NCQA
Measuring quality.
Improving health care.

Health Equity Programs for Health Plans

Liz Ryder, Assistant Director, Product Management

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NCQA's IMPACT

203 Million People

covered in health plans that report HEDIS

73% of Americans

with health insurance are covered in an NCQA-Accredited plan

60,000+ Clinicians

work in an NCQA-Recognized medical practice

13,000+

entities and programs Accredited, Certified or Recognized by NCQA

NCQA's MISSION *To improve the quality of health care*

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THE BIG IDEA

- Quality care is equitable care
- No quality without equity
- Build equity into all quality offerings

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NCQA invests in health equity in more ways than one

RESEARCH

Evidence for Health System Equity Efforts through Community Health Workers' programs in partnership w/ the National Urban League

Accuracy and completeness of race and ethnicity data collected by health sector stakeholders

Birth Equity Accountability through Measurement project in partnership w/ RH Impact (Formerly the National Birth Equity Collaborative)

Advancing approaches for health equity accountability through measurement models and scoring

And many more, **in collaboration with community partners….**

MEASUREMENT & DATA

- **Begin stratifying HEDIS measures** by race/ethnicity
- **New social needs measure** of screening and intervention
- **Making HEDIS more inclusive** of gender identity
- **Digitalization of HEDIS®** measures allows for greater and more flexible measure configurations that can support insights into sub-populations.
- **Align with data standards**, including USCDI, CARIN for Blue Button®, the Gravity Project and the Gender Harmony project.

PROGRAMS

Health Equity Accreditation

Health Equity Accreditation Plus

Embedding health equity in other programs
(e.g., LTSS Accreditation, Health Plan Accreditation, PCMH Recognition)

BRIDGING INSIGHTS

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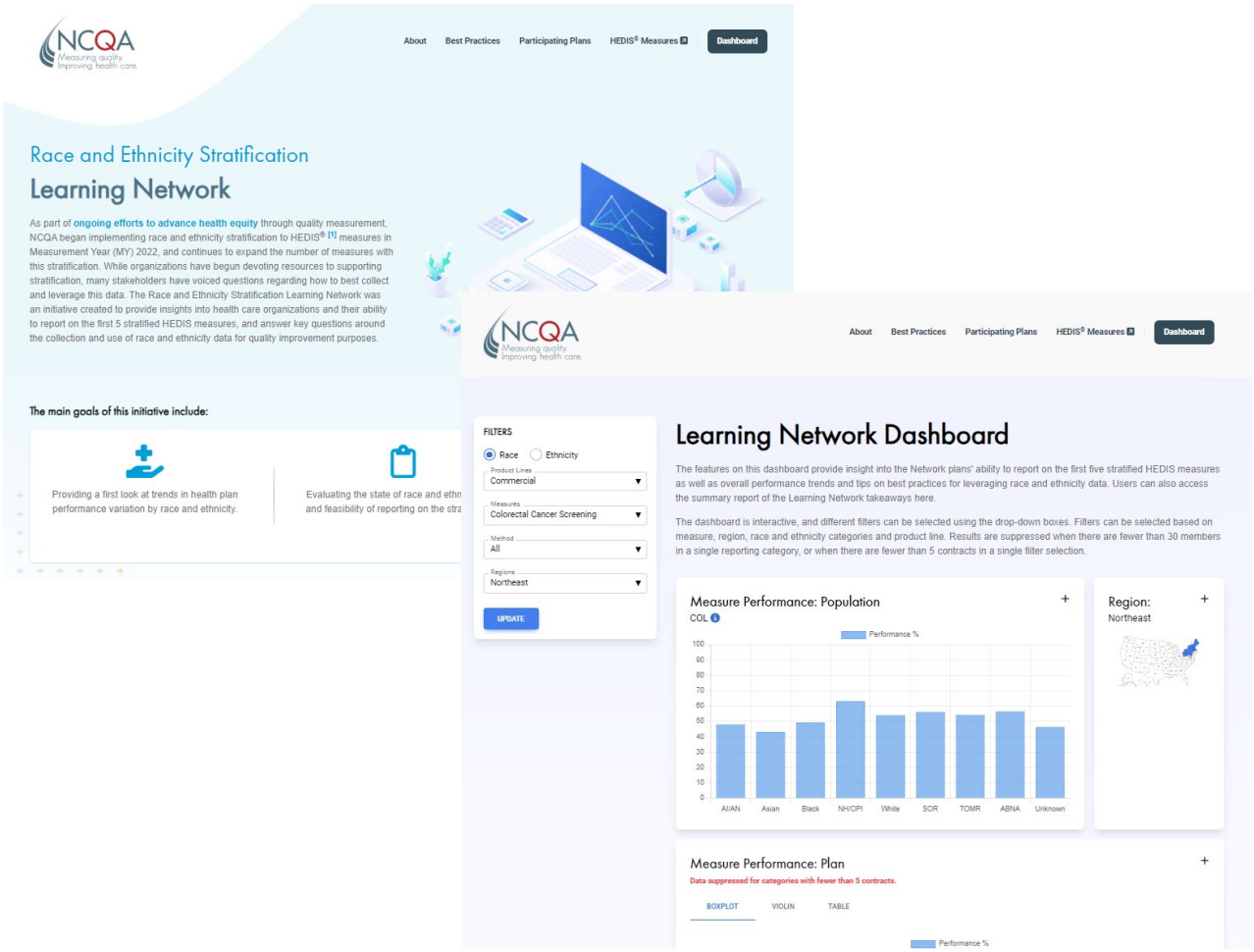
Research: Race and Ethnicity Stratification Learning Network

