

Path to Success for Health Equity

Clinical Integration Provider Checklist



In order to address health disparities that were brought to light by the pandemic, social determinants of health (SDoH) and health equity requirements are rapidly evolving by regulatory organizations. In addition to the support of value-based care with Network Health, addressing SDoH can move providers toward whole person care. Collecting SDoH data can help clinical care teams understand and address how these factors impact your patients' health.

	Action Item	Notes
	<p>Utilize monthly quality opportunity member detail reports (QO-MD) to target members of low income subsidy (LIS), disabled or LIS/disabled/dual-eligible (D-SNP).</p> <p>Review stratified reporting and identify and prioritize opportunities to reduce health care disparities.</p>	<p>Quality measure rates for this stratified group of members (LIS/disabled/D-SNP) will impact Health Equity Index (HEI) scores and CMS Star Ratings in future years. The focus in on quality gap closures for these high risk populations.</p>
	<p>Update supplemental data (SD) feeds to include SDoH data and test types listed for the social needs screening Healthcare Effectiveness Data and Information Set (HEDIS®) measure. They are listed in Network Health's clinical integration program manual, attachment four under Provider Supplemental Data Requirements.</p>	<p>Perform social needs screening annually, during the measurement year for unmet needs in housing, utilities, food and transportation. If the screening is positive provide the corresponding resources.</p> <p>Social needs screening and intervention will address health risk factors and improve population health for shared members and patients.</p>
	<p>Determine if the following health care disparities exist for each HEDIS measure, stratified by race and ethnicity.</p> <ul style="list-style-type: none"> * Colorectal cancer screening (COL-E) * Controlling high blood pressure (CBP) * Glycemic status assessment for patients with diabetes (GSD) * Prenatal and postpartum care (PPC) * Child and adolescent well care visits (WCV) 	<p>Clinical Integration (CI) reporting is available in the measurement year to drive the following measures.</p> <ul style="list-style-type: none"> * Quality opportunity member detail report (monthly) * CI provider roll-up (monthly) * OMW quality opportunity report (monthly) * Medication adherence intervention report (weekly) * Patient PING ADT report (daily) <p>Using the most current report sent provides the most up-to-date opportunities for gap closures.</p>
	<p>At least annually, provide one or more trainings to all employees, regardless of position level, on culturally and linguistically appropriate practices, reducing bias or promoting inclusion. The organization determines training type and timing.</p>	<p>When providing health care services, culturally and linguistically appropriate practices such as assessing, respecting and responding to diverse cultural health beliefs, behaviors and needs (e.g., social, cultural, linguistic),</p> <ul style="list-style-type: none"> * advance health equity * improve the quality of health care * reduce health care disparities
	<p>Create a community resource guide or embed resources into the after visit summary to provide to patients/members who have screened positive for social risk factors.</p>	<p>The ability to screen for SDoH and to offer timely intervention if there is a positive screening is an essential component if we are going to improve our patients/members health outcomes.</p>
	<p>Update strategies in process to assess and/or improve on patient's digital health literacy. Consider working with them on the following.</p> <ul style="list-style-type: none"> * MyChart usage and assessments * Access to internet or smart device * Confident use of video chat or appointments 	<p>Consider having members use the Digital Health Care Literacy Scale Screening Tool. If the screening is positive, provide the member with resources to meet the need such as the Technology Resource Guide.</p>
	<p>Continue to educate the provider panel on additional credentialing data capture requirements within their provider directories.</p>	<p>Health plans are required to identify language services available, as well as provider's race, ethnicity and linguistic capabilities within the plan's provider directory.</p>

Other resources to prepare for health equity organizational readiness.

Organizational health equity checklist, UW Health uwphi.pophealth.wisc.edu/documents/organizational-health-equity-checklist/

American Hospital Association equity.aha.org/

Cultural Competency Deployment Refresher thinkculturalhealth.hhs.gov/

Contact the Network Health clinical integration team for any questions or concerns by emailing QI@networkhealth.com.