



TUBMAN CENTER FOR
HEALTH & FREEDOM

COMMUNITY UPDATE

FALL 2023

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WE'RE DOING IT! PUTTING DOWN ROOTS FOR A HEALTHIER FUTURE

We're thrilled to announce that Tubman Health has taken the next step toward putting down roots in our community! On Wednesday, Nov. 1, we signed a Purchase & Sale Agreement for the site of our health center, marking a momentous step towards health justice alongside our community partners.

We'll soon be closing on the land, the final step to community ownership! (Stay tuned for that party announcement.)

Just a block from the Rainier Beach light rail station, our health center will be a place of health and liberation, where community comes together to offer and receive care.

As we move forward, we're committed to keeping community in the loop about our progress and exciting developments regarding our health center. You'll continue to have opportunities to be actively involved in our model of care and the design of our healing spaces.

We got here together!



The Tubman van had its grand debut in community this summer!

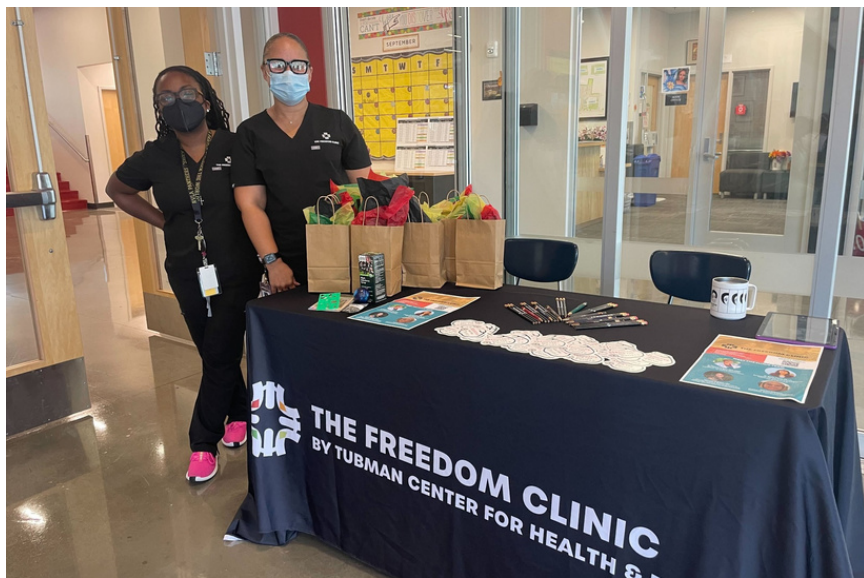
SUMMER RESEARCH REFLECTIONS

Summer is our favorite time of the year because of the vibrant community events we are able to participate in! This summer, we had an incredible time offering complimentary services in our healing tent, distributing valuable resources, and sharing insights from our community-led research initiatives. Community got to know our clinical team with Dr. Vanda and Dr. Tiyanna providing services in the healing tent.

With our Mental Wellness Vision Board (pictured above), we learned about community wellness needs we can address through our services. We also worked to identify pathways for training community members to provide those services. The vision board was included in our outreach tabling at 6 events: Juneteenth, Nia Festival @ Skyway Park, Umoja Fest, Othello International Fair, Taking Black Pride, and Alki Pride—where we documented 364 touchpoints with community and gained valuable data informing the design of our model!

In alignment with our WELL US Study and Health Insurance Plans Comparison Report, we found that most community members were interested in Complementary & Alternative Medicine (CAM) as services they hope to receive, while many were currently unable to access CAM. Insurance practices such as visit limits, outright lack of coverage, and gatekeeping are key barriers to accessing the services community is interested in. As a result, more community members are relying on therapy and medication management than those who want to use those services. Furthermore, our Summer Engagers were trained to document community feedback during outreach. Our monthly debrief elevated community questions around insurance access, nutrition, and creating accessible spaces, among other topics.

Our work this summer emphasized the importance of our community-designed integrative care model centering the holistic medicine we trust and rely on – and the significance of creating opportunities for mental wellness care from our communities, for our communities.



BACK IN ACTION: FREEDOM CLINIC

The Freedom Clinic at Rainier Valley Leadership Academy is back in action for year two! We've welcomed scholars and families to the new school year the only way we know how—with love and laughter.