- The Race and Ethnicity Stratification learning Network provided a first look at trends in health plan performance variation by race and ethnicity.
- Evaluated the state of race and ethnicity data and feasibility of reporting on the stratification.
- Shares best practices and strategies plans have employed to integrate the stratification and how it has informed quality improvement initiatives.

Learn More: res.ncqa.org



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Health Equity Journey: Standards and Measures Evolving Together

PROGRAMS

SINCE 2010

Multicultural Healthcare Distinction

2021

Health Equity Accreditation

2022

Health Equity Accreditation Plus

2023

Updates to LTSS Programs

2024

Coming Soon

Health Equity Partners Certification Program

ONGOING DISCOVERY

MEASURES

MY 2022

5 HEDIS measures stratified by R/E

MY 2023

8 additional HEDIS measures stratified by R/E

New measure to address unmet social needs

MY 2024

5 additional HEDIS measures stratified by R/E

Making HEDIS more inclusive of gender identity

ONGOING DISCOVERY

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NCQA's Health Equity Accreditation Programs

3-Year Status

- **Designed as a foundation** for work to continuously improve and prioritize health equity.
- Focused **on collecting demographic data (e.g., race, ethnicity)** to understand members' or patients' needs, then **identify and act on opportunities to reduce disparities and improve the cultural and linguistic appropriateness of care.**

3-Year Status

- **Builds on NCQA's Health Equity Accreditation** (its prerequisite).
- Designed for **organizations progressing to the next step** of their health equity journey.
- Focused **on: collecting data and partnering with community-based organizations and cross-sector partners to address social needs** of individuals served and **mitigate social risks of the community.**

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Why NCQA's Health Equity Accreditation?

Improve Quality & Equity for Members

Empower your organization to **identify and act** on health disparities with a central focus on **measurement and quality improvement**.

Create Structure & Accountability for Long-Term Success

NCQA Accreditation is an important tool for ensuring health equity work has the **structure and accountability necessary to reach and sustain quality improvement goals.**

Earn a Reputation for Leadership

Demonstrate to regulators, members, and your community that **improving health equity is more than just a hot topic—it's what you strive for every day.**

Align with State & Federal Priorities

State and Federal policymakers have made health equity a priority. **Position your organization to meet and anticipate state and federal regulators' requirements** across multiple care models, contracts, and payment programs.

Align Staff and Leadership, Enterprise-Wide

Demonstrate that your entire enterprise is improving care and services. Help every part of your organization see how it contributes to improving patient or member health.

