





## Center for Health Innovation Project ECHO Series

Human Centered Design: *“Keeping people the focus while addressing services for opioid use disorder in non-urban communities of New Mexico.”*

Organizational teams consisting of 1 management member and 1 direct service provider

Session 1 - September 9th	Objectives
<p><b>Project ECHO Introduction and Human Centered Design “Crash Course”</b></p> <ul style="list-style-type: none"> <li>○ Welcome, Introductions and Roles</li> <li>○ Presentation: Human Centered Design - Piper Coalson</li> <li>○ Group Discussion</li> <li>○ Wrap-up</li> </ul>	<ul style="list-style-type: none"> <li>● Explain the goals of this Project ECHO</li> <li>● Describe the Human Centered Design framework</li> <li>● Brainstorm how the services your organization offers could be further human-centered</li> </ul>
Session 2 - September 16 <sup>th</sup>	Objectives
<p><b>Human Centered Design Communication (Part 1): <i>Internal organizational communication</i></b></p> <ul style="list-style-type: none"> <li>○ Welcome</li> <li>○ Presentation: Management ↔ Direct Services – Stephanie Reiss               <ul style="list-style-type: none"> <li>○ Stigma: Structural/public</li> </ul> </li> <li>○ Discussion/Case Presentation</li> <li>○ Wrap-up</li> </ul>	<ul style="list-style-type: none"> <li>● Discuss the adverse effects of stigma and discrimination for IOUD</li> <li>● Define the different types of stigma (self, social, structural stigma, etc.)</li> <li>● Conduct internal assessment of organizational anti-stigma practices</li> </ul>

<b>Session 3 - September 23<sup>rd</sup></b>	<b>Objectives</b>
<b>Human Centered Design Communication (Part 2): <i>External One-on-one communication</i></b> <ul style="list-style-type: none"> <li>○ Welcome</li> <li>○ Presentation: Direct Service  Individual with OUD (IOUD) <ul style="list-style-type: none"> <li>○ Trauma Informed Care and Stigma</li> </ul> </li> <li>○ Presenter: Pelatia Trujillo</li> <li>○ Discussion/Case Presentation</li> <li>○ Wrap-up</li> </ul>	<ul style="list-style-type: none"> <li>● Describe the guiding principles to trauma informed care (TIC)</li> <li>● Consider what trauma informed care looks like in your organization</li> <li>● Formulate a plan for continual professional development around TIC at your organization</li> </ul>
<b>Session 4 - September 30<sup>th</sup></b>	<b>Objectives</b>
<b>Human Centered Design Communication (Part 3): <i>Inter-agency</i></b> <ul style="list-style-type: none"> <li>○ Welcome</li> <li>○ Presentation: Organization  Organization</li> <li>○ Presenter: Phillip Fiuty</li> <li>○ Discussion/Case Presentation</li> <li>○ Wrap-up</li> </ul>	<ul style="list-style-type: none"> <li>● Recognize and reframe stigmatizing language</li> <li>● Explain best practices to decrease structural stigma</li> <li>● Prepare a resource list of relevant organizations to connect with to improve services</li> </ul>
<b>Session 5 - October 7<sup>th</sup></b>	<b>Objectives</b>
<b>Human Centered Design: Access</b> <ul style="list-style-type: none"> <li>○ Welcome</li> <li>○ Presentation: Access – Myth of Resources</li> <li>○ Presenter: Athena Huckaby</li> <li>○ Discussion/Case Presentation</li> <li>○ Wrap-up</li> </ul>	<ul style="list-style-type: none"> <li>● Describe the perspective of an IOUD attempting to traverse the system</li> <li>● Identify the barriers that an IOUD may encounter when trying to access services</li> <li>● Construct a plan that would reduce some of the barriers (mentioned above)</li> </ul>
<b>Session 6 - October 14<sup>th</sup></b>	<b>Objectives</b>
<b>Human Centered Design: System Level Change/Workforce Development</b> <ul style="list-style-type: none"> <li>○ Welcome</li> <li>○ Presentation: System Level Changes</li> <li>○ Presenter: Anjali Taneja</li> <li>○ Discussion/Case Presentation</li> <li>○ Wrap-up</li> </ul>	<ul style="list-style-type: none"> <li>● Discuss what policies are in place that allow the current system to be inadequate</li> <li>● Identify resources and partners that can address inadequacies</li> <li>● Create a list of programs, policies or protocols that can address these inadequacies</li> </ul>

## Bios and Photos of the Center for Health Innovation Project ECHO Planning Team, Presenters and Panelists

**Joaquin Baca** is an educator and a public health professional. He is a Senior Health Equity Policy Analyst for the Center for Health Equity at the \AMA. He served dually as the New Mexico Department of Health Deputy Director of the Office of Policy and Accountability and Director of the Office of Health Equity. He worked at the UNM Health Sciences Center, serving at the UNM HSC Office of the Vice Chancellor for Community Health as a Program Director, as the Director of Diversity and Institutional Ethnic Research at the UNM HSC Office of Diversity, and as Student Navigator for the UNM HSC Center of Native American Health. Baca is a Lecturer III in the UNM School of Medicine, Department of Family and Community Medicine. He facilitated cultural competency courses at the School of Medicine and developed a course on Advancing Health Equity for the UNM MPH program. Baca has been on the leadership team for the New Mexico Public Health Institute (Center for Health Innovation). Baca earned an MS in public health with a concentration in community health, a BA in liberal arts, and currently pursuing a Ph.D. in Organization, Information, and Learning Sciences (OILS) at UNM.



