



2023 HEALTH EQUITY PLAN

Purpose of a Health Equity Plan

A Health Equity Plan (HEP) aims to provide the coordinated care organization (CCO) and its stakeholders with a clear framework to becoming an organization that values and prioritizes health equity. The framework includes an action plan detailing where the CCO is headed, what it plans to achieve, the methods it will use, and milestones to monitor progress. A successful Health Equity Plan is built on a thorough analysis of the existing CCO structure, governance, staff, program or service mix, community collaborations, and resources, including financial, human, technical, and material. This analysis is vital because it allows an organization to understand which components it must change to achieve its goals related to health equity.

OHA requires all CCOs to develop a Health Equity Plan that:

- Acts as a catalyst to initiate the deep organizational changes needed to build equity, inclusion and diversity into service planning and delivery in the organization, community and provider network.
- Creates the foundation to build equity into ongoing accountability, resource allocation and performance management relationships between the Oregon Health Authority (OHA), CCO and the provider network.
- Provides a visible and concrete context for widespread discussion of health equity within individual organizations, within sectors, across sectors, and in the wider community; and
- Incorporates and operationalizes the health equity definition

Health Equity as defined by Oregon Health Authority and Oregon Health Policy Board

“Oregon will have established a health system that creates health equity when all people can reach their full health potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances.

Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address:

- The equitable distribution or redistribution of resources and power: and
- Recognizing, reconciling and rectifying historical and contemporary injustices.”

Health inequities (inequity) are differences in health between population groups related to unfair, unjust, and avoidable socioeconomic or environmental conditions, public policy or other socially determined circumstances.

Equity framework is identifying and implementing effective solutions to Advanced Health equity which demands:

- Recognition of the role of historical contemporary oppression and structural barriers facing Oregon communities due to racism.
- Engagement of a wide range of partners representing diverse constituencies and points of view.
- Direct involvement of affected communities as partners and leaders in change efforts.



2023 Health Equity Plan Report

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CCO Workforce, CAC, and Service Area Demographic Information

- 1) **Demographic information** about contractor’s Service Area, contractor’s workforce.
 - a) CCO Service Area demographics

Advanced Health serves Oregon Health Plan Members in Coos and Curry Counties on the Southern Oregon Coast. According to the most recent US Census Bureau information available, Curry County is home to a population of about 23,600, 6.7% of whom speak a language other than English at home. And Coos County is home to about 65,000, 5.2% of whom speak a language other than English at home.

Race and Ethnicity	Coos County	Curry County
White alone	89.9%	91.2%
Black or African American alone (a)	0.7%	0.7%
American Indian and Alaskan Native alone (a)	3.0%	2.7%
Asian alone (a)	1.4%	1.0%
Native Hawaiian and Other Pacific Islander alone (a)	0.3%	0.2%
Two or More Races	4.8%	4.2%
Hispanic or Latino (b)	7.5%	8.0%
White alone, not Hispanic or Latino	83.9%	84.8%

(a) Includes persons reporting only one race

(b) Hispanics may be of any race, so also are included in applicable race categories

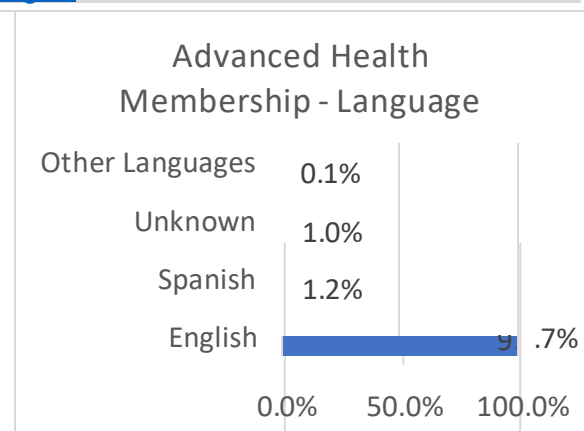
Source: <https://www.census.gov/quickfacts/cooscountyoregon>, <https://www.census.gov/quickfacts/currycountyoregon>

Advanced Health currently serves nearly 30,000 Oregon Health Plan Members in Coos and Curry Counties. That is 1 out of every 3 residents of Coos and Curry Counties.

