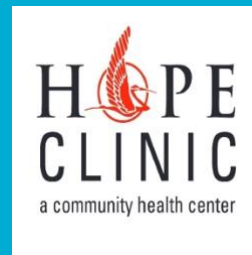


## Building Cross-Sector Partnerships to Address SDOH: Design Sprints

With support from a grant from the Robert Wood Johnson Foundation (RWJF), the National Association of Community Health Centers (NACHC) and the Association of Asian Pacific Community Health Organizations (AAPCHO) launched “Building Cross-Sector Partnerships to Address SDOH: Design Sprints.” Using human-centered design concepts, NACHC and AAPCHO facilitated four design sprint cohorts of community health centers and their cross-sector partners to tackle social determinants of health challenges in their communities and advance health equity. Each cohort was focused on one aspect of the RWJF Theory of Change framework (purpose, data, governance, finance) to strengthen both emerging and established partnerships, and foster improved alignment between sectors.



## Overview

### About HOPE Clinic

HOPE Clinic is a full-time Federally Qualified Health Center (FQHC), serving over 20,000 unique patients with over 100,000 patient visits per year. HOPE Clinic provides health care services to all people, regardless of the patient’s ability to pay. HOPE Clinic serves the uninsured, under-insured, those with limited English proficiency, and low-income patients. A unique characteristic of HOPE Clinic is its capacity to provide services in 30 different languages, including: Mandarin, Cantonese, Vietnamese, Korean, Burmese, Arabic, and Spanish. Last year we provided services in 60 different languages. HOPE Clinic’s mission is to provide quality healthcare without any prejudice to all people of Greater Houston in a culturally and linguistically competent manner.

### About BGCGH

Boys & Girls Clubs of Greater Houston is the region’s leading youth-development organization. Since 1952 as they have achieved an enviable record of creatively engaging, educating, and empowering low-income youth in ways that improve their chances of achieving and sustaining academic and economic success. Our vision is to put success within reach for our Club members and keep them on track to graduate from high school. We help them realize a positive plan that includes good character, citizenship, and a healthy lifestyle.

The area of focus was **inaccessibility of the underserved communities to access healthcare and various services from the BGCGH because of different barriers and language being one of the most important.** This barrier has come to spotlight even more during the pandemic.

A lot of barriers pose challenges to communities for other services and not just healthcare. A partnership between an FQHC (HOPE Clinic) and Social Organization (BGCGH) would play a vital role in reaching out to community. This will double the resources available to address issues and obtain feedback from different sources. The trust builds by these organization in the community will help serve pockets of those community where the other organization had not reached previously. It will also minimize the duplication of interventions.

The partnership through the Design Sprint is a conscious effort to work together with the social sector organization to address the social determinants of health. Looking at these social determinants through a health care and community service lens will help identify and address needs precisely. During our design sprint journey, we had an opportunity to learn from peers and were able to obtain a national level perspective.

Our proudest moment was the acknowledgement of our leadership and Sprint peers that HOPE Clinic’s efforts for COVID to provide vaccination to the BGCGH sites through the mobile van. This service was planned by the partnership that originated through design sprint.





## Addressing our Community Challenge

The task before addressing the challenge was to have a partnership between the two organizations so that resources could be allocated appropriately. For this, representatives from both organizations from the sprint cohort presented the community challenge to the leadership. After their acknowledgment, a meeting was held between the leaderships for introducing the organizations and to explore areas of collaboration. Following the meeting a draft MoU was shared by HOPE Clinic to take the next step towards addressing the community challenge.

Community voice was incorporated through the surveys at HOPE Clinic done for different projects during the last year and the feedback from the site officers of different BGCs.

During our design sprint journey, we had an opportunity to learn from peers and were able to obtain a national level perspective. Our proudest moment was the acknowledgement of our leadership and Sprint peers that HOPE Clinic's efforts for COVID to provide vaccination to the BGC sites through the mobile van. This service was planned by the partnership that originated through design sprint.

## Design Sprint Highlights

It is important to understand the benefits of healthcare partnerships with multisector/ social sector organizations. For new partnerships, things could be slow initially, but efforts should be continued to build those partnerships so that communities are served and supported holistically.

## Moving Forward

The next step is entering a Memorandum of Understanding (MoU). A grant has been submitted by BGCCH to where in partnership with HOPE Clinic vaccination and other services will be provided to different BGC sites. Future milestones may include:

- Receiving approval of the submitted grant
- Establishing a formal partnership and working on activities as stipulated in the grant's proposal

### Ideate: generate alternatives to test.

#### 7. Sketch at least 5 radical ways to meet your community needs. 15 min



#### 8. Review your ideas & provide feedback. 10 min



Huddle as a team and decide which idea you want to bring forth into the prototype phase

Support for this program was provided by a grant from the Robert Wood Johnson Foundation.

For more information about the partnership, please contact Aneela Khan, Community Behavioral Health Project Manager, HOPE Clinic ([AKhan@hopechc.org](mailto:AKhan@hopechc.org)) & Roslyn Skinner, Development- Grants Manager, Boys & Girls Clubs of Greater Houston ([RSkinner@bgcch.org](mailto:RSkinner@bgcch.org))

For more information about the design sprint program, please visit [www.prappare.org](http://www.prappare.org)