

Promising Training Practices to Meet the Needs of Providers & Patients



November 1, 2022

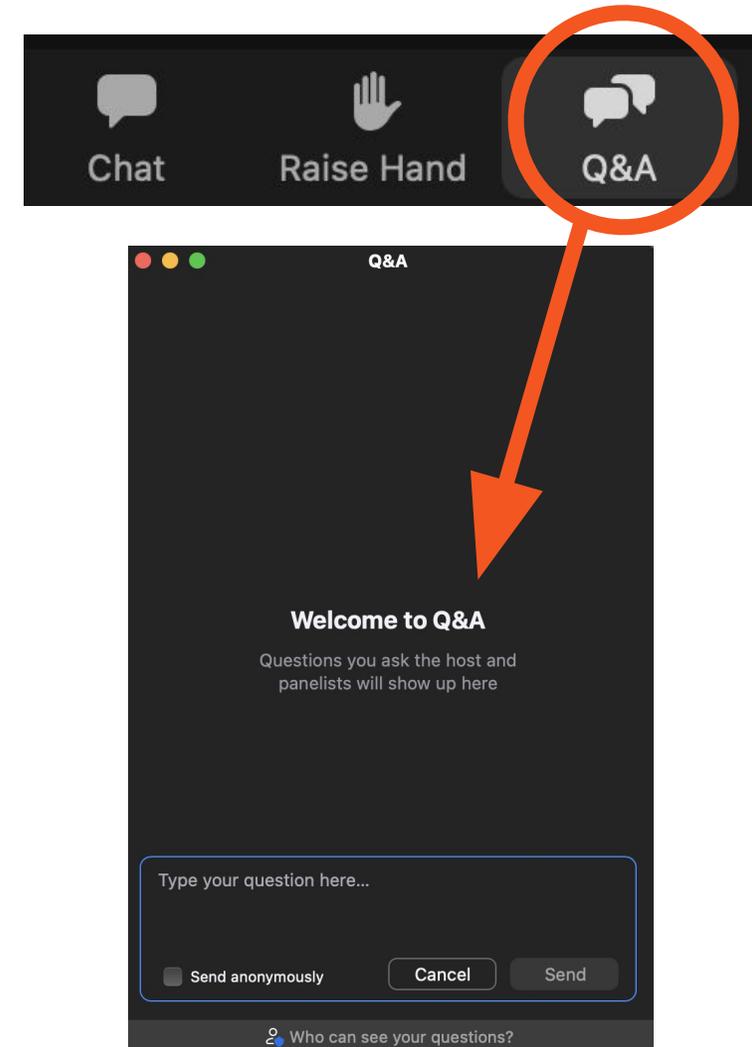
HRSA

Health Resources & Services Administration

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Housekeeping

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



Icebreaker Poll

1. Tell us who you are:

- FQHC or Look-Alike
- Legal Services Organization
- Hospital
- PCA
- HCCN
- Academic Institution
- Other (Let us know in the chat!)

2. Do you have a medical-legal partnership (MLP)?

- Yes
- No
- I don't know
- I am developing an MLP

The Health Center MLP Toolkit webinar series:

- Understanding the Current Social Needs of Health Center Patients
- Screening, Referral, and Service Delivery Workflows
- **Workforce Development | Training Staff to Identify the Health-Harming Legal Needs of Patients**
- Patients-to-Policy Initiatives
- Evaluation and Sustainability for MLPs

Access the toolkit: medical-legalpartnership.org/mlp-resources/health-center-toolkit/

OCTOBER 2020

Bringing lawyers onto
the health center care
team to promote patient
& community health

.....
A planning, implementation, and practice guide
for building and sustaining a health center-based
medical-legal partnership



THE MLP IN HEALTH CENTERS SERIES



PART 1

UNDERSTANDING THE CURRENT SOCIAL
NEEDS OF HEALTH CENTER PATIENTS

SEPTEMBER 20, 2022
1-2:30 PM ET

THE MLP IN HEALTH CENTERS SERIES



PART 2

DEVELOPING SCREENING,
REFERRAL, & SERVICE DELIVERY
WORKFLOWS FOR MLPS

OCTOBER 18, 2022
1-2:30 PM ET

Learning Objectives

1

Understand the importance of on-going training to strengthen partnerships and teams

2

Discuss models and venues for MLP trainings by different audiences

3

Discuss promising training practices so that team members can perform at the top of their licenses

Today's panelists



**DANIELLE
RAHAJASON**

Project Lead

National Center for
Medical-Legal
Partnership



**ELLEN
LAWTON**

Senior Fellow

HealthBegins



**KATE
MARPLE**

Principal Consultant

Who Tells the Story?



**NOEL
REES**

Program Manager

Washington
Medical-Legal
Partnership

The difference in how we've been trained



Healthcare providers are trained to the 'rule.'

How this manifests in MLP

"Tell me the most common way I'll see 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 do it with 30 slides)

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

MLP training should be...



BI-DIRECTIONAL

Trainings are about referral procedures and screening for legal issues. They are **also** about helping the legal team understand clinic operations and roles, health issues patients face, strategies to effectively convey legal information to patients, etc.



FOR RELATIONSHIP-BUILDING

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



FORMAL & INFORMAL

A 30-min presentation is a training.
So is a 5-min case consult.
Both are useful.