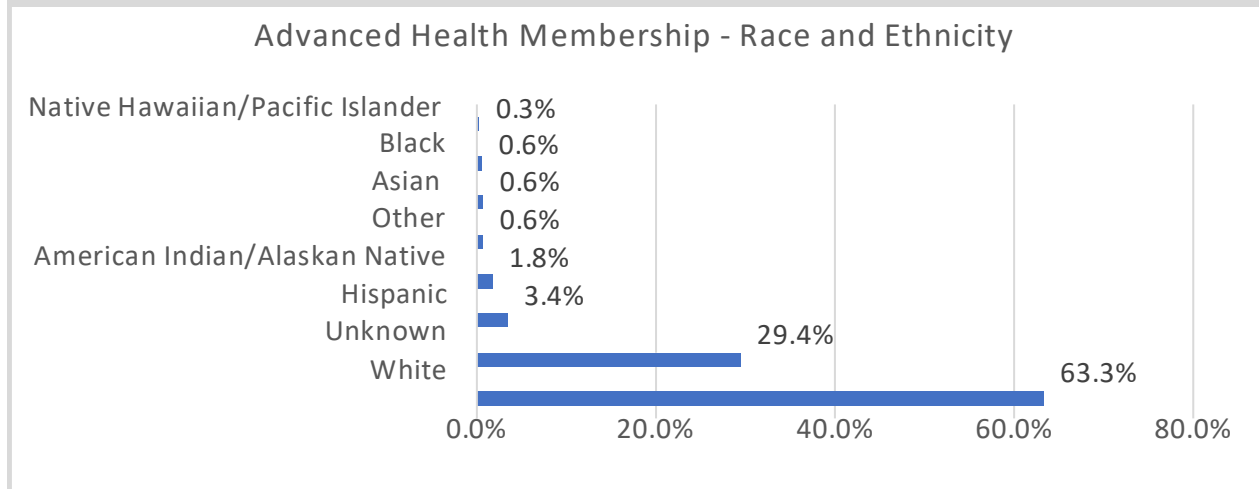
OHA provides a rich set of demographic data in the 834 enrollment files. This is the most comprehensive source of REALD and other demographic data available to Advanced Health.

Advanced Health doesn’t have any language groups that meet the definition of a Prevalent

Non-English Language as defined in OAR 410-141-3575 (1) (h). A Prevalent Non-English Language is the lesser of 5% of the CCO’s membership or 1,000 members. Despite this, Advanced Health commonly makes Spanish-language materials available, such as the Member Handbook and other important forms and information to ensure access to care and member rights.



While there is still a sizable population of Members whose race and ethnicity is “unknown” in the OHA 834 data, the amount of missing data is shrinking. The proportion of “unknown” race and ethnicity data decreased by five percentage points from 34.5% in 2022 to 29.5% in 2023.



Disability Reported - Advanced Health Membership	Percent of Total Members
Blind	2.5%
Deaf	2.3%
Difficulty Walking or Climbing Stairs	5.4%
Difficulty with Dressing or Bathing	3.0%
Issues with Memory	6.9%
Limited Activity in Any Way	7.0%
No Disability Reported	85.9%

Note: Figures in the table above will not add up to 100% because some members report more than one disability.

b) CCO Workforce demographics (please report staff, senior leadership, and board demographics separately):

The REAL-D Survey window, which anonymously collects employee REAL-D data, opened July 3, 2023, and will run through September 15, 2023. The survey is open to all staff including senior leadership. At this time, due to small company size, it is not feasible to report senior leadership separately from all staff and still remain an anonymous survey. The REAL-D Survey collection for board and committee members also opened July 3, 2023, and will run through September 15, 2023.

The data collection date changed from an April – June window to a July – September window for the following reasons: Midyear reporting may give us a better reflection of the calendar year’s employee data. Second, July through September have been high recruitment months, year over year. And last, this timeframe provides opportunity for new board members to complete the survey. This change will hopefully increase the percentage of employees, and board and committee members completing the survey.

Results of both survey collection windows will be included in the 2024 Health Equity Plan report.

Advanced Health Staff

Advanced Health had a 22% response rate for the 2022 REALD data collection cycle, which was a slight increase from 2021 response rate (20%).

