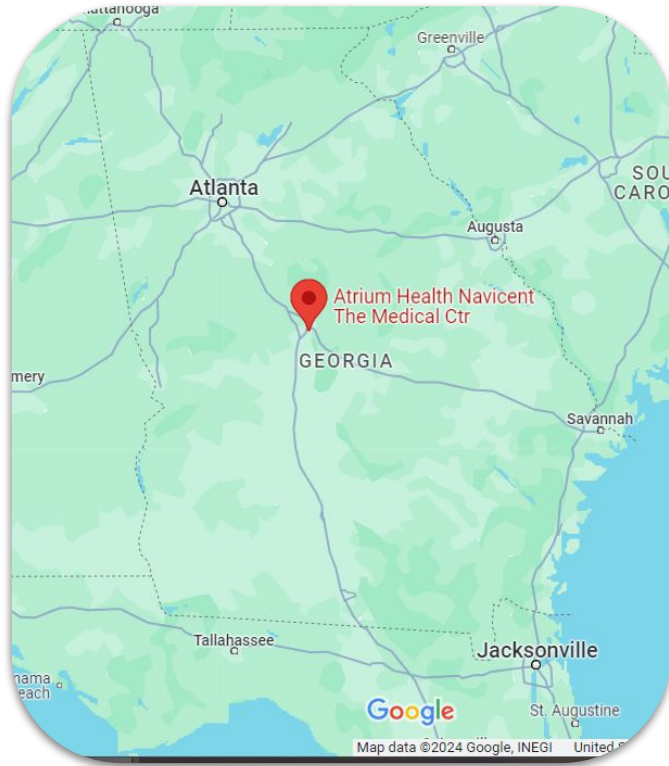
Hospital MLP Model

Tara McIntosh

GLSP MLP Attorney
Atrium Health Navicent
Hospital-Based MLP
Macon, Georgia



Hospital MLP Model



- Partnered with Atrium Health Navicent
- Shared goal to support low-income health care patients in navigating legal challenges that create barriers to achieving better health.
- 100% funded by our medical partner.



Demographics

- Population of 465,901
- 66.9% urban, 33.1% rural
- 17.6% of the total area population living below the federal poverty level.
- 24.0% of children ages 0-17 are living below the federal poverty level.



Social Determinants of Health



- **11.3%** of the population age 25 and older **do not have a high school education.**
- **31.1%** of population reports that they **sometimes, usually, or always worry about having enough money to pay rent or mortgage** within the past year.
- **16.3%** have lived in **unhealthy or unsafe housing conditions** within the past year.
- **13.4%** **went without electricity, water, or heating** in their home within the past year.
- **35%** of the community residents are **food insecure and have low food access.**

By the Numbers

- Received over **1,000** referrals during our first 7 years.
- **Opened 689 cases representing 542 different patient-clients.**
- Primary Case Types
 - Power of Attorney documents
 - Medicaid
 - Other public benefits
 - Kinship care
 - Family law



Motivations for Referrals

- Shorten length of stay
- Reduce readmissions
- Obtain a payor source
- Assist palliative patients
- Address current community issues



Story

- Elderly patient received an emergency discharge from nursing home after altercation with another resident.
- Lived at the hospital for over a year while medical team figured out patient's needs and applied for Medicaid Waiver Program.
- Patient was denied Medicaid Waiver Program and MLP attorney was brought in to appeal denial.
- Financial benefit to medical partner and to patient were significant.



McKinney Medical Center and Georgia Legal Services Program

Malik Hines

GLSP MLP Attorney
McKinney Medical Center
FQHC-Based MLP
Waycross, Georgia





Medical Partner-McKinney
Medical Center



Includes ALL the McKinney
Medical Center locations and
outreach centers operating
under the McKinney Medical
Center umbrella including the
Nelson Greene Senior Citizens
Center.