The Freedom Clinic space includes two healing rooms and one relaxation room imbued with a sense of calm and care. In the first two months of the school year, we've had visits from scholars in every grade level as well as visits from staff. In addition to offering direct care, health promotion activities so far this year include:

- Back to School wellness gift bag distribution
- Creating access to nutritious foods through our healthy snacks vending machine
- Offering a tea station where scholars can blend a medicinal tea
- Making essentials available through our hygiene closet
- Equipping classrooms with first aid kits as follow-up to our community caretaking training
- Providing COVID-19 education materials

Intentionality is important to us going into this school year. This summer, we took time to reflect on the first year of Freedom Clinic with an evaluation that reaffirmed the importance of relationships in our approach to care. With all the systems we've been setting up at the Freedom Clinic, we are ensuring we put relationships at the center. Our next step after the evaluation process is continuing a series of User Design Workshops to improve the experience for both patients and providers.

These learnings will enhance our work at the Freedom Clinic as well as offer valuable lessons for our full health center.

MEET OUR NEW RESEARCH TEAM MEMBERS

Tubman Health will always be community-owned, community-designed, and community-operated. Working with a team of emerging health professionals is part of Tubman’s commitment to supporting practitioners from community. The newest additions to our research team include two current Master of Public Health (MPH) students at the University of Washington, an undergraduate social work student at the University of Washington, and an American Public Health Association/Kaiser Permanente Community Health Fellow.

Learn more about Mariah, Kendra, Tiara, and Logan and their awesome work at tubmanhealth.org. We highlight projects some of these amazing team members will be working on to contribute to Tubman Health’s whole-person care model on page 5.



Mariah Jiles, MPH

APHA/KP
Community Health Fellow



Kendra Canton

MPHc in Health Systems &
Population Health @UW



Tiara Ranson

MPHc in Global Health
@UW



Logan Wilson

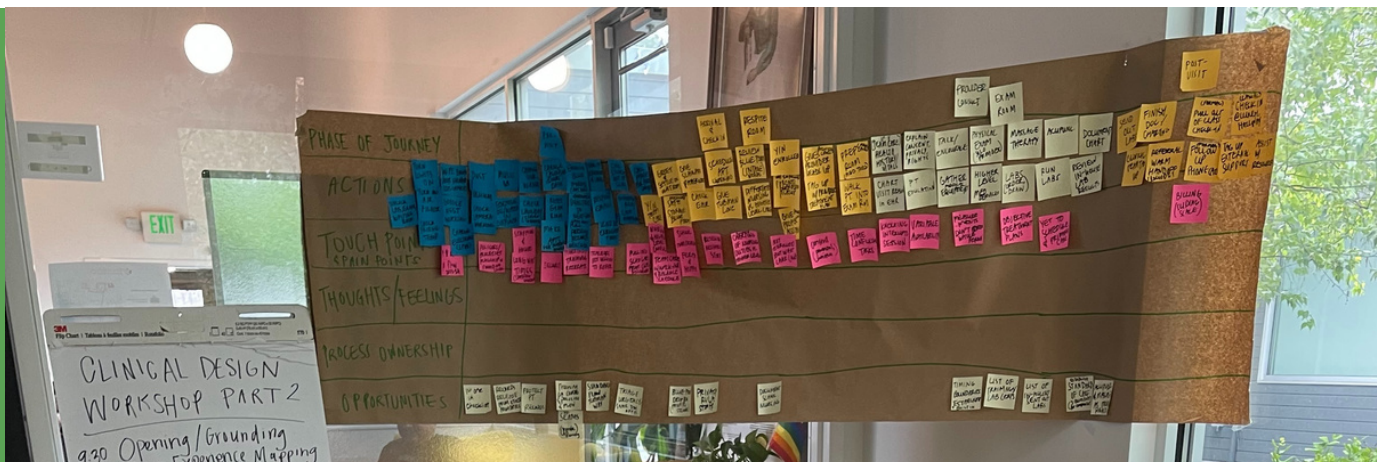
Social Work Senior
@UW

BUILDING TUBMAN HEALTH’S WHOLE-PERSON MODEL OF CARE

At Tubman Health, we redefine healthcare by celebrating the richness of the human experience. Our whole-person healthcare model is rooted in the belief that our health is a reflection of societal priorities and decades of policy. We believe healing encompasses mind, body, spirit, community and policy, and wellbeing is multi-faceted.

