

*The National Academies of*  
SCIENCES • ENGINEERING • MEDICINE

**Roundtable on Health Literacy**

Facilitating Health Communication with Immigrant, Refugee, and Migrant Populations Through  
Use of Health Literate Approaches: A Workshop

East Bay Community Foundation

353 Frank H. Ogawa Plaza

Oakland, CA

Plaza A Meeting Room

8:30-8:45 Welcome, Introduction, and Workshop Overview  
Bernard Rosof, M.D., MACP

8:45-9:45 Panel: Issues and Challenges  
Moderator: Alicia Fernandez, M.D., Professor of Clinical Medicine, University of  
California San Francisco

- Paul Geltman, M.D., M.P.H., Medical Director of Ambulatory Care Services, Franciscan Children's Hospital
- Jeffrey B. Caballero, M.P.H., Executive Director, Association of Asian Pacific Community Health Organizations
- Henry Perea, M.P.A., Former Member Board of Supervisors, County of Fresno

9:45-10:15 Discussion

10:15-10:30	BREAK
-------------	-------

10:30-11:30 Panel Accessing and Using Health Care Services

10:30-10:35 Introduction of Panel Speakers

10:35-10:50 Delivering trauma-informed care. This presentation will be broader than trauma related to torture. It will address what practitioners need to think about and be aware of when interacting with immigrants, refugees, and migrants.

Nick Nelson, M.D., Highland Hospital Human Rights Clinic

10:50-11:05 Establishing trust to bring individuals into primary care

Jesus E. Quinones, GUIA Program Coordinator, Casa de Salud

11:05-11:20 Innovative Access Points Customized for Newly Arrived Populations

**Board on Population Health and Public Health Practice**  
**Health and Medicine Division**

Julia Liou, M.P.H., Asian Health Services, The Healthy Nail Salon Collaborative

11:20-11:35 Medicines: Workshops for Refugees and Immigrants  
Kari LaScala, J.D., Health Communication Specialist, Wisconsin Health Literacy

11:35-12:00 Discussion

12:00-1:30	LUNCH
------------	-------

1:30-2:35 Panel: Health Literacy Considerations for Outreach

1:30-1:35 Introduction of Panel Speakers

1:35-1:50 Language access, using health concepts and health literacy in the teaching of English  
Maricel Santos, Ed.D., Associate Professor, San Francisco State University

1:50—2:05 Messaging for Disasters and Emergency Preparedness  
Justine Kozo, M.P.H., Chief, Office of Border Health, San Diego Health and Human Services Agency

2:05-2:20 Outreach to Uninsured Foreign Born Populations  
Rishi Sood, M.P.H., Deputy Director of Policy  
NYC Department of Health and Mental Hygiene

2:20-2:35 Strategies for identifying and working with trusted advisors/decision makers  
Mimi Kiser, D.Min., M.P.H., Program Director, Interfaith Health Program, Rollins School of Public Health

2:35-3:15 Discussion

3:15-3:30	BREAK
-----------	-------

3:30-4:00 Application of Health Literacy to Communication with Immigrants, Refugees, and Migrants  
Megan Rooney, M.S.W., M.Ed., Director of Program Development, Health Literacy Media

- 4:00-5:00      Panel: A moderated discussion of where do we go from here  
Moderator: Suzanne Bakken, R.N., Ph.D., Professor of Biomedical Informatics,  
Columbia University
- Anthony Iton, M.D., J.D., M.P.H., Senior Vice President for Healthy  
Communities, The California Endowment
- Liliana Osorio, Deputy Director of Health Initiative of the Americas, UC  
Berkeley, School of Public Health
- Clifford Coleman, M.D., M.P.H., Assistant Professor of Family Medicine,  
Oregon Health Sciences University
- Iyanrick John, J.D., M.P.H., Senior Policy Strategist, Asian and Pacific  
Islander American Health Forum
- Hugo Morales, J.D., Executive Director and Co-Founder, Radio Bilingüe
- 5:00-5:30      Discussion
- 5:30            Closing Remarks and Adjourn