



# IDENTIFYING AND ADDRESSING HEALTH DISPARITIES TO STRENGTHEN COMMUNITIES



## GOAL #1

Utilize internal data systems and dashboards to identify health disparities stratified by demographic data.

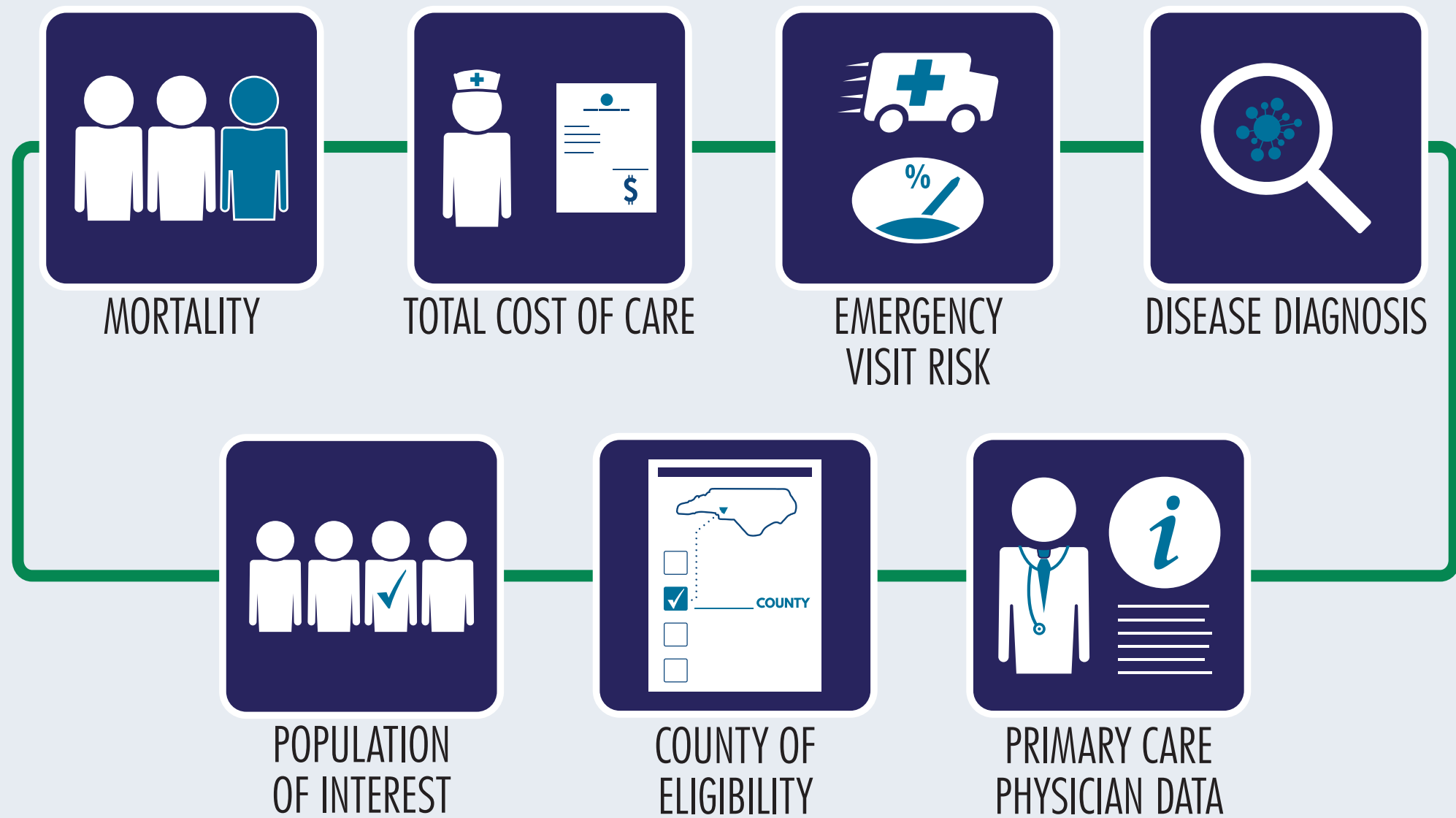
- At the population level, health care disparities are costly.
- Utilizing data is critical for health care informed decision making.
- Partners uses HBI Solutions to collect data related to population risk management and quality and performance measures for our members.



## MILESTONE #1

With the support of the DLP, we will utilize HBI Solutions to develop methodologies to identify health disparities among different member populations and health conditions.

Filters will be applied to examine a specific population of interest. Once those filters are applied, we will assess at the population level variables such as:



## MILESTONE #2

With the support of the DLP, we will develop an internal process of routinely reviewing and sharing health disparities data so recommendations can be made and acted upon.



## GOAL #2

Support our provider network in providing culturally competent services to all members.

At Partners we want to ensure that our provider network adopts a systemic, systematic and strategic approach to increase the cultural responsiveness of services and supports delivered to members, and a sensitivity and appreciation of diversity and cultural issues:

- Cultural competence is defined as the ability of providers and organizations to effectively deliver health care services that meet the social, cultural and linguistic needs of patients.
- A culturally competent provider delivery system can help improve member health outcomes and quality of care, and result in a reduction of health disparities.



## MILESTONE #3

Cultural Competency Plan (CCP) staff will:

- Research availability of emerging and effective Best Practice Standards for culturally diverse populations.
- Communicate findings to providers via trainings, written communication or meetings on a quarterly basis.



## MILESTONE #4

Providers in the Partners' provider network will be responsible for delivering cultural competency training to their employees:

- Providers will be monitored annually and scored based on specific cultural competency standards.
- Partners will offer cultural competency and CLAS standard training and resources biannually for providers at no cost.

