



AllCare's Journey

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Our mission

Working together to provide quality, cost-effective healthcare for our communities.

Our promise

Changing healthcare to work for you.

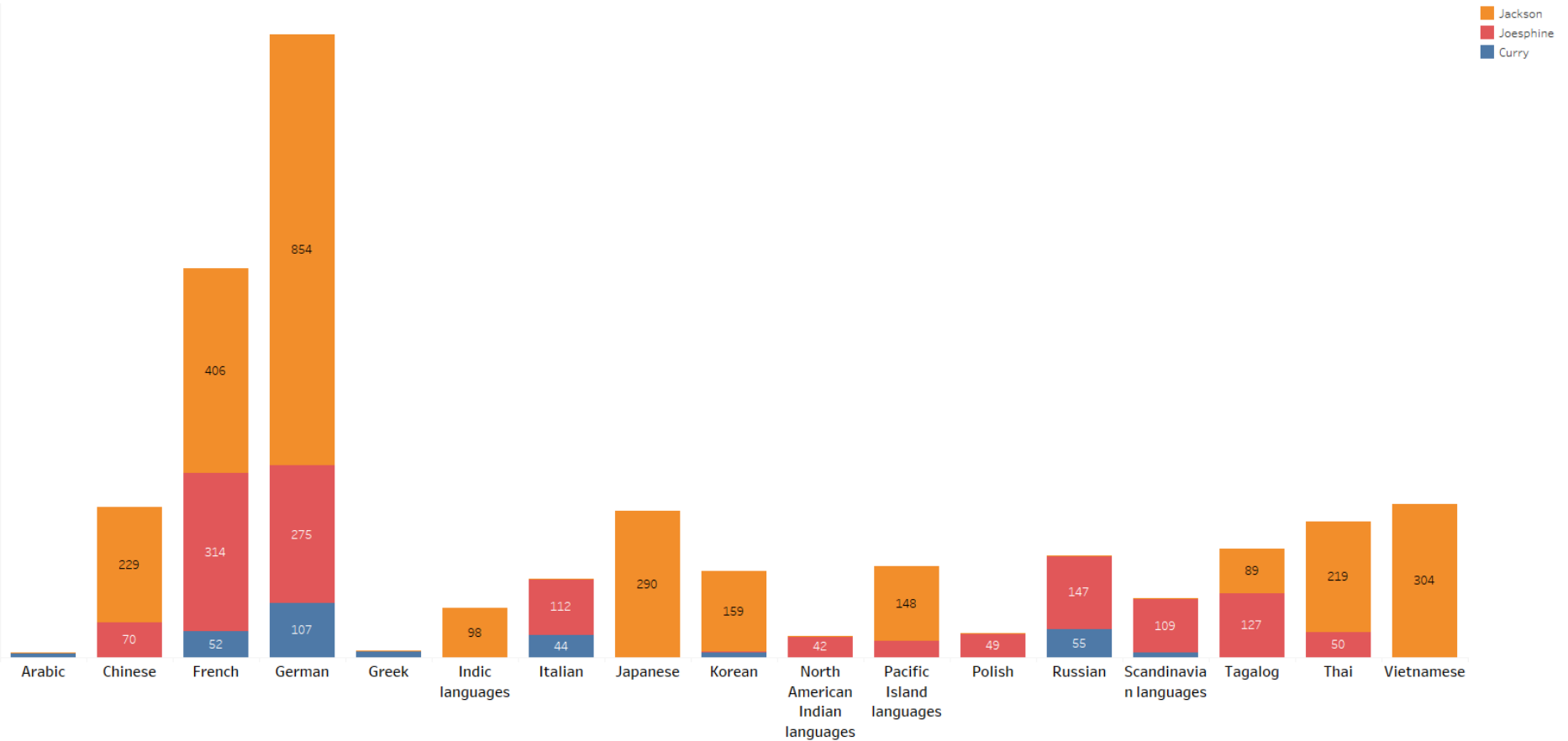
We just aren't that diverse here.....