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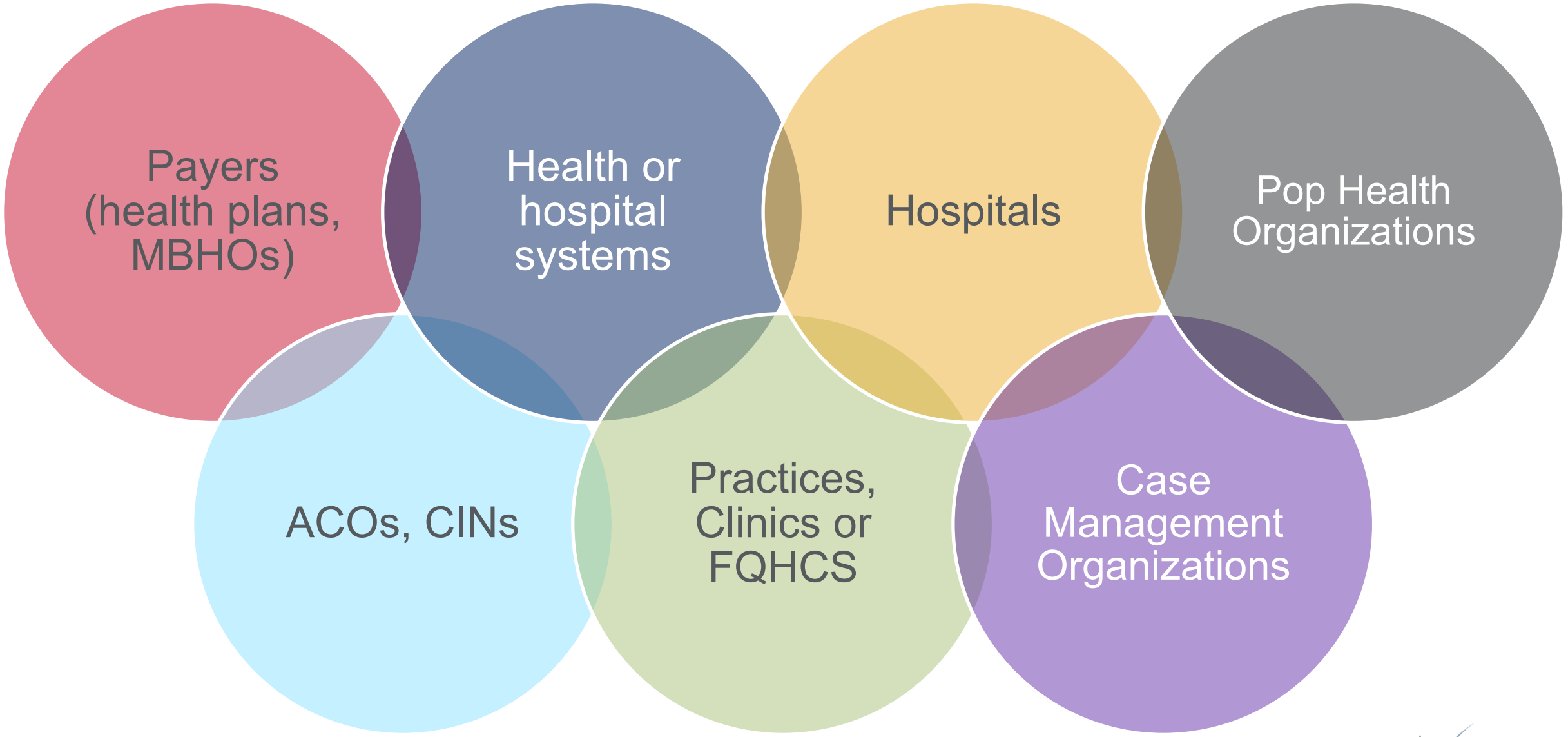
Program Eligibility Supports System- and Industry-Wide Alignment



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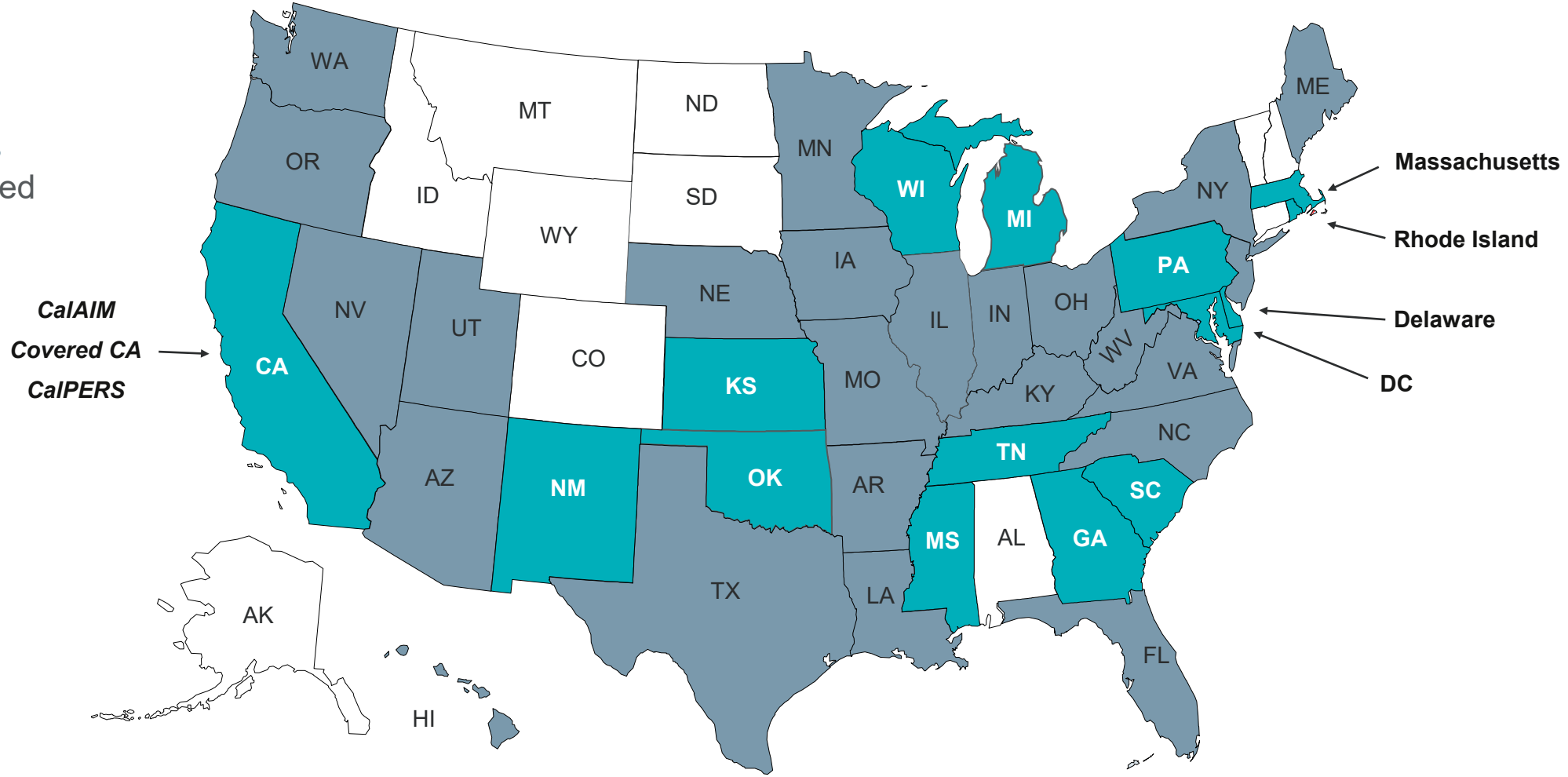
Health Equity Accreditation is becoming *the* foundation for states to build on

