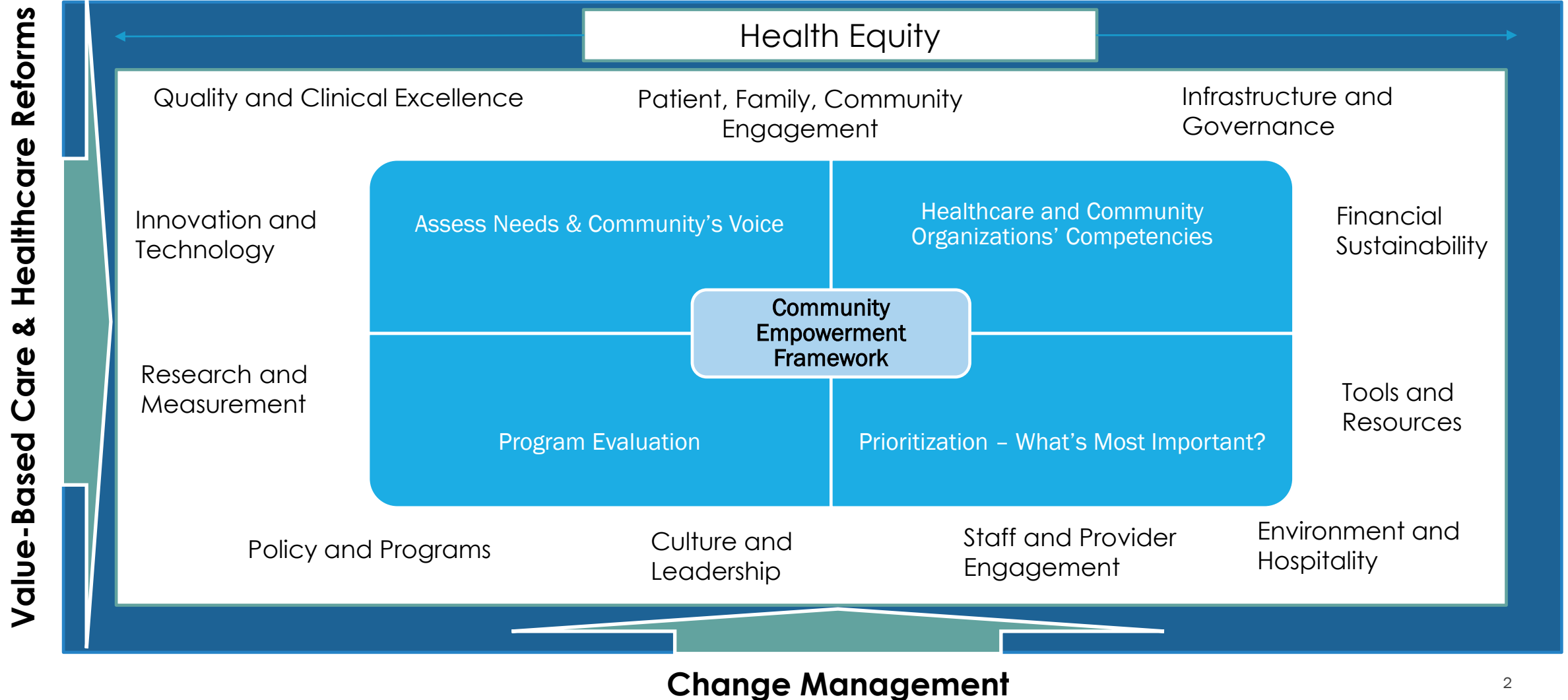




APPLYING A HEALTH EQUITY LENS TO QUALITY AND CARE DELIVERY PROGRAMS

A NCQA Digital Quality Measure Community v-log
Contributed by Vanessa Guzman, SmartRise Health

BUILDING HEALTH EQUITY AMONG HEALTHCARE AND COMMUNITY STAKEHOLDERS



COMMUNITY-BASED CARE

Opportunity to Integrate Health Equity in Community-based Care Activities



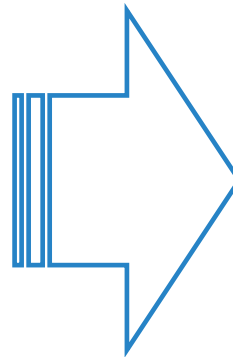
Opportunity

IDENTIFICATION AND SCREENING

- Implement standard screening and documentation process
ie, z-codes
- Identify population-specific needs
- Determine goals and activities to address needs

COMMUNITY PARTNERSHIPS

- Understand community-based resources available to meet population needs
- Identify gaps in resources
- Form partnerships to empower individuals in vulnerable communities



Impact

- Targeted and consistent approach to support community needs
- Effective use of community resources
- Alignment in clinical and social gaps closure
- CBO compensation opportunities and sustainable program engagement

POPULATION HEALTH & REPORTING

Opportunity to Integrate Health Equity in Population Health and Reporting Activities



Opportunity

CHANGE MANAGEMENT

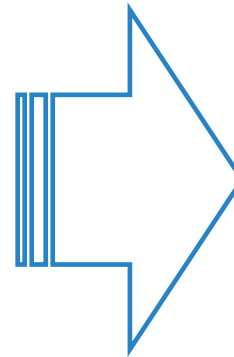
Set accountability and governance by:
Raising awareness on population-specific performance such as:

- Race/Ethnicity
- Gender
- Poverty level
- Education

MOBILIZATION OF RESOURCES

Use information gathered through identification and screening to:

- Risk stratify population to identify opportunities, approach and resources to support population needs
- Determine engagement



Impact

Personalized or customized care based on population needs and effective engagement methods

- Preventive Care
- Well-Visits
- Care management programs
- Immunizations
- Patient outreach campaigns
- Automated decision support tools
- Appropriate level of social and clinical support

TELEHEALTH

Opportunity to Integrate Health Equity in Telehealth Activities



Opportunity

INTERVENTIONS AND WORKFLOW

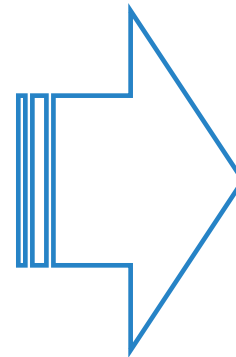
Partner with technology solutions that:

- Provide clinical and customer support services to improve patient digital literacy
- Offers options for patients to connect digitally
- Distribute and set-up devices

DATA AND EVALUATION

Collect and analyze data to:

- Identify populations experiencing digital hardships
- Identify barriers to platform adoption



Impact

- Minimize broadband connections issues
- Increase digital literacy
- Increase patient adoption
- Expand access across vulnerable populations
- Use of virtual care to address clinical and social gaps



KEY TAKEAWAYS

Commit to strengthen your organization's commitment to identify disparities and advance health equity.

- Goals and Objectives
- Organizational competencies
- Program Structure
- Using Data for Segmentation
 - Population Needs
 - Resources
 - Activities
- Delivery system evaluation



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