THE KLAMATH TRIBES

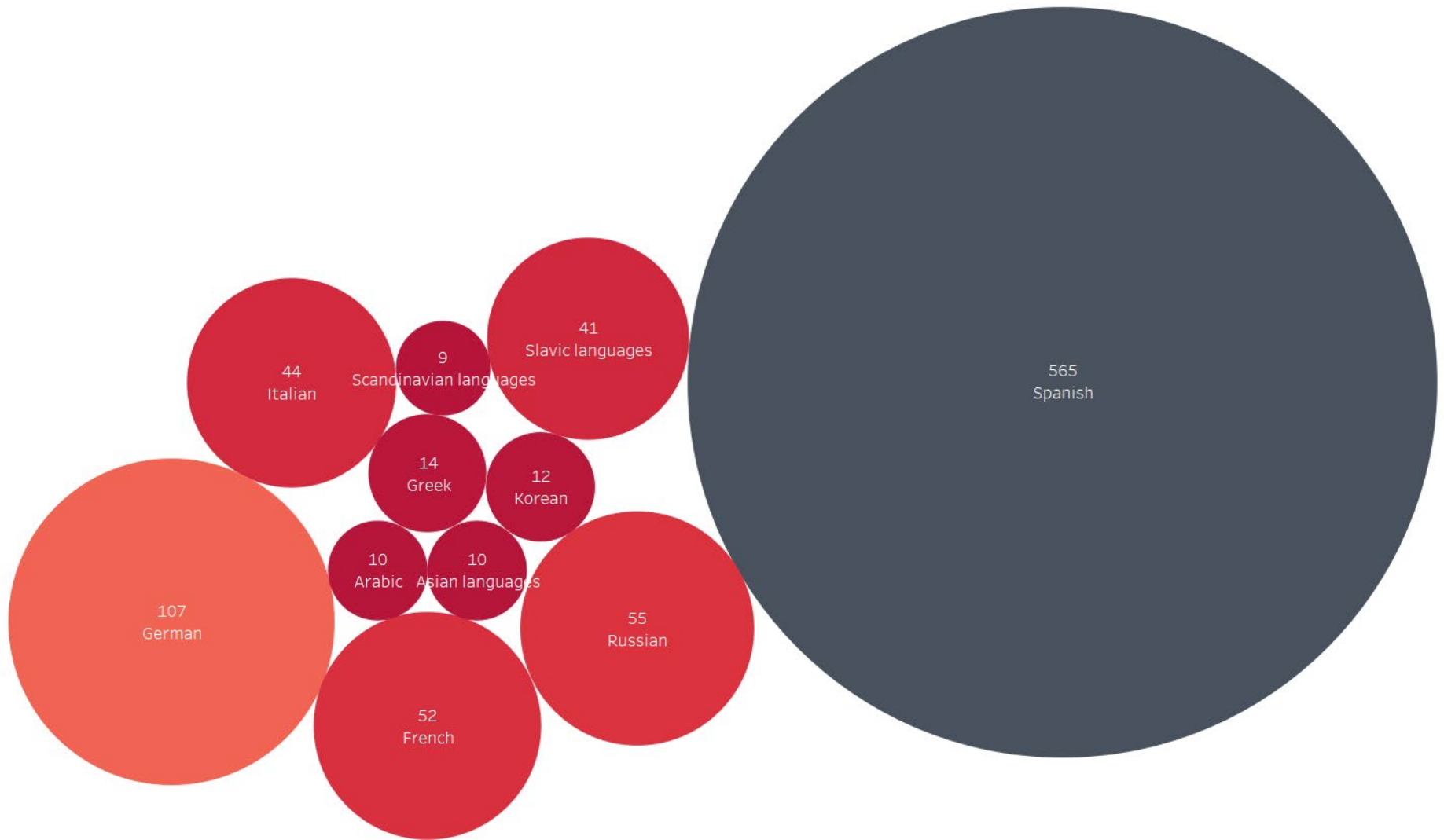
KLAMATH-MODOC-YAHOOSKIN



