

# Empowering Change within Cleveland Clinic's Community-Driven Approach

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## Background

The Cleveland Clinic prioritizes community engagement to address social and cultural disparities by incorporating community members as Community Health Workers (CHW). The Department of Community Health Equity at Cleveland Clinic Langston Hughes has teamed up with community leaders to initiate conversations surrounding strategies for improving cultural sensitivity and inclusivity in healthcare settings. In an effort to extend these efforts, The Cleveland Clinic Foundation and The Legal Aid Society of Cleveland will engage in a collaboration called Medical Legal Partnership (MLP) to continue both entities' ongoing commitment to remove barriers to positive health outcomes for people with low income in the Northeast Ohio community. This MLP will facilitate the joint effort with CCF healthcare providers to address the social determinants of health of patients of the CCF through legal intervention.

## Learning Objectives

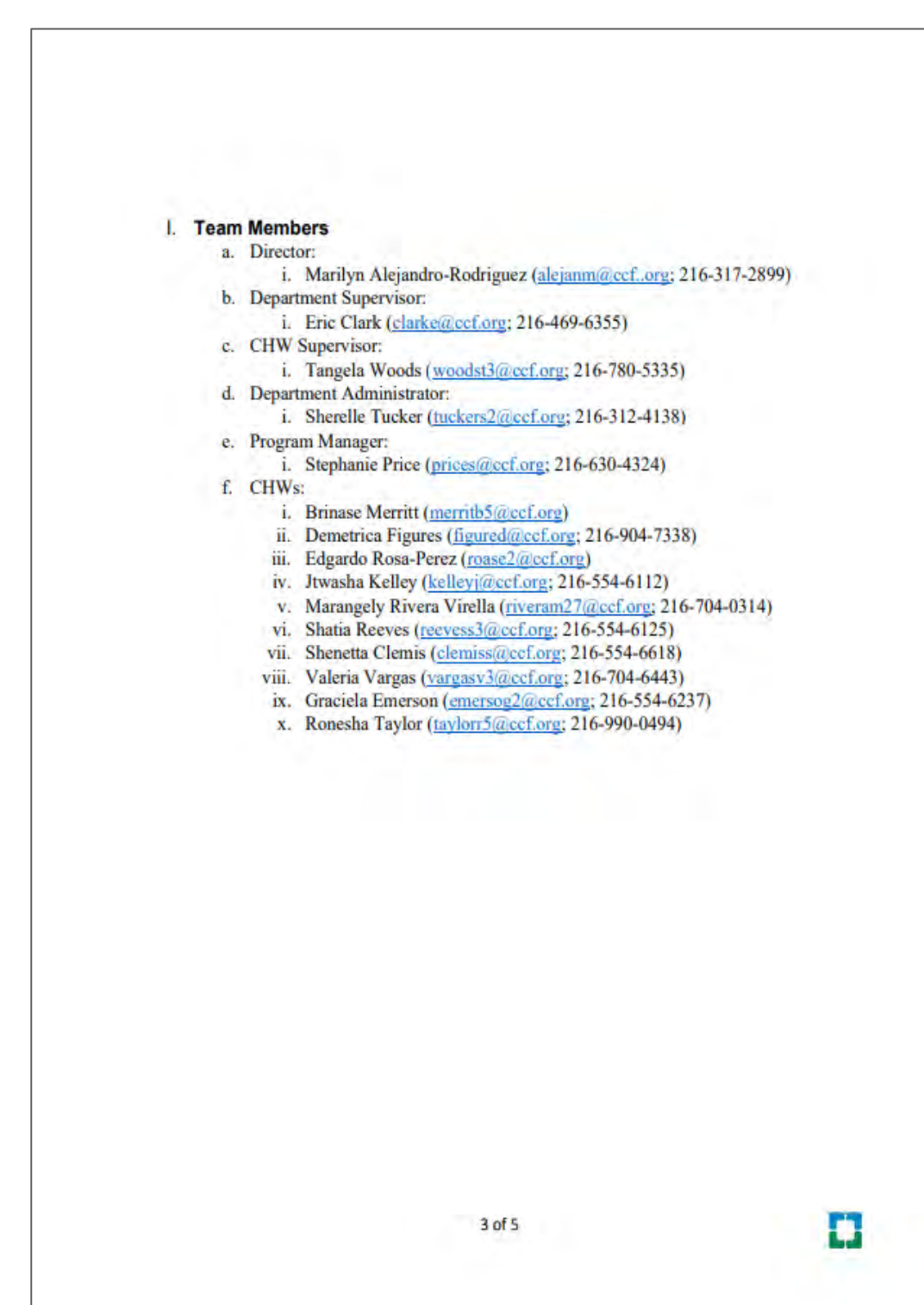
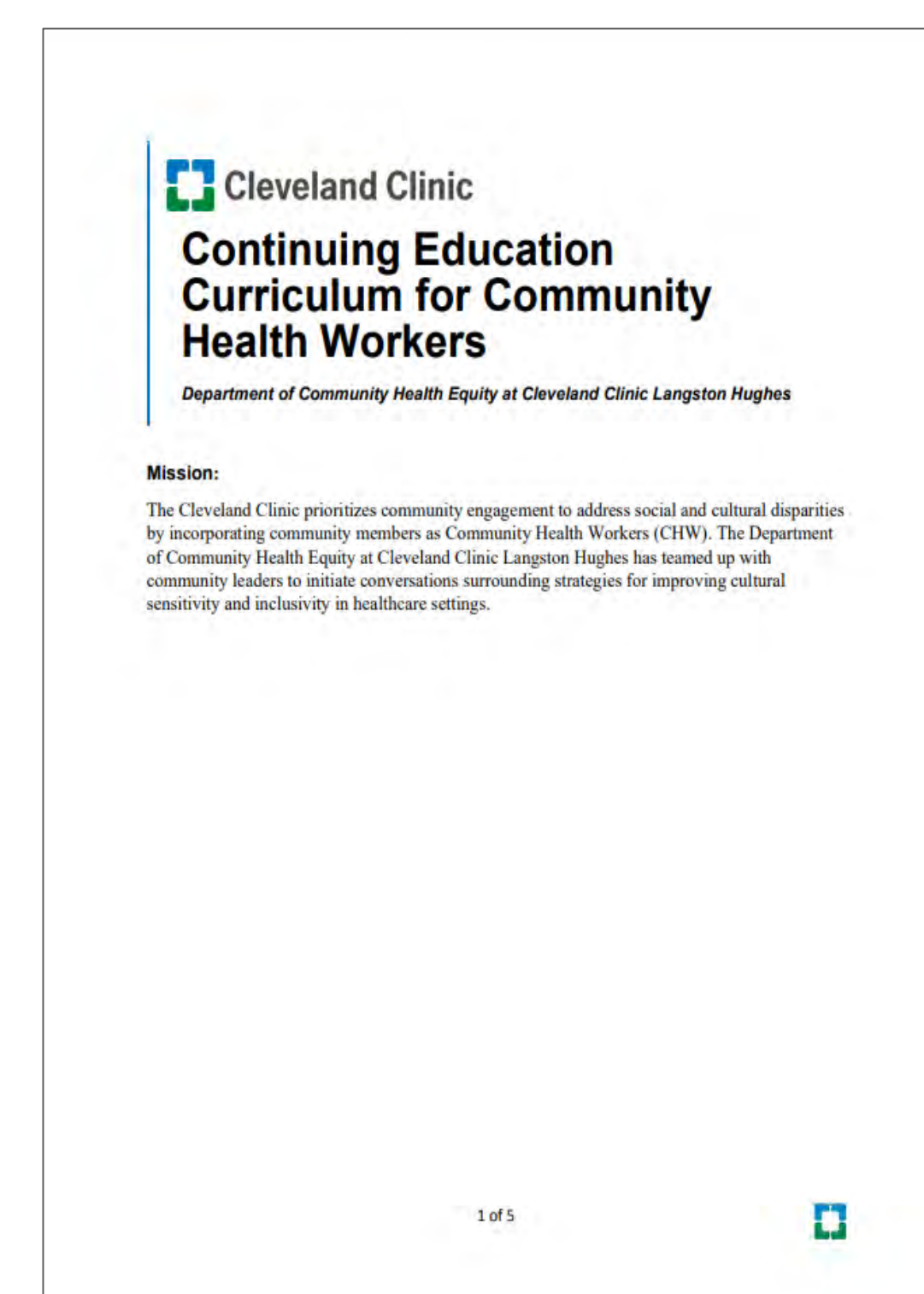
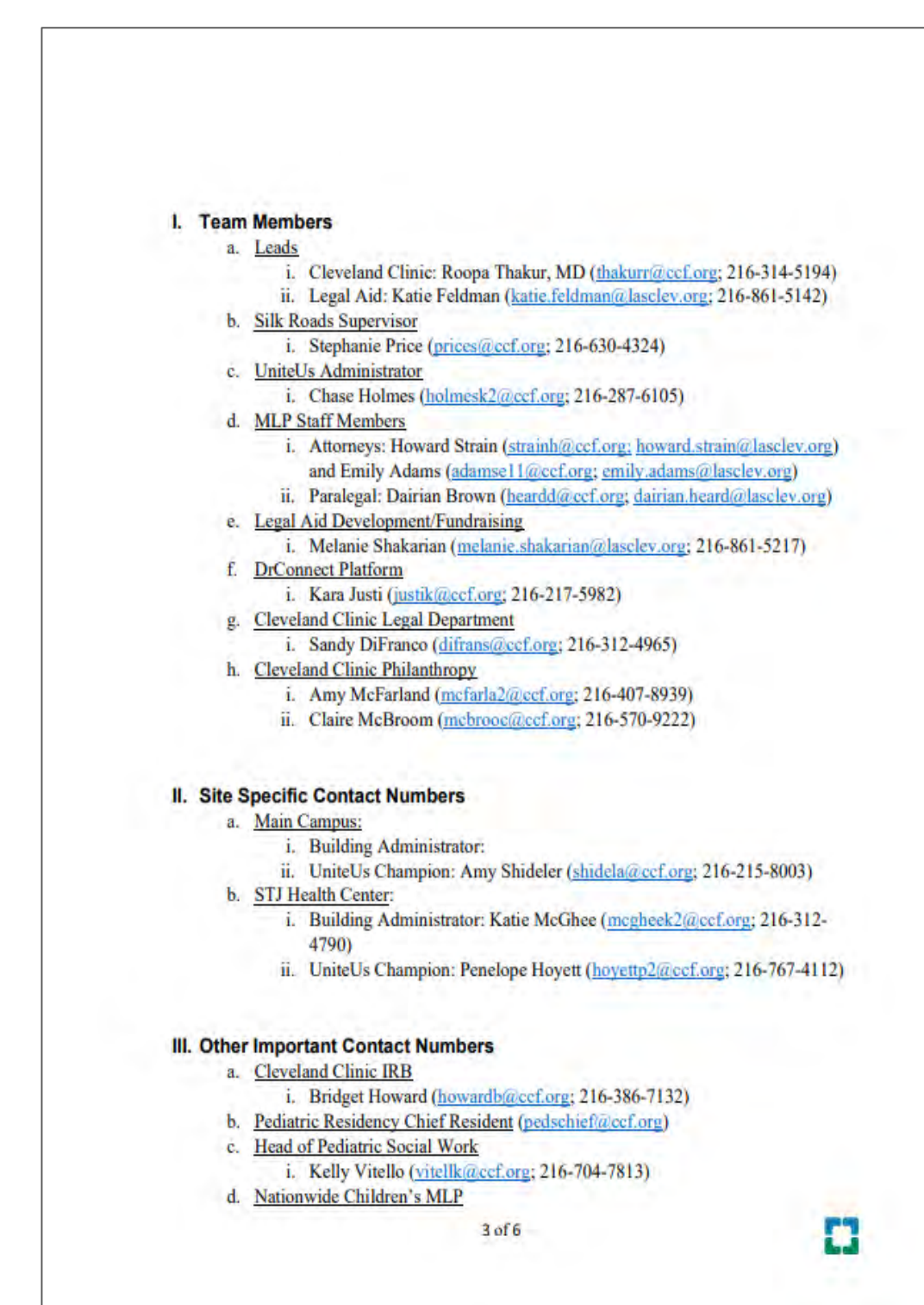
1. Evaluate and understand current medical-legal partnerships to identify successful initiatives and processes.
2. Analyze current core curriculum for community health workers and contribute to expanding it.
3. Propose strategies for improving cultural sensitivity and inclusivity in clinical and professional healthcare settings.

