

## BUILDING A HEALTH EQUITY STRATEGIC PLAN



### Population

**Total Membership: 388,712**  
Commercial: 224,950  
MassHealth: 162,702  
Medicare Advantage: 1,060



### Mission

Ensure health equity for all our members by identifying and reducing health disparities and by promoting diversity, equity, and inclusion among our staff and provider network.



### 2023 Accomplishments

- Assembled a Health Equity committee and Patient & Family Advisory Council
- Implemented DEI education for employees and providers
- Built a process to collect Health Equity data
- Created member communications related to Health Equity



### 2024 Goals

- Increase Health Equity Data collection
- Share data with provider groups
- Assess provider cultural competency
- Address key disparities for new population
- Analyze provider performance re: Health Equity
- Develop a five-year Health Equity Strategic Plan

**Addressing inequities through respect, fairness, cultural competency, and advocacy**