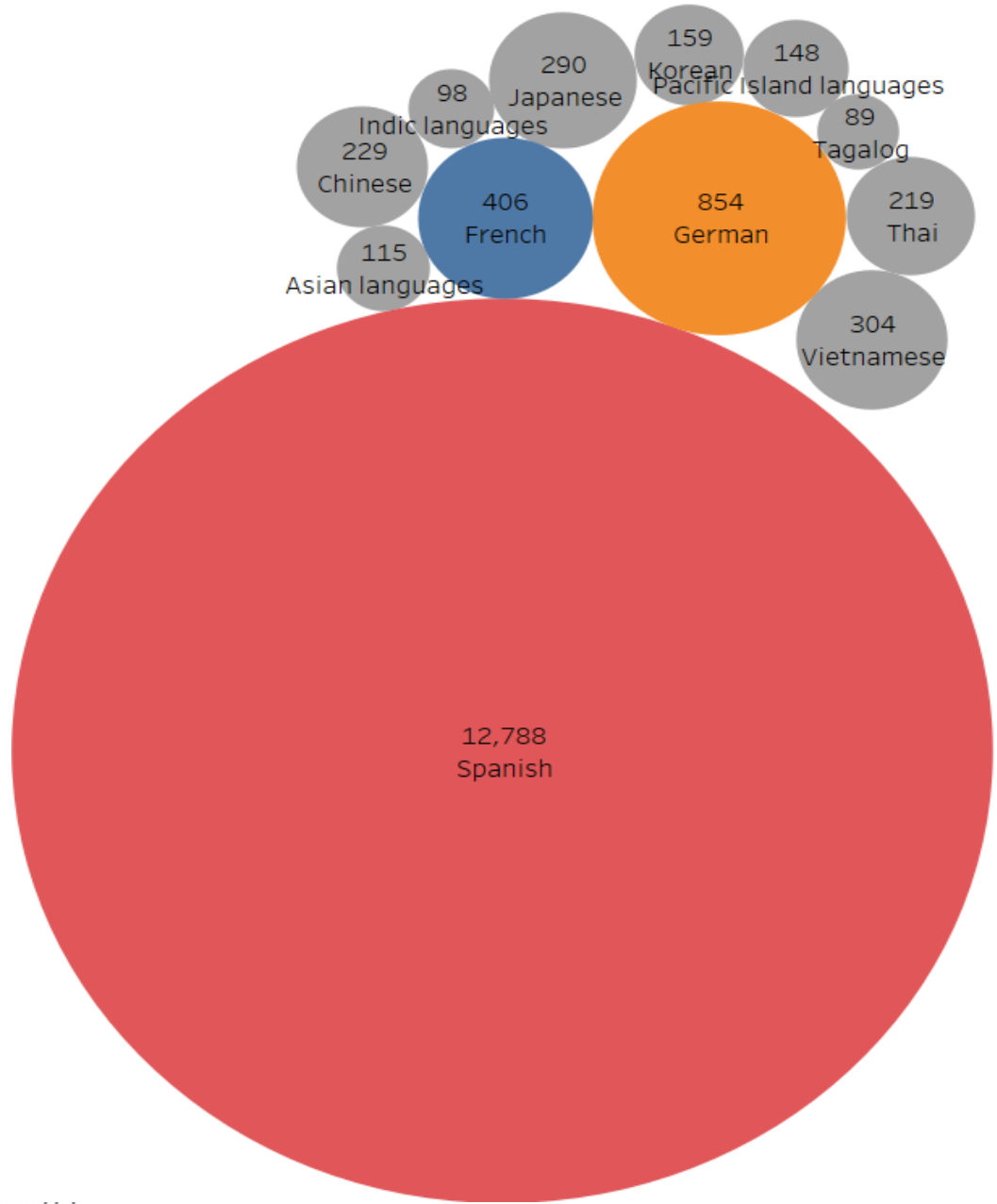
Languages Spoken by county excluding Spanish and English