In our model, you’ll find comprehensive services, including primary care, complementary and alternative medicine, dental care, mental health support, community resources, and more. This also includes cultivating spaces for support and love -- as well as opportunities to build community and organize for policy changes that improve our health. We’re dedicated to nurturing every aspect of health, so our people thrive in every dimension of life.





WHAT'S COOKING ON DEVELOPING OUR MODEL

- Continuing to improve community outreach efforts to collect community stories on medical racism through the Tubman Tapes Medical Racism Report Line to inform our policy work and establish referral networks
- Developing research methods that capture the impact of our whole-person model, including experiences with primary care, integrative medicine, mental health care, and secondary care
- Through interviews and literature reviews, identifying clinical models that best support the wellbeing of healthcare providers within healthcare systems
- Identifying sustainable billing and payment models that support our holistic approach to care
- Documenting and assessing our Tubman Guides trainings and work, allowing us to refine our pilot patient accompaniment program to be with patients at every step of care
- Co-hosting more community visioning sessions with community partners
- Refining our Medical Racism Assessment Tool for institutions to address racism in healthcare

USER EXPERIENCE (UX) DESIGN

Our Research & Design Team has been hosting a series of internal UX Design Workshops since mid-summer with our clinical team. The overarching goal of these sessions is to capture, model, and document “the Tubman Way” of providing care. We’ve explored questions such as: when someone comes in to the clinic, how do we celebrate their arrival? How do we integrate that welcome into the clinical workflow? In team-based care, how do we present the choice of seeing multiple providers at once while protecting patients' freedom to say no? How do we arrange sensitive conversations so people feel comfortable?

Specific UX activities have included User Journey Mapping and Provider Scenario Simulations, which help our team understand the needs, challenges, preferences, touchpoints, pain points, and opportunities. These workshops will continue this fall and into early 2024, as our multi-disciplinary team continues to collaborate to deliver on our model of care envisioned by community.



BUILT ENVIRONMENT DESIGN: THE POWER OF HEALING SPACES

Since the inception of Tubman Health, community has emphasized not just the importance of quality healthcare, but also the significance of the physical spaces where we receive care. As we continue in this next phase of community design, we are centering the creation of intentional areas for healing and wellness in our model; our delivery of whole person care includes the built environment – the spaces in which we receive care and are held.

Our Built Environment Design Report delves into key features of the built environment that community members have highlighted as part of our extensive community design process. We also touch upon the integration of natural elements, the creation of sacred spaces, and the harmonious flow within these carefully designed environments.

We received community feedback and comments on the report during our June 8th community design session, and have incorporated the feedback in upcoming community design activities.

Explore the full report at tubmanhealth.org/built-environment. We're always open to more feedback! Send your thoughts and comments to info@tubmanhealth.org

OFFICE HOURS: HEALTH INSURANCE AND ORCA LIFT

Right now is the open enrollment season for health insurance, and we know that navigating these systems can be complex. But do not worry, Tubman Health is here for you!

We're excited to offer 1-on-1 sessions with our dedicated Tubman Guides to provide you with the support you need to sign up for health insurance through Washington Health Plan Finder. Not sure where to begin or need support making informed decisions? Our guides are here to help make the process as simple as possible.

We are also an authorized enrollment office that can support applications for the Orca Lift program, which gives you reduced fare on participating transit agencies in Puget Sound.

Reach out to us at info@tubmanhealth.org to schedule a convenient time for your session.



Above, Paul Hollie with members of the Tubman team. Below, Inatai Foundation visits Tubman Health.



IN COMMUNITY AND IN THE NEWS

- Tubman Health board chair Nacala Ayele will be presenting on “Caregiver Mental Health and Self Care” at the African American Caregivers Forum on Nov. 4. The forum is being held by the Mayor's Council on African American Elders and community partners.
- In October, the Inatai Foundation visited Tubman Health’s Admin offices and the site of our future health center as part of their staff retreat and development process. We are excited to grow and build together!
- Paul Hollie of Premera Social Impact visited us in what he calls the “best meeting room ever.” Thanks for talking community health, collaboration, and growth with us!
- Cambia Health announced funding to Tubman Health to address the behavioral health care workforce shortage.
- The South Seattle Emerald published an opinion piece about the importance of primary care that mentions Tubman Health’s work.



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