Demographic data collection for Advanced Health’s workforce, committees and board members opened April 1, 2022 through June 17, 2022. Advanced Health continues to implement the organization’s REALD Data Collection Policy and Procedure to collect demographic data on their workforce, committees, and board of directors. The Oregon Health Authority’s REALD data collection form continues to be used in an electronic survey format. This ensures a secure, organized, consistent data collection process. The data collection results were only viewable by the HR department to ensure confidentiality.

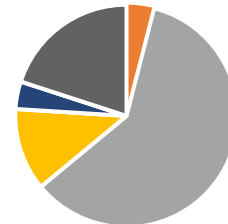
From the responses, Advanced Health was able to gather comparison data of workforce diversity based on REALD data collection. The data showed employees identifying as racially, ethnically, and ability diverse as documented in the following pie charts.

There also seems to be increased in employee diversity based on this information. Specific categories have been de-identified to protect data confidentiality. Advanced Health has expanded recruitment location efforts significantly in the past two years. This supports an adequate applicant pool and supports applicant diversity initiatives. Advanced will continue this practice.

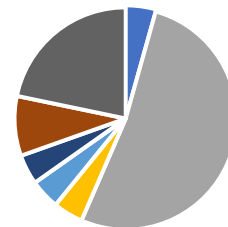
Advanced Health Board of Directors and Committee Members

The 2022 survey was completed by approximately 15% of Advanced Health’s board and committee members, which is about the same as 2021. From the responses, Advanced Health was able to gather comparison data of board- and committee- member diversity based on REALD data collection. The data showed board and committee members identifying as racially, ethnically, and ability diverse as documented in the following pie chart, however, there was a shift towards a less diverse make up. Advanced Health will use the results of the 2023 data collection to gage the

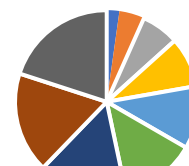
Advanced Health 2021 REALD Data Collection Responses - Employees



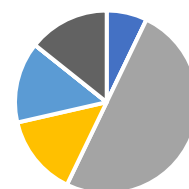
Advanced Health 2022 REALD Data Collection Responses - Employees



Advanced Health 2021 REALD Data Collection - Board and Committee Members



Advanced Health 2022 REALD Data Collection - Board and Committee Members



effectiveness of board and committee recruitment efforts. Specific categories have been de-identified to protect data confidentiality.

Section 1: Focus Area Updates

Focus Area 1: REALD / SOGI
<p style="text-align: center;">Year 3 Progress Update (Progress Report)</p> <p style="text-align: center;">Provide a status update on CCO Year 3 strategy for Year 3 FA 2 below</p>
<p>The Advanced Health Analytics Department has been integrating REALD data into all reporting.</p> <p>Advanced Health has contracted with Reliance HIE and UniteUs. Reliance is a Health Information Exchange platform that most local provider organizations also use. Unite Us is the Connect Oregon platform for Community Information Exchange. Beginning in February 2023, Unite Us is available to Advanced Health’s provider network and local community-based organizations as a platform to coordinate closed loop referrals for social health needs. Unite Us has some built-in functionality to gather REALD and SOGI data from screenings in community organization settings. We are exploring what data is collected and shared by community partners through Unite Us.</p> <p>In year 2, we discussed utilizing Reliance to enhance our REALD data. We have taken pause on including any data outside of Oregon Health Authority (OHA) data until we</p>

can properly identify what data came from what location. The purpose of this is to ensure that we have an internal source of truth data (OHA data files), and then other files can add additional information. This would need a bigger data warehouse to encompass all data from all sources we receive data from.

Goal 1:

All internal reporting dashboards will include REALD data. By including REALD data in all reports, it may display a trend (or not).

Goal 1 Status Update: Completed. Ongoing. Modified.

Advanced Health has gone through an internal Analytics restructuring which has included reviewing each reporting dashboard for data accuracy and data addition. This is on-going as there are many internal dashboards to work through with stakeholders.

Baseline:

Internally published dashboards that have been evaluated for the need of REALD to be added: 15%

Metric/Measure of success:

All internal reporting dashboards will be evaluated for REALD data addition by end of 2024.

