
Transformation and Quality Strategy (TQS)

Using REALD & SOGI data in TQS projects: Part 2

(race, ethnicity, language, disability, sexual orientation and gender identity)

March 22, 2024

Lisa Bui, Quality Improvement Director

Kweku Wilson, REALD & SOGI Data Analytics Manager



Acronyms

TQS = Transformation and Quality Strategy (CCO contract deliverable)

REALD = Race, ethnicity, language and disability

SOGI = Sexual orientation and gender identity

SO = Sexual orientation

Agenda

- Welcome and logistics – 5 minutes
- REALD & SOGI requirement in TQS – 15 minutes
- Applying REALD & SOGI data to TQS: examples – 20 minutes
- Discussion/Q&A – 10 minutes

REALD & SOGI requirements in TQS

**What
gets
counted,
counts!**

Who decides who counts? Data systems are not neutral, and data has historically been used to colonize

...lack of adequately disaggregated data impacts communities by making "them invisible when policies are made, resources are allocated, and programs are designed and implemented" (Hasnain-Wynia, et al 2012)

REALD & SOGI requirements for TQS projects

TQS projects that use member-level data must:

- ✓ Analyze all aspects of REALD & GI
- ✓ Identify any disparities
- ✓ **Include project activities to address those disparities**
- ✓ **Include policy or programmatic recommendations to address any inequities identified**
- ✓ Disaggregate member-level targets and benchmarks by REALD & GI categories
- ✓ **Describe a plan for using sexual orientation data when it's available**

Bolded items will be further discussed in this webinar.

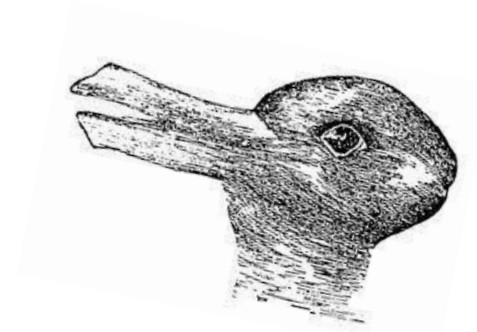
Analyze all aspects of REALD & GI

(Project context)

- ✓ Analyze race, ethnicity, language, disability and gender identity data.
 - Every element
 - At most granular level possible
 - Consider intersectional analysis to better uncover disparities
- ✓ Identify disparities or gaps
- ✓ Include at least a statement that all elements were analyzed, and then more detail (data or findings) on the disparities identified and prioritized for intervention.
 - Describe what you looked at, what you found, where you decided to focus for intervention, and why.
 - Small populations – okay for internal analysis and interventions; use discretion in reporting

Common REALD & SOGI Topics for 2024 TQS

Small data populations



For confidentiality reporting requirements, please follow HIPAA and guidance from your CCO leadership.

- What does a CCO do if there are smaller populations in your data?
- What does a CCO do if there are smaller populations in your community?

Rather, OHA challenges CCOs to...

- Evaluate equity impacts and suppression on erasing smaller communities.
- Consider what is known/unknown about the population.
- Address underlying needs, even when suppression is required.

Include project activities to address any disparities identified

- ✓ If project is in early stages, identify how the project will identify, measure, implement interventions to address disparities and inequities.
- ✓ If disparities were identified for the project population, include activities and monitoring measures to address those disparities.
 - What will you do to make access, services, health outcomes, etc. more equitable for the populations with identified disparities?
- ✓ Disaggregate targets and benchmarks by granular REALD & GI categories
 - How will you know you're making progress?

Include policy or programmatic recommendations to address any inequities identified

- ✓ CCOs can report their programmatic recommendations in the project description and/or through the project activities
 - Clear linkages of the activity to the inequities can be described in the brief narrative description if not easily identifiable by the activity itself.
 - Subsequent monitoring measure(s) inclusive of REALD and/or GI data tracking.
- ✓ For newer or startup projects, CCOs may submit a policy to support efforts to address identified inequities.
- ✓ Long-term projects may submit a policy or describe future policy changes to support efforts to address identified inequities.