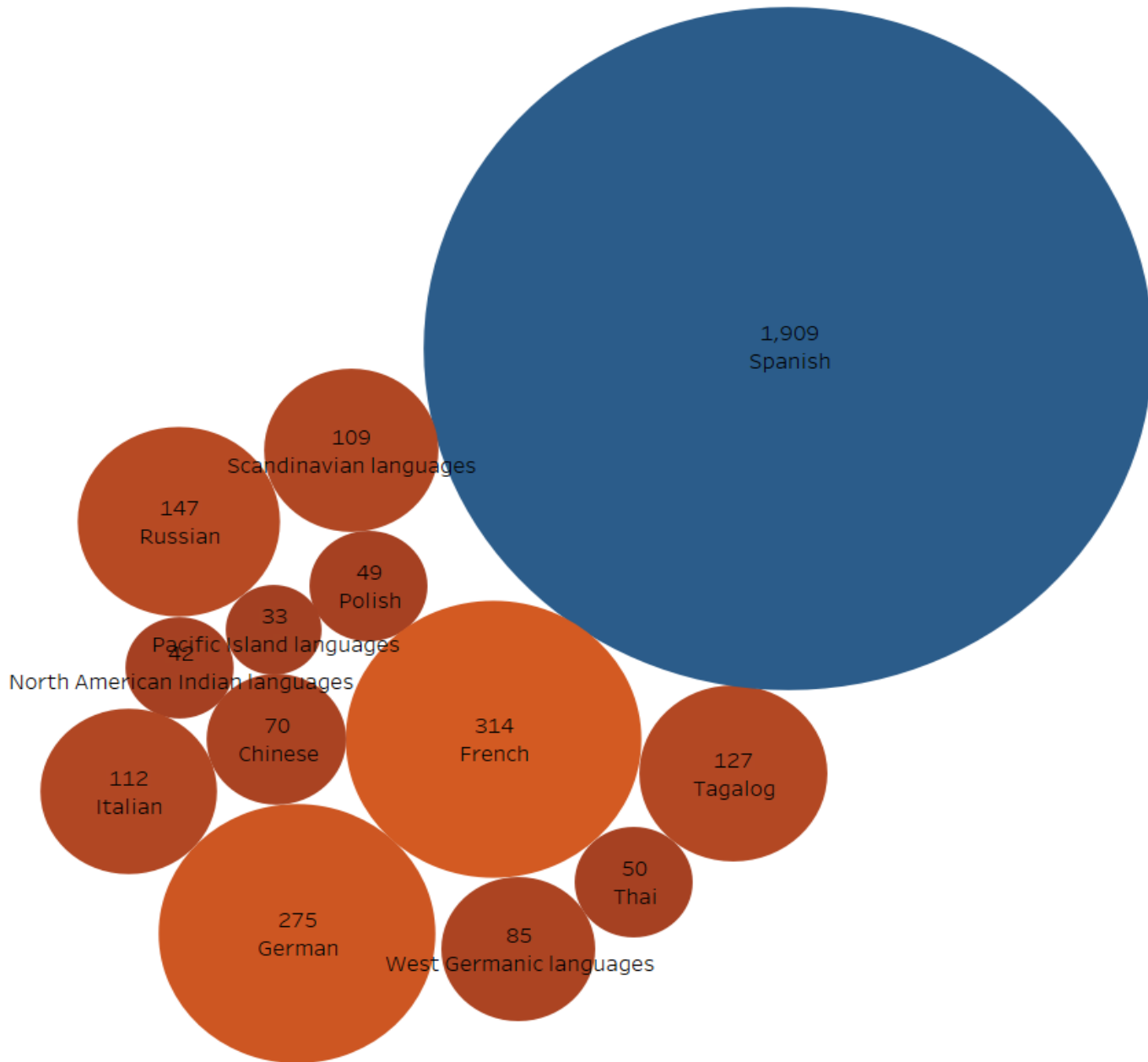
Languages Curry County



Languages Jackson County



Languages Josephine County



What is our goal when providing services?



Health Equity & Inclusivity Action Team

As part of the contract process, each CCO was required to develop a transformation plan geared specifically to the needs of the community it serves.