Monitoring:

Analytics Team to add REALD data into dashboards as appropriate/requested.

Person responsible:

Chief Information and Technology Officer

Updated Resources Attained / Needed:

Staff time

Year 4 Strategy

Please select one option for Year 3 strategy and complete the appropriate portion of the table below.

- Strategy is the same as Year 3
- Strategy has been modified for Year 4
- A new strategy has been developed

If strategy has been modified for Year 4

The strategy from Year 3 is going to continue forward, with a slight modification with the introduction of SOGI data. Advanced Health will receive SOGI data from OHA in September 2023 which we will use to create a process to analyze the data and then we can utilize SOGI data to enhance member care.

Focus Area 2:

CLAS Standards as an organizational framework to advance health equity

Year 3 Progress Update (Progress Report)

- **CLAS- Governance, Leadership, and Workforce**

Advanced Health's strategies related to CLAS governance, leadership, and workforce are reflected in the training plans discussed in Section 2 of this report, beginning on page 31. In addition, the Equity Policy Analyst is leading an interdepartmental group of CLAS Champions as means to examine operations for opportunities to further integrate CLAS standards in day-to-day work and increase staff understanding of the impact of CLAS Standards.

- **CLAS-Communication and Language Assistance**

Advanced Health year 3 Focus Area 3 strategy for Culturally and Linguistically Appropriate Services continued throughout 2022 with its education to members and the Provider Network on language access services, including the supports offered at no cost by Advanced Health. This included encouraging the Advanced Health Provider Network to utilize Advanced Health's scholarship offer to pay the training and testing costs for staff to become Qualified/Certified Healthcare Interpreters. Advanced Health has continued to educate and provide resources to our Provider Network through ongoing presentations, mailings, and social media. Throughout 2022 we also continued to outreach members and educate them on language access services through multiple efforts as described below. Internally Advanced Health continues to require yearly Language Access Training along with training in best practices for staff. Training opportunities will continue to be announced via Advanced Health's website, the quarterly provider newsletter, the Interagency Quality Committee, provider services orientations and trainings, the local hospital Continuing Medical Education (CME) program, and clinic HR/business communications. Advanced Health continues to update members and the community via social media and community meetings. Training courses are now being transitioned to on-site in-person with continued remote availability for those needing this accommodation.

Advanced Health continued its efforts in 2022 to identify members who need language access services. We increased outreach and education to our members to encourage the self-reporting of their language access needs. Advanced Health continued to monitor services provided by utilizing an internal Language Dashboard. The quarterly chart review for interpreter services allows us to monitor the language needs of the members and assess if additional materials or resources are needed. This quarterly chart review encompasses encounters for all members currently flagged as needing an interpreter to access services. An internal log is kept by Advanced Health to monitor the use of our on-staff Qualified Healthcare Interpreter services to continually monitor the communities needs and identify gaps in access to services. Data collected from the chart review and the internal interpreter services log is submitted quarterly to OHA for review.

- **CLAS-Engagement, Continuous Improvement, and Accountability**

The Member Engagement and Education Committee (MEEC) was formed to focus on member education and engagement projects such as translation of member-facing documents and ensuring large-print materials are readily available. The Committee meets monthly to develop new ways to engage and educate the CCO members and community. The MEEC continues to meet monthly to discuss ways to engage our members through ensuring we are offering Culturally and Linguistically appropriate services and resources. It also continues to recruit additional members to join the committee to increase member participation and input of members from diverse cultural backgrounds and members with limited English proficiency to evaluate and break down barriers.

Status update on CCO Year 3 **Governance, Leadership, and Workforce** strategy:

- **Governance, Leadership, and Workforce**

CLAS champions workgroup

Advanced Health created a CLAS champions workgroup which emerged from the Health Equity Steering Committee. The champions within the workgroup represent several departments, Compliance, Intensive Care Coordination, Customer Member Services, Health Policy and Grievances and Appeals. The champions created a CLAS channel within Microsoft Teams to relay all CLAS information that affect the organization as a whole and any community based CLAS events. The goal of the workgroup is to continue using the CLAS lens to fill the gaps within departments and the resources that the departments share internally and externally.