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 and 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

Washington MLP structure

Washington Medical Legal Partnership

Medical Partners

Harborview
Medical
Center

Odessa
Brown
Children's
Clinic

Seattle
Children's
Hospital

Legal Partners

Northwest
Justice
Project

Private Bar
(Pro Bono)

Patient families served in 2020

95 families received direct legal services impacting a total of **279** people

593 healthcare staff received education through **44** trainings in legal advocacy

255 professional consultations between MLP attorneys and healthcare staff

Since MLP was Established in 2008...



2400

Individuals have received direct legal assistance.



7500

Medical providers, social workers, and others have received legal advocacy training.

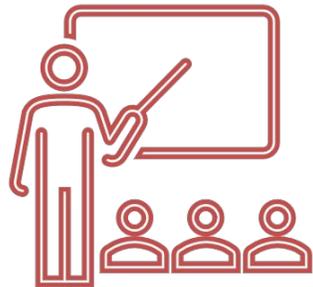


3300

Healthcare staff have consulted with MLP on behalf of a patient.

Provider Capacity Building

MLP advocates developed 28 biweekly “Lunch & Learn” trainings for medical providers on emerging COVID-related issues.



Topics Include:

- Housing and Evictions: COVID-19 and Housing Moratoriums
- Public Charge: Which Immigrants are Affected and How
- Coverage for COVID Testing in WA, and Pandemic EBT
- Education Rights During COVID
- Unemployment Compensation During COVID
- Court Procedures During COVID
- COVID-Related Leave from Employment
- Social Security Advocacy During COVID

Lunch and Learn Email/Save the Date

WASHINGTON
Medical+Legal PARTNERSHIP
Better Health through Legal Advocacy

MLP Lunch and Learn: Emerging COVID-related Issues

August 13, 2020 12:15-12:45pm: Update on Public Charge

MLP's Lunch and Learn series provides timely, vetted information on topics families are facing due to the COVID-19 pandemic.

Format:

- MLP attorneys present information and provide resources for the first 10-15 minutes then open the conversation to Q and A.
- Sessions will be recorded.
- A summary newsletter on the topic of the week will be produced.
- The link to the recording and *MLP COVID Resources Newsletter* will be posted on CHILD.

What will be discussed? MLP attorneys will provide a brief update on public charge. A new court decision bars the government from using the new public charge rules.

The short presentation will cover:

- What does this mean in practice for your patients?
- What can you tell your patients as legal challenges continue and the rules keep changing?
- What medical and other benefits can your patients safely use without immigration consequences?

There will be time at the end for questions.

This is a pilot project. Please email with your feedback and suggestions of other topics.

Please feel free to forward this invitation and the attached flyer to colleagues!

Mini training format

When your goal is to help health center staff understand how a specific legal issue and refer patients for help, use this 3-stop (maximum 3-slide!) format

ENGAGE



Help health center staff understand why this topic matters NOW to THEM

Share a fact that makes it urgent

Share a story about a successful case

Ask a question that gets them thinking about how it connects to their job

DIAGNOSE



Share 3 things that will help health center staff recognize when a patient is experiencing this issue

TREAT

Let providers know when to do a case consult and when to refer.

If _____, then _____.



QUESTIONS

Please put questions in the Q&A Panel.





Tactical tips

- **Seek input and co-create.** Approach trainings with a learner's stance.
- **Lead with a story, question, or bold fact** that connects to learner's own experiences with the topic and/or the urgency of the issue.
- **Default to 'less is more.'** Share only what someone needs to know in the moment. Use it as a building block for future conversations / trainings.
- **Learn each other's systems and language.** Communicating is more effective when you do it in your partner's framework. You have to learn it first! Practice analogizing together.

Happening Soon!

Subscribe to our **newsletter** to stay up-to-date on our events and resources.

bit.ly/mlpnews

National Center for Medical  Legal Partnership
AT THE GEORGE WASHINGTON UNIVERSITY

"NO WRONG DOOR" FOR VETERANS

VETERAN CULTURAL
COMPETENCY TRAINING
FOR MLP TEAMS

NOVEMBER 9, 2022 • 2-3:30 PM ET

WITH

EMILY EDWARDS	LARA EILHARDT	MADOLYN GINGELL
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FROM THE
DEPARTMENT OF VETERANS AFFAIRS

National Center for Medical  Legal Partnership
AT THE GEORGE WASHINGTON UNIVERSITY

USING MLP TO ADDRESS THE LEGAL NEEDS AMONG RACIAL & ETHNIC MINORITIES LIVING WITH HIV

DECEMBER 7, 2022
1-2:30 PM ET

LED BY OMAR MARTINEZ & KAYLA MCGOVERN

FEATURING

ERIN LOUBIER & AMY NELSON	SONYA HUNT GRAY	THERESA BRABSON & LINDA PEYTON
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 WHITMAN-WALKER HEALTH <i>We see you.</i>	 HRSA Health Resources & Services Administration	 LCD Legal Clinic for the Disabled Inclusion. Independence. Justice.
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Please feel free to
email
ncmlp@gwu.edu
with any further
questions.

THANK YOU!

Please take a moment to complete our survey. Link is in the chat.