Describe a plan for using sexual orientation data

Expectation of CCO's plan:

- ✓ The plan may include but isn't limited to:
 - How the CCO can identify the population
 - How the CCO plans to use the data
 - What health disparities the CCOs want to address
 - A plan for engagement, research and analysis into sexual orientation disparities
 - How the CCO will protect this data from misuse

Applying REALD & SOGI data to TQS projects: Breakout discussions

Instructions

1. Review a project scenario (on slide).
2. Break into small groups.
3. Small-group discussion: What activity(s) and measure(s) would you choose?
 - Choose 1–2 you'd select for the project.
4. Large-group discussion

TQS w/REALD & GI population scenario

TQS component: Oral Health Integration

Population: Adults with diabetes needing oral health evaluation

REALD & GI analysis results: Disproportionate utilization of those with diabetes who had an oral health evaluation for male identifying Hispanic, white race than non-Hispanic white male.

Project/intervention: Implement a project that is inclusive of REALD & GI considerations. Work with local public health authority, community-based organization, oral health providers, patient centered primary care home (PCPCH) clinic sites, and community partnerships.

HYPOTHETICAL
SCENARIO

Breakout room discussion: Which activity and measures aids TQS project in addressing identified inequities?

Activity: 1. Work with PCPCH integrated tier 3 sites and above on oral evaluations for 18 years and older.	Monitoring measure: 2. Oral health evaluations for adults with diabetes over 18 years old.	Activity: 3. Send oral health providers gap list of adults with diabetes who need oral health evaluations.
Activity: 4. Develop a partnership plan with provider networks (oral health, primary care) for culturally responsive care.	Activity: 5. Partner with community-based organizations for outreach to culturally specific populations for HbA1c testing and oral health evaluation at local integrated practice.	Monitoring measure: 6. # of providers (oral health, primary care) who have received culturally responsive training.
Activity: 7. Continue to analyze data on the number of 18+ years with diabetes who have not had any oral health evaluations in at least a year by REALD & GI and update culturally responsive outreach plan(s) to address new or widening gaps.	Monitoring measure: 8. Diabetes case management culturally responsive and outreach plans by REALD & SOGI.	Monitoring measure: 9. # of adults with diabetes reported by REALD & GI who were seen by PCPCH tier 3 (and above) clinic who receive oral health evaluations.

Large-group debrief

Purpose:

Reflect on the activities and measures and how they are or are not supporting quality and transformation efforts for REALD/SOGI and health disparities analysis.

How:

Waterfall exercise from breakout groups and discussion with OHA subject matter experts.



What activity and measure would you choose to address health disparities for oral health evaluation for adults with diabetes?

Take 3 minutes to enter your response into the chat, BUT...
...don't hit send until we say "Waterfall!"



Q
&
A

2024 TQS technical assistance

Guidance documents: www.oregon.gov/oha/HPA/dsi-tc/Pages/Transformation-Quality-Strategy-Tech-Assist.aspx

Webinar series (February)

- ✓ Webinars include general and component-specific lessons learned, changes for the coming year and time for CCOs to ask OHA SMEs questions.
- ✓ Focus: SHCN; REALD data

Office hours (March–June)

- ✓ Allows CCOs to ask questions as they develop and finalize their TQS submissions.
- ✓ Offered monthly (first Thursdays).

Feedback on sample project (June)

- ✓ Each CCO may submit one project for feedback prior to final submission (due June 15, but the earlier the better).

Written and oral feedback for each CCO (by Aug 30)

- ✓ Feedback on strengths and weaknesses in documentation or structure of CCO health transformation and quality work.
- ✓ Written assessment with scores by Aug. 30; optional feedback call with OHA.

Resources

OHA TQS leads:

- ✓ Lisa Bui: Lisa.T.Bui@oha.oregon.gov
- ✓ Anona Gund: Anona.E.Gund@oha.oregon.gov

OHA REALD/SOGI:

- ✓ OHAREALD.Questions@odhsoha.oregon.gov

OHA TQS program coordinator:

- ✓ Laura Kreger: Laura.E.Kreger@oha.oregon.gov

All TQS resources, including the templates, guidance document, and technical assistance schedule are available on the **Transformation Center website**:
www.oregon.gov/oha/HPA/dsi-tc/Pages/Transformation-Quality-Strategy-Tech-Assist.aspx

The templates and guidance document are also cross-posted on the **CCO Contract Forms page**: www.oregon.gov/oha/HSD/OHP/Pages/CCO-Contract-Forms.aspx