Our Understanding and Collaborative Mission

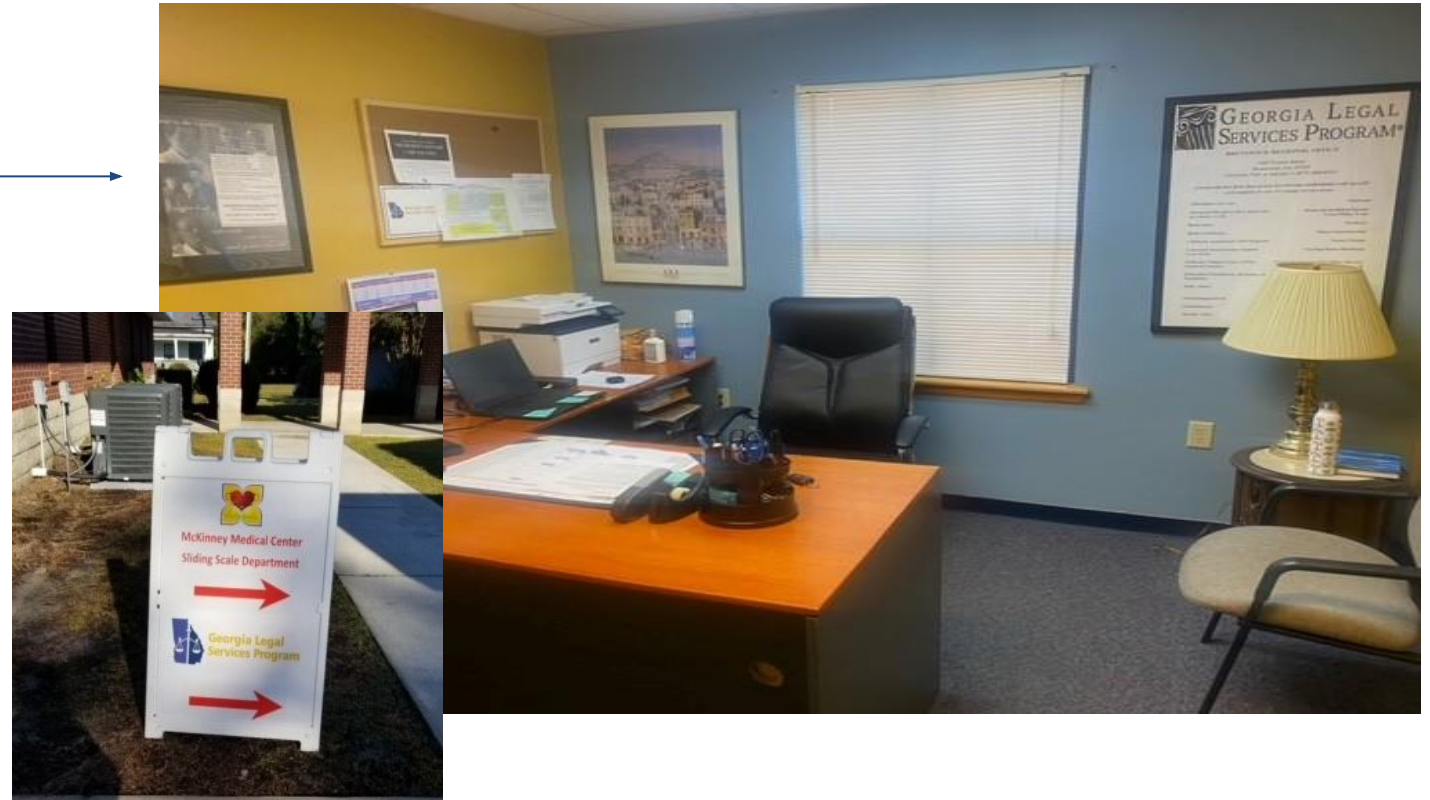
- MMC and GLSP recognize that barriers to improving health outcomes for low-income individuals often stretch beyond what can be reached through medical assessment and treatment.
- MMC and GLSP seek to establish a collaboration that will help low-income individuals in the MMC patient community access legal advice and representation to address the social and environmental factors that negatively affect their well-being.



HOW WE WORK TOGETHER

On-Location Office Space

- The McKinney Medical Center (MMC) gives us a **dedicated office space and signage** at the center in Waycross. →
- We are hopeful to soon have a similar dedicated space for our work done at the Folkston center. →



Referrals & Help with Intake

With the **permission** of the clients they see, the McKinney Medical Center staff and doctors refer their patients to us whenever they sense there is a legal issue affecting that patient.

The McKinney Medical Center staff utilizes **uniform referral and confidentiality documents** that make pre-screening and thus intake easier.