Diversity Conference

Advanced Health continued to sponsor the local Annual Diversity Conference, which was held in person in 2023. 24% of Advanced Health staff attended, including attendance from various departments such as Administration, Community Engagement, Intensive Care Coordination and Member Services. This is a 10% increase in staff attendance compared to 2022.

Attachments: South Coast Diversity Event Guide Final, Annual South Coast Diversity Conference 2023

Below is a summary of the overall attendance of the conference.

Conference Evaluation

2023 Annual South Coast Diversity Conference

April 12th & 13th, 2023, 8:30–3:30pm

Held in-person, Mill Casino, North Bend



Attendee Demographics:

Total registrants = 441

- April 12th registrants = 216
- April 13th registrants = 225

Total attendees = 238 (54% of registrants)

- April 12th Attendees = 114
- April 13th Attendees = 121

Total evaluations completed = 96 (40% of attendees)

- Respondents who attended April 12th = 55%
- Respondents who attended April 13th = 50%
- Respondents who attended both days = 5.2%

Primary Service Area as reported via evaluation:

- OR - South Coast (Coastal Douglas | Coos | Curry) = Total: 91.7%
 - Coos County = 88.5%
 - Curry County = 31.4%
 - Coastal Douglas = 9.4%
- CA - North Coast (Curry, OR | Del Norte | Humboldt) = Total: 2.1%
- Greater Oregon = Total: 6.2%

Sector Represented as reported via evaluation:

- Health Care = 25%
- Government = 24%
- Family Support Services and/or Parenting Education = 23%
- K-12 Education = 20.8%
- Early Care & Education = 18.8%
- Community Member = 13.5%
- Special Education = 10.4%
- Volunteer = 9.4%
- Business = 7.3%
- Mental Health = 3.1%
- Philanthropy = 3.1%
- Student = 3.1%
- Law Enforcement and/or First Responder = 2.1%

Age group served as reported via evaluation:

- Prenatal = 31.1%
- Birth-3 years = 47.9%
- 3-5 years = 57.3%
- 5-12 years = 55.2%
- 12-21 years = 63.5%
- Adults = 62.5%
- Do not provide services to any groups = 3.1%

Status update on CCO Year 3 **Communication and Language Assistance** strategy:

- **Communication and Language Assistance**

In year 3, Advanced Health continues to utilize data from OHA's 834 enrollment files to obtain REALD information to identify and track our members' communication and language access needs. Toward the end of 2022 with the introduction of OHA's CCO Data Submission Portal we saw an increase in completeness of REALD data. Advanced Health Customer Service Representatives continue verifying the members' demographics and language preference upon each incoming call.

In April 2022, we contracted with Language Line Solutions for an On Demand InSight Video program. In 2022 we had two laptops available for our Qualified Healthcare Interpreter to facilitate in person interpretation at the provider's office. The InSight Video Program can access translators in over 240 languages including American Sign Language. A Certified Spanish Interpreter is available to our members and Provider Network to provide this service in any appropriate community setting.

In October 2022, language letters were sent to all enrolled members informing them of the implementation of our new On Demand InSight Video Interpretation Program through Language Line Solutions. We also encouraged our members at that time to reach out to us with any language and communication preferences. The letter included an I Speak Card and a Communication and Accommodation Card for the members to carry with them and use as needed while out in the community.

Advanced Health continues to promote the availability of cost-free, in-person qualified healthcare interpreter services to our members through every available avenue including community meeting presentations, internal language access presentations, Provider Forums, member letters, website postings, provider flyers, and the use of the CCO's social media platforms. The Provider's Healthcare Interpreting Guide was updated and sent out to the providers with instructions for the new InSight Video Interpreting Program. Advanced Health also continues to promote the use of Language Line Solutions by ensuring provider organizations have Language Line materials to post and utilize in their offices.

Advanced Health continues to offer any member translation of any CCO document in their preferred language or format upon request by contacting the Customer Service Department.

Advanced Health granted six scholarships in 2022 to providers who enrolled staff in training courses to become a Certified Healthcare Interpreter. This has increased the availability of qualified and certified interpreters available locally for in-person, telephonic, and virtual language assistance. Scholarships will continue to be offered through 2023 until funds have been exhausted.