193 organizations
Accredited or scheduled
across 39 states



16 States leverage Health Equity Accreditation

States where organizations voluntarily earned Health Equity Accreditation or MHC Distinction (its predecessor)

reportcards.ncqa.org

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NCQA's Health Equity Accreditation

Organizational Readiness

Build a diverse workforce and internal culture capable of supporting the organization's health equity work

Race/Ethnicity, Language, Gender Identity & Sexual Orientation Data

Collect member demographic data to:

Access & Availability of Language Services

Communicate and provide services in the language members understand

Practitioner Network Responsiveness

Maintain a diverse practitioner network aligned with members' cultural and linguistic needs

Cultural & Linguistically Appropriate Services (CLAS) Programs

Create structures and measurable goals to continuously reduce disparities and improve CLAS

Reducing Health Care Disparities

Use stratified clinical and experience measures (HEDIS) to identify disparities, identify and act on opportunities to improve, and analyze the effectiveness of interventions

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NCQA's Health Equity Accreditation Plus

Collection, Acquisition and Analysis of Community and Individual Data	Collect data to identify—and prioritize—subsets of membership with intersecting social needs and upstream social risks
Cross-Sector Partnerships and Engagement	Collaborate with and meaningfully engage cross-sector partners to provide social needs resources and work to mitigate communities' longstanding social risks and structural barriers
Data Management and Interoperability	Establish structures that protect social needs data, facilitate interoperability between partners, and create a seamless experience for members
Program to Improve Social Risks and Address Social Need	Create structures and measurable goals with meaningful involvement from the community and membership to identify necessary improvements or changes (priorities, partners, goals)
Referrals, Outcomes and Impact	Work with partners to track referrals for social needs resources, identify disparities in referrals, and identify necessary improvements to the partnerships

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CMS Framework for Health Equity

PRIORITY 1

Expand the Collection, Reporting, and Analysis of Standardized Data

PRIORITY 2

Assess Causes of Disparities Within CMS Programs and Address Inequities in Policies and Operations to Close Gaps

PRIORITY 3

Build Capacity of Health Care Organizations and the Workforce to Reduce Health and Health Care Disparities

PRIORITY 4

Advance Language Access, Health Literacy, and the Provision of Culturally Tailored Services

PRIORITY 5

Increase All Forms of Accessibility to Health Care Services and Coverage

Source: CMS Framework for Health Equity 2022–2032

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NCQA
HEALTH EQUITY
FORUM

Save the Date

March 4-5, 2024

The Westin Los Angeles Airport, CA

www.ncqa.org/heforum

#NCQAEquityForum

CALIFORNIA

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More Information

Contact a NCQA Representative

Speak to someone by contacting us at ncqa.org/equityinfo

Download the Health Equity Standards

Start to review the program standards and guidelines

Learn more with online trainings

Find on-demand courses at ncqa.org/equityedu

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