



Memorandum of Understanding Healthy Hospitality Initiative

OVERVIEW

This document serves as an agreement between participating health care organizations and the 504HealthNet for participation in 504HealthNet's Hospitality Workers Health Care Initiative, currently called the "Healthy Hospitality Initiative." The goal of this Initiative is to increase access to care for New Orleans Hospitality Workers, ultimately creating a healthier Hospitality Industry. **Clinics have to Opt-In via this agreement to participate in this project.**

The objective of this memorandum is to confirm the commitment to participate in this initiative and outline participation criteria. This initiative aims to develop a community-level outreach plan and includes a media campaign that educates hospitality workers about accessible health care services in the Greater Metropolitan New Orleans Area. The plan also includes strengthening member health centers' capacity and infrastructure through quality improvement activities to better serve hospitality workers and improve the health care system in the area.

PRINCIPLES FOR ACTION

504HealthNet's participating member organizations agree to the following principles and values in the implementation of the Initiative:

- We, as health care providers, believe that hospitality workers are an important population to serve in order to support healthy communities across the Greater New Orleans Area.
- We not only commit to serving the many hospitality workers in the area, but we also want to provide high quality services to their families.
- We believe that a "Culture of Collaboration" for member organizations is imperative for building a system of organizations dedicated to providing high quality assessible primary care and behavioral health services to this special population.
- We are committed to quality improvement principles for assessing and possibly changing some features of operations like clinic hours, communications strategies, and price transparency to better serve the population.
- We commit to working with the 504HealthNet member organizations to create a unified approach for building a less fragmented system of care to best serve this population.

While these values exist within the mission of community health centers, an explicit agreement between participating organizations is important for ensuring clear expectations for this project. The following outlines what is being asked of the participating organizations.

EXPECTATIONS and COMMITMENTS

Expectations of 504HealthNet

The 504HealthNet commits the following to this collaborative initiative:

- Provide overall project management of this initiative;
- Facilitate the 504HealthNet Board's Healthy Hospitality Initiative Workgroup that will develop participation standards and guidelines;
- Develop capacity to provide navigation ("conciierge") services across member organizations and linkages to other services and resources for the hospitality industry by managing of a community

health navigator that will help individuals in this population to find a medical home and utilize a referral system with member organizations who opt-in to this project;

- Communicate and report initiative’s progress to 504HealthNet’s Board of Directors and the New Orleans Tourism Marketing Corporation;
- Create of digital guide of members participating in the Healthy Hospitality initiative to be widely distributed to the Hospitality Industry;
- Utilize a patient navigator platform for referring patients to participating organizations, and for tracking and monitoring referrals;
- Comply with applicable laws and regulations regarding protected health information (PHI);
- Produce marketing campaign materials and distribute to participating health centers;
- Produce trainings and capacity building activities for health center staff;
- Share information and hospitality industry events with participating organizations to stay engaged with the hospitality industry.

Expectations of Clinics

- Provide a point of contact for the organization to develop a communications flow with 504HealthNet for shared information about the Initiative;
- Collaborate with 504HealthNet’s workgroup and community health navigator to build a coordinating system of care for hospitality workers;
- Participate in Healthy Hospitality Initiative meetings and events to stay engaged in the effort;
- Encourage staff to participate in events, trainings and capacity building activities regarding the Initiative;
- Ensure front desk staff and call center staff/schedulers are aware of the Initiative;
- Track new hospitality worker patients and those referencing the Healthy Hospitality Initiative;
- Integrate this effort into pre-existing quality improvement processes to improve clinical workflow and continuum of care, minimizing barriers to care for this specific population;
- Increase price transparency by posting sliding fee scale and price information on website and via phone calls with with potential patients when they call;
- Share updates and provide data to 504HealthNet for use in the Initiative to monitor progress of hospitality workers accessing health centers. This includes the submission of information requested via periodic reporting requests sent by 504HealthNet;
- Willingness to participate in a unified platform for tracking and monitoring patient referrals;
- Promote the media campaign and overall initiative with staff and community.

This MOU is for setting expectations of what it means to participate in this Initiative. In the case where a participating health clinic fails to meet the obligations of this MOU, 504HealthNet will engage the clinic to identify project challenges that need to be addressed for continued participation.

Member Organization: _____

Point of Contact, Job Title, Phone number, Email for this Initiative:

Signature of CEO of Member Organization: _____

Signature of Executive Director, 504HealthNet: _____