To meet the goals of the 2015-2017 Transformation Plan the Health Equity & Inclusivity Action Team was developed to look internally at AllCare's Policies and Procedures. The key domains that the team focused on were:

Domain 6: Cultural and Health Equity

Domain 7: Workforce Diversity

Domain 8: Quality Improvement for Underserved Populations

Health Equity & Inclusivity Action Team

- Stick Crosby (Contracts Manager)
- Natalie Case (Quality Analytics Specialist)
- Kelley Burnett, DO (Associate Medical Director)
- Alan Burgess (Alternative Payment Model Manager)
- Amy Burns, PharmD, BCPS (Director of Population Health Management)
- Andrea Franchi (Provider Network Manager)
- BreeAnn Standley (Provider Network Advocate)
- Cynthia Ackerman (Chief Quality & Compliance Officer)
- Debbie Ameen (Director of Strategic Planning)
- Josh Balloch (Vice President of Government Relations and Health Policy)
- Kathy Charles (Human Resources Manager)
- Lana McGregor (Behavioral Health Integration Manager)
- Laura McKeane (Oral Health Integration Manager)
- Laura Matola (Quality Manager)
- Sam Engel (Coordinator Social Determinants of Health)
- Mark Bradshaw, MD (Chief Medical Officer)
- Sheila Anders (Director of Member Services)
- Iram Nunes (Utilization Management Nurse)
- Quinn Arrington (Intensive Case Manager)
- Roxanne Robinson (Health & Wellness Outreach Coordinator)
- Will Brake (Chief Operating Officer)
- Cheri Ferguson (Member Services Supervisor)
- Athena Goldberg, LCSW (Behavioral Health Director)
- Gita Yitta, DMD (Associate Medical Director of Oral Health)
- Cassie King (Director of Brand Strategy)

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Strategic Planning?

Effective strategic planning articulates not only where an organization is going and the actions needed to make progress, but also how it will know if it is successful.

Strategic planning is an organizational management activity that is used to:

- Set priorities
- Focus energy and resources
- Strengthen operations
- Develop common goals

Why a Strategic Plan for equity?

Health equity is defined as, all people and communities having the opportunity to attain their full potential and highest level of health.

To achieve health equity in our communities we must:

- Set priorities
- Focus energy and resources
- Strengthen operations
- Develop common goals

Culturally Linguistic Appropriate Services (CLAS) and Strategic Plans

For us, CLAS is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity. CLAS is about respect and responsiveness: Respect the whole individual and Respond to the individual's health needs and preferences.

<https://www.thinkculturalhealth.hhs.gov/clas/standards>

Culturally Linguistic Appropriate Services (CLAS) and Strategic Plans



AllCare Health's Journey

Strategic Plan 2017/2018

- Have all staff trained in internal Equity Diversity and Inclusion Training
- Equity Wins/Awareness/Champions added to employee newsletter
- Develop culturally-specific materials to assist Hepatitis-C/HIV patients and their providers
- AD-Hoc: Materials sent to members developed with an alternative language version
- Offices participating in the APMs surveyed regarding equity issues
- Implementation of Provider Network Transformation Services and Population Health Work Group addressing Health Inequities (Data Driven)

AllCare Health's Journey

Strategic Plan 2017/2018

- Development of LGBTQ Health Training for Primary Care Providers
- Complete 2 Multicultural Health Listening sessions in 2018
- Adoption of Diverse hiring practices
- Development of audit program for contracted provider offices around accessibility for Disabled members
- Thirty Certified Medical Interpreters in Southern Oregon

AllCare Health's Journey

(30) Certified medical Interpreters-Goals

- So-Health-E listening sessions with the Latino community(2015)
- Sponsor two interpreter trainings with So Health-E, OHA, and JCC
- Train 3 internal interpreters
- Create a pay differential policy for Bilingual AllCare staff
- Internally add a Health Equity measure to the Alternative Payment Models
 - This measure was an automatic pass for offices that had at least one Certified or Qualified Medical Interpreter on staff
- Three organizations added written policies on training bilingual staff to become interpreters:
 - Asante Physician Partners
 - Rogue Community Health (FQHC)
 - La Clinica (FQHC)
- Develop a Return On Investment for developing an Internal Interpreter training
- Become a testing site for Certification Commission for Healthcare Interpreters
- Train and test 30 certified medical interpreters for Southern Oregon



Next Steps and Q&A