**Hoyden Callaway**, LPCC has a BA in psychology minor sociology MA in guidance and counseling. She has served 11 years as a counselor with a focus on working with PTSD, major depression, and work with survivors of sexual assault and perpetrators of sexual harm.

Photo Not Available

**Piper Coalson** has a Bachelor of Arts in Individualized Studies and a Graduate Certificate in Public Health from New Mexico State University (NMSU). She is a Certified Prevention Specialist from the New Mexico Credentialing Board for Behavioral Health Professionals. She has previously worked for La Piñon the Sexual Assault Recovery Center of Southern New Mexico, first managing a phone line for young people called KidTalk and then moving to the prevention department. In 2016, she became a Health Education Specialist at NMSU, where she managed and was the principal investigator of a grant from Substance Abuse and Mental Health Services Administration (SAMHSA). The grants was focused on the prevention of underage drinking and prescription opioid abuse. She joined the Center for Health Innovation team in May of 2020 working on the Project ECHO and academic detailing.



**Phillip Fiuty** has provided underground syringe and naloxone distribution in rural New Mexico in the early 1990's, was a harm reduction volunteer for the AIDS Resource Center of Wisconsin, a harm reduction outreach specialist for Albuquerque Healthcare for the Homeless, and the Harm Reduction Program Manager for NMDOH. He has also been involved with harm reduction efforts to address methamphetamine use, safe access to medical marijuana, and the use of Ibogaine for the treatment of drug dependence. He is currently the Harm Reduction Program Manager for The Mountain Center in northern Santa Fe and Rio Arriba counties, and a consultant on the federal SOR and PDO overdose and OUD grants in NM.



**Alisha Herrick**, MPH, serves as Program Manager at the Center for Health Innovation (CHI), New Mexico's Public Health Institute. She believes that communities should be active players in developing solutions and driving decisions that affect them. She deeply values the strengths, resiliency, and beauty of New Mexico's communities. Alisha has facilitated CHI's leadership team since its inception and together, they continue to challenge the status quo by creating an environment in which social and health conditions allow individuals, families and communities to thrive. As a program manager at CHI, she supports opportunities for critical linkages across partners; promotes shared decision making, researches and implements innovative frameworks, and works to address social and racial inequities. Some of her past professional endeavors include health education, training and teaching medical interpretation, ESL and motivational interviewing.



**Athena R. Huckaby, MPH** currently works with Ideal Option as the Community Outreach Coordinator for the State of New Mexico as well as contracting with the Center for Health Innovation as a Certified Academic Detailer. She holds a Master of Public Health degree in Health Policy and Management with a concentration in Maternal, Child, Sexual, and Reproductive Health from the City University of New York School of Public Health. Athena's involvement with harm reduction began in 2004, first in the arena of sexual and reproductive health, and then moved into mental health and substance use disorders in 2012. Athena has a particular interest in working with people who use drugs, LGBTQAI individuals, youth, and sex workers. Her professional areas of interest are not incidental to her lived experience.



**Stephanie Reiss** is a Certified Peer Support Worker (CPSW) through the New Mexico credentialing board for behavioral health professionals. She is currently employed as a Program Manager with La Clinica de Familia Behavioral Health specialty services. She is originally from Southern California but has been a resident of Las Cruces for over 10 years and considers New Mexico her home. She found her passion in the medical and behavioral health field which she has been fortunate enough to have continued in her career for over 20 years now. Stephanie has been sober for over 8 years and is extremely grateful to have had the opportunity to help others along their recovery journey as well. She would love to see our communities come together to make a greater impact on Opioid Use Disorder (OUD) and hopes that this training is another step in that direction.



**Anjali Taneja, MD, MPH** is a family physician and DJ who is passionate about reimagining healthcare and healing in the US. She is the Executive Director of Casa de Salud — a culturally humble and anti-racist nonprofit model of care that integrates primary care, queer/transgender care, harm reduction, addictions treatment, acupuncture, reiki, massage, and indigenous based healing circles for uninsured, immigrant, and other marginalized communities in Albuquerque, New Mexico. The clinic trains 30 health apprentices a year — primarily young students of color interested in healing/healthcare fields — and prepares them for careers in health/healing. Anjali is board certified in family medicine, in addiction medicine, and also works in the emergency room of a small rural hospital in the Navajo Nation. From 2007-2013, she curated CureThis — an online community space for discussion around new models of care.



**Pelatia Trujillo** was born and raised in Albuquerque, New Mexico. Although her educational background is MBA focused, opportunities for activism, harm reduction and public health have redirected her goals toward community growth and empowerment. Personal experiences with substance use, homelessness and sexual violence have fueled her passion for community awareness and health equity. Her professional and volunteer experience includes work with NMPower, PSL, Healthcare for the Homeless, Crossroads for Women, The Red Nation, Black Ops NM, D.O.P.E. Services, NM DOH, TGR CNM and the Bernalillo County Community Health Council. Moving forward, Pelatia believes she can assist in both professional and non-traditional settings by reinforcing the community voice, building capacity and advocating for the marginalized.