Referrals & Help with Intake

- MMC **educates** “Sliding Scale Fee” patients on benefits such as Medicaid, Medicare Peach State for kids etc., **assists** as needed in filling such applications, if benefits are denied then patients are **referred** to Georgia Legal services.
- MMC has an Affordable Care Act (ACA) navigator, and he **coordinates outreach efforts** in conjunction with GLSP attorneys.
- MMC staff refer a **wide variety of clients** who do not have access to income or have pending applications for benefits to our program.



WHO WE SERVE

Patients of McKinney Medical Center & The Community at Large

- New or current patients of the McKinney Medical Center locations.
- Citizens of Ware and the surrounding rural counties such as Charlton, Camden, Bacon, and Brantley county.
- We find that a fair amount of our walk-ins know about us from word of mouth or advertisements.
 - Ex. the MMC publishes a running ad in the Waycross Journal Herald and in the Charlton County Herald.



WHAT WE DO



Free Legal Services in Civil Cases

- Free representation, but there may be limited instances where the patient must pay for fees.
- We do NOT handle:
 - Criminal cases
 - Cases where the patient wants to sue another party for money
 - Cases where the patient already has an attorney



Legal Issues We Regularly See

- Domestic Violence Related Divorces and TPOs
- Estate Planning Issues (Power of Attorney and Wills)
- Securing and Maintaining Public Benefits
- Housing Issues and Dispossession
- Consumer Issues and Elder Manipulation
- Medical Insurance Issues
- Guardianships



CLIENTS SERVED THROUGH THE GEORGIA LEGAL SERVICES AND MCKINNEY
MEDICAL CENTER MEDICAL-LEGAL PARTNERSHIP MAY 2022-APRIL 2024

**DATA IS SO
IMPORTANT !!!**

CATEGORY	NUMBER OF PATIENTS
ACCEPTED FOR LEGAL REPRESENTATION	113
UNABLE TO SERVE*	
REFERRALS TO OTHER GLSP PROGRAMS	23
REFERRALS TO OTHER RESOURCES	100
TOTAL NUMBER OF REFERRALS	123
CASE OUTCOMES (CLOSED CASES)	
EXTENSIVE SERVICE	3
LIMITED ACTION (BRIEF SERVICES)	30
COUNSEL AND ADVICE	16
TOTAL CLOSED CASES	49

Questions & Answers



Raise your hand to unmute.

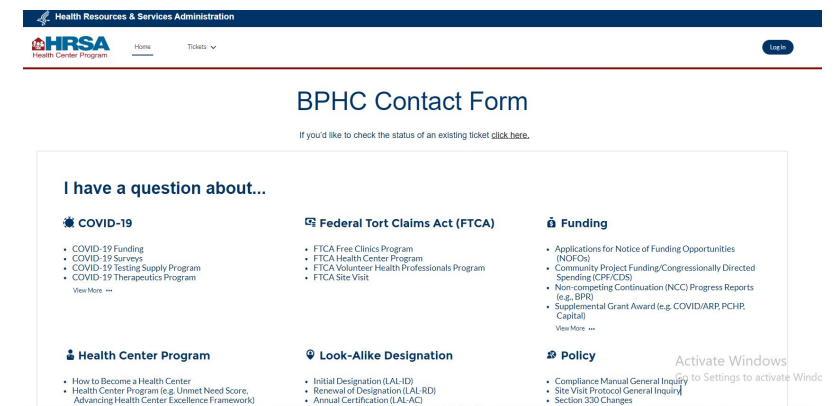


Key Resources



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 SESSIONS!

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

May 30, 2024 | 1-2.30 PM ET

- **Crafting Effective Trainings to Strengthen the Health Center MLP Workforce**

June 6, 2024 | 1-2.30 PM ET

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

June 13, 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/

HEALTH CENTER MLP PLANNING, IMPLEMENTATION & PRACTICE WEBINAR SERIES



Next Session

UP NEXT

MLPs in EMR, the Next Frontier: One System's Success
Featuring LegalHealth and NYC Health + Hospitals



May 30, 2024 | 1- 2.30 PM ET

Upcoming Resource

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

Don't miss the release! Subscribe to the MLP Update at:

<https://medical-legalpartnership.org/about-us/newsletter/>

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



Thank you!

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



<https://www.surveymonkey.com/r/KC5HPKW>



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