In 2022, more questions were added to the Health Risk Assessment (HRA) to obtain additional information on members' culture and language preferences. The questions include, "Is English your primary language? What is your preferred language? Do you need an interpreter or use any assistive devices to help you see or hear?" We have also added language to include beliefs or customs to the question inquiring if the

member has any cultural needs. We want to make sure the member understands the question so they can provide the appropriate information. The HRA Dashboard has also been updated to extract the information more easily.

Advanced Health website translates to 103 languages, and we continue to add additional translated documents in Spanish.

The Member Engagement and Education committee continues to meet monthly and develop ways for Advanced Health to better communicate with its members. We continue recruitment of additional CCO members to make sure we have inclusive representation.

In December 2022 to ensure we were meeting our members' language preferences for healthcare educational materials, we contracted with Krames. Krames provides health educational sheets at a 5th grade reading level and videos in multiple languages including 100% pictorial materials. We are currently training staff and plan to roll out member access to the service via a link on the Advanced Health's website later in 2023.

In 2022, to guarantee high quality translation, we began to utilize Language Line Solutions to ensure all translated materials were translated appropriately. Our Qualified Spanish Healthcare interpreter reviews the Spanish materials to verify appropriate translation upon completion and prior to releasing the information.

The Director of Member Services continues to complete listening sessions with members of the populations who are within special healthcare groups most at risk of continuing to break down cultural and linguistic barriers.

Advanced Health continues to utilize the internal Language Dashboard in Tableau to identify members flagged in Medicaid Management Information System (MMIS) as needing interpreter services. This identification mechanism also allows us to identify members who need to receive mailings in Spanish. Advanced Health maintains a log of language assistance provided to members by our on-staff Qualified Healthcare Interpreter. Language Line utilization data is also reviewed monthly through the Language Line Solutions online reporting dashboard.

Goal 1:

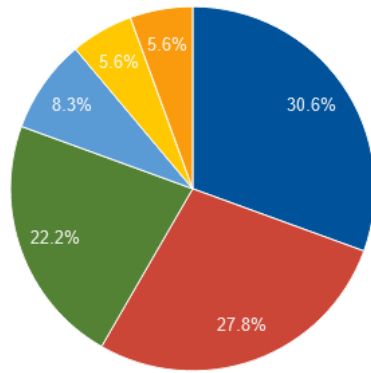
Add and offer InSight Video Interpretation to our members and provider network

Goal 1 Status Update: Completed. Ongoing. Modified.

Goal met by the CCO expansion of the contract with Language Line Solutions with the Insight Video Service and providing it to our members.

Language Line Solutions utilization data for 2022 is summarized below.

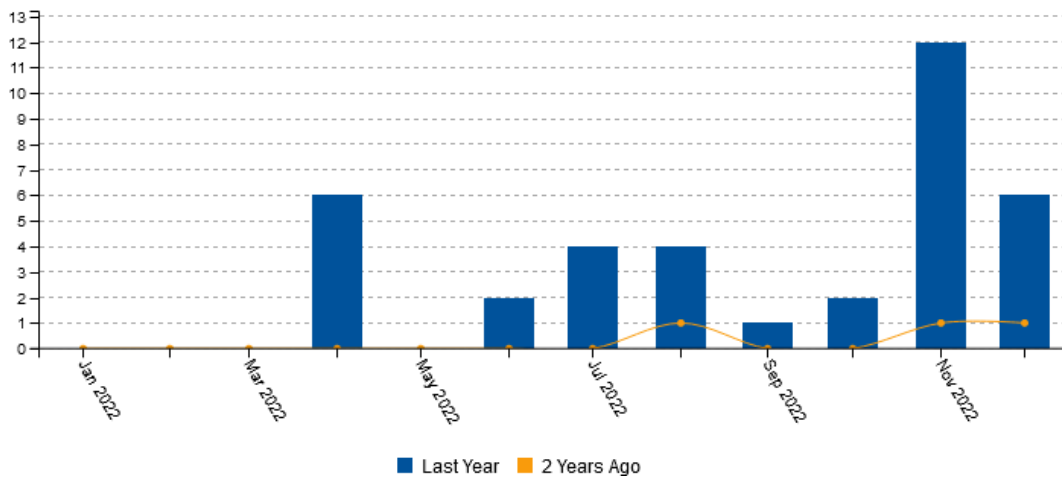
Top 5 Languages



■ Mandarin ■ Norwegian ■ Cantonese ■ Spanish ■ Russian ■ All Other Languages

Language	Calls	Avg. Duration	Connect Time
Mandarin	11	22 min	3s
Norwegian	10	9 min	4s
Cantonese	8	10 min	43s
Spanish	3	19 min	6s
Russian	2	17 min	12s
All Other Languages	2	24 min	3s

