



# Health Equity Strategic Plan Review and Approval

InterCommunity   
Health Network CCO

# Grievance and Appeals

Appeals and grievances staff is fully immersed in understanding to address cultural, racial, gender, and religious sensitivity and language barriers for our members

1. Establish pre-assessment understanding of cultural awareness and sensitivity to the A&G staff
2. Develop training based on the pre-assessment understanding of cultural awareness and sensitivity
3. Establish annual training of cultural, racial, gender inequality awareness and sensitivity to the Appeals and Grievance staff and working in conjunction with Transformation and Provider Services Departments

# Demographic Data

## Gender Identity and Pronoun Project

1. Explore capabilities and development of Facets to include gender identity and pronoun fields
2. Create workflows and processes to ensure all members are addressed by their appropriate name and pronoun
3. Collect and analyze baseline data to determine where there are health inequities based on geographic location

\*Facets is IHN-CCO's software that holds member information and that customer service references with any contact with an IHN-CCO member or provider

# Culturally and Linguistically Appropriate Services

1. Ensure processes and policies are in place for all members to receive culturally and linguistically appropriate services
2. Establish trainings and resources for staff and provider network to engage a certified/qualified interpreter
3. Identify opportunities to enhance culturally and linguistically appropriate services through data with community partners, internal partners, and network staff



# CLAS Standards as an Organizational Framework

## CLAS: Culturally and Linguistically Appropriate Services

1. Develop and incorporate CLAS-related training, learning opportunities, and technical assistance
2. Create and disseminate new resources about CLAS within the organization using SharePoint and other internal webpages
3. Complete a CLAS-related organizational assessment of the cultural and linguistic needs of populations served and of organizational resources to address these needs

# Focus Area 5 Workforce

## Diversity in the Workplace

**Increase the diversity of our leadership, management, and staff to reflect the communities we serve by annual comparison to our baseline by 2023**

**Increase efforts to increase retention of diverse employee populations**



# Organizational Training and Education

Annual trainings include the following topics:

- Implicit bias;
- Cultural responsiveness;
- Language access;
- The use of CLAS Standards in the provision of services;
- Adverse childhood experiences/trauma informed care;
- Use of REALD data to advance health equity;
- Universal access and accessibility; and
- Health literacy.

# Language Access Reporting Mechanisms

Improve awareness of, and access to, language services for patients with limited English proficiency

- Offer interpreting services to all patients/ members who are LEP (limited English proficiency)
- Translate financial assistance information, consent forms and other vital documents to the top 15 non-English speaking languages within our tri-county region
- Develop education to include policy and process for requesting and obtaining approved interpreter services



# Member Education and Accessibility

## Improve access to the member handbook

- Develop video series that does not require English language literacy, sight, or hearing to use and understand
- Disseminate video series to members throughout the region