## Activities

- Develop a comprehensive foundational document in collaboration with team members and expansion partners to appropriately address social determinants of health.
- Conduct interviews to identify skill gaps in CHWs and gain insight into community needs, as well as cultural inequities.
- Implement a curriculum driven approach that supports the existing assimilation program for MLPs and CHWs.

## Deliverables

1. Standard operating procedure with detailed instructions and specific processes for the implementation of a Medical Legal Partnership with various Cleveland Clinic sites.
2. Curriculum for Community Health Workers that addresses core competencies and diversity programming.



## Lessons Learned

- Utilized a community-centered approach, enabling tailored solutions closely aligned with the specific needs and challenges of the served population.
- Created a dynamic space for constructive feedback, facilitating dialogue and adaptation of an existing program framework to address individual team members' learning needs effectively.
- Developed an understanding of the sociocultural context and barriers, essential for addressing health inequities.
- Implemented culturally competent strategies to ensure public health initiatives effectively reach and benefit vulnerable communities.

## Public Health Implications

The creation of accessible resources is vital in empowering patients and facilitating their navigation through the complexities of healthcare. This project identifies a disconnect between the Cleveland Clinic and members of the local community, indicating an opportunity for positive change. The digital resources curated in this endeavor work to foster increased patient engagement in the clinical and social work settings by breaking down barriers that might otherwise deter them. These efforts embody a commitment to empowering both patients and team members to nurture the development of shared goals within this community.

## Acknowledgements

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