APPLYING A HEALTH EQUITY LENS TO POLICY AND PROGRAMS

A NCQA Digital Quality Measure Community v-log
Contributed by Vanessa Guzman, SmartRise Health
BUILDING HEALTH EQUITY AMONG HEALTHCARE AND COMMUNITY STAKEHOLDERS

Assess Needs & Community’s Voice

Healthcare and Community Organizations’ Competencies

Program Evaluation

Prioritization - What’s Most Important?

Community Empowerment Framework

Policy and Programs

Value-Based Care & Healthcare Reforms

Quality and Clinical Excellence

Patient, Family, Community Engagement

Infrastructure and Governance

Innovation and Technology

Research and Measurement

Financial Sustainability

Research and Measurement

Health Equity

Innovation and Technology

Research and Measurement

Financial Sustainability

Quality and Clinical Excellence

Patient, Family, Community Engagement

Infrastructure and Governance

Innovation and Technology

Research and Measurement

Financial Sustainability

Assess Needs & Community’s Voice

Healthcare and Community Organizations’ Competencies

Program Evaluation

Prioritization - What’s Most Important?

Community Empowerment Framework

Staff and Provider Engagement

Environment and Hospitality

Policy and Programs

Value-Based Care & Healthcare Reforms

Quality and Clinical Excellence

Patient, Family, Community Engagement

Infrastructure and Governance

Innovation and Technology

Research and Measurement

Financial Sustainability

Assess Needs & Community’s Voice

Healthcare and Community Organizations’ Competencies

Program Evaluation

Prioritization - What’s Most Important?

Community Empowerment Framework

Staff and Provider Engagement

Environment and Hospitality

Policy and Programs

Value-Based Care & Healthcare Reforms

Quality and Clinical Excellence

Patient, Family, Community Engagement

Infrastructure and Governance

Innovation and Technology

Research and Measurement

Financial Sustainability

Assess Needs & Community’s Voice

Healthcare and Community Organizations’ Competencies

Program Evaluation

Prioritization - What’s Most Important?

Community Empowerment Framework

Staff and Provider Engagement

Environment and Hospitality

Policy and Programs

Value-Based Care & Healthcare Reforms

Quality and Clinical Excellence

Patient, Family, Community Engagement

Infrastructure and Governance

Innovation and Technology

Research and Measurement

Financial Sustainability

Assess Needs & Community’s Voice

Healthcare and Community Organizations’ Competencies

Program Evaluation

Prioritization - What’s Most Important?

Community Empowerment Framework

Staff and Provider Engagement

Environment and Hospitality

Policy and Programs

Value-Based Care & Healthcare Reforms

Quality and Clinical Excellence

Patient, Family, Community Engagement

Infrastructure and Governance

Innovation and Technology

Research and Measurement

Financial Sustainability

Assess Needs & Community’s Voice

Healthcare and Community Organizations’ Competencies

Program Evaluation

Prioritization - What’s Most Important?

Community Empowerment Framework

Staff and Provider Engagement

Environment and Hospitality

Policy and Programs

Value-Based Care & Healthcare Reforms

Quality and Clinical Excellence

Patient, Family, Community Engagement

Infrastructure and Governance

Innovation and Technology

Research and Measurement

Financial Sustainability

Assess Needs & Community’s Voice

Healthcare and Community Organizations’ Competencies

Program Evaluation

Prioritization - What’s Most Important?

Community Empowerment Framework

Staff and Provider Engagement

Environment and Hospitality

Policy and Programs
ACCOUNTABLE CARE ORGANIZATIONS

Opportunity to Integrate Health Equity in Accountable Care Organizations

**PROGRAM STRUCTURE**

- Leverage shared savings models to promote leadership and budgetary commitment
- Design program standards to embed population-needs identification, *guidance*, and resources geared toward advancing health equity
- Evaluation of patient sub-populations with lower quality measure scores

**RESOURCES AND PAYMENTS**

- Benchmarking and payment structured to support safety-net providers, who may be lacking resources, analytics, capacity, or experience
- Establish infrastructure to support HIE/EHR, analytics, and patient engagement resources to ensure equitable access to care across populations
- Explore using quality measures sub-population performance to influence payment or penalties

**Impact**

- Improvement in quality and decreased disparities between affluent populations and populations with lower socioeconomic status
- Aligned prioritization across quality measures and costs savings based on equity
- Improved collaboration between healthcare and community stakeholders
- Alignment in clinical and social gaps closure resulting from improved funds flow
ALL-PAYER HOSPITAL GLOBAL BUDGETS

Opportunity to Integrate Health Equity in All-Payer Hospital Global Budgets

CHANGE MANAGEMENT

Set accountability and governance by:
- Raising awareness on population-specific performance and determining a prospective, fixed funding for all medical services rather than FFS.
- Statewide financial, health outcomes and quality of care targets

MOBILIZATION OF RESOURCES

Incentive clinical and operational teams use their budget to focus on prevention, care coordination, and community-based integration.

Impact

Improved payment adjustments based on utilization and market shifts. Aligned governance and use of budgetary resources used for:
- Preventive Care
- Well-Visits
- Care management programs
- Immunizations
- Patient outreach campaigns
- Automated decision support tools
- Appropriate level of social and clinical support
CONNECTING HEALTH CARE AND SOCIAL SERVICES THROUGH ACCOUNTABLE COMMUNITIES

Opportunity to Integrate Health Equity through Accountable Communities of Health

INTERVENTIONS AND WORKFLOW
Structured model to address SDOH:
- Screenings and Identification
- Referral process
- Workflows to connect individuals who screen positive for specific unmet health-related social needs to community services providers
- Alignment of partners to optimize community capacity to address health-related social needs

DATA AND EVALUATION
Collect and analyze data to:
- Assess impact to health utilization: ED visits, inpatient admissions, readmissions, and utilization of outpatient services
- Total cost of care
- Provider and patient experience

Impact
- Integrated clinical and community-based programs and resources
- Increased adoption of identification, screening, and referral processes
- Model to consistently address health-related social needs and work with community partners to address such needs
- Improved Triple Aim outcomes: costs reduction, improved care, and experience
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
APPLYING A HEALTH EQUITY LENS TO POLICY AND PROGRAMS

A NCQA Digital Quality Measure Community v-log
Contributed by Vanessa Guzman, SmartRise Health
vanessa@smartrisehealth.com
www.smartrisehealth.com

2021 NCQA Quality Innovation Series