Call Volume



<p>Solutions Summary</p> <hr/> <p>Audio</p> <hr/> <p style="text-align: right;">35 Calls</p> <hr/> <p style="text-align: right;">484 Total Minutes</p> <hr/> <p style="text-align: right;">16 Min Avg. Duration</p> <hr/> <p>Video</p> <hr/> <p style="text-align: right;">2 Calls</p> <hr/> <p style="text-align: right;">4 Total Minutes</p> <hr/> <p style="text-align: right;">4 Min Avg. Duration</p>	
<p>Baseline:</p> <p>Prior to the addition of the InSight Video Program Advanced Health was only able to offer face to face translation in Spanish. All other interpretation was completed via phone</p>	<p>Metric/Measure of success:</p> <p>Insight Video contract completed, staff trained, and services currently being offered by Advanced Health’s Qualified Healthcare Interpreter who facilitates the InSight Video Program throughout our Provider Network as needed. Now members can receive interpretation assistance at their medical appointments and are able to see body language and other visual cues offered by the interpreter.</p>
<p>Monitoring:</p> <p>Utilization monitored through the Language Line Solutions Dashboard online.</p>	<p>Person responsible:</p> <p>Director of Member Services</p>
<p>Updated Resources Attained / Needed:</p> <p>Language Line InSight Video Interpretation Program Qualified Interpreter Tablets to provide the service</p>	

Status update on CCO Year 3 **Engagement, Continuous Improvement, and Accountability** strategy:

Engagement, Continuous Improvement, and Accountability

The Member Engagement and Education Committee continues to meet monthly to discuss ways to engage our members through ensuring we are offering Culturally and Linguistically appropriate services and resources.

In December 2022 to ensure we were meeting our members' language preferences for healthcare educational materials, we contracted with Krames. Krames provides health educational sheets at a 5th grade reading level and videos in multiple languages including 100% pictorial materials. We are currently training staff and plan to roll out member access to the service via a link on the Advanced Health's website later in 2023.

In 2022, Advanced Health also expanded the Language Line program to include InSight Video interpretation to allow for face-to-face translation via video in over 240 languages including American Sign Language. A Certified Spanish Interpreter is available to our members and Provider Network to provide this service in any appropriate community setting. In 2022 all members were mailed a notification informing them of this new service along with an I speak card, Communication & Accommodation Card, and encouraged to contact the CCO to let us know what their language access needs are.

The Provider HCI pamphlet was updated and sent to all providers and their staff, internal education on the program was completed, and this is announced in community and partner meetings attended by Advanced Health Staff.

Goal 1:

Increase access to CCO's healthcare interpreter services by completing a review of interpreter services available in our provider network. Updating provider and member education materials about CCO's healthcare interpreter services. Providing training opportunities for staff members at our local clinics to become certified healthcare interpreters and including evaluation of health care interpreter services utilization when developing and planning changes to the Delivery System Network (DSN).

Goal 1 Status Update: Completed. Ongoing. Modified.

This goal update encompasses all the goals from Focus Areas 3 and 4 of the 2022 Health Equity Plan report. All were completed, and for ease of reporting have been combined here.

<p>Baseline:</p> <p>At the start of 2022 Advanced Health had an initial version of the provider HCI Pamphlet that provided the Provider Network information on Interpretation Services offered by the CCO. Advanced Health would inform members of the interpretation services and document their preferred language upon successful inbound and outbound outreaches. Advanced Health’s website contains a section on the Member’s page specific to language interpretation services. The CCO had few qualified or certified healthcare interpreters within the Provider Network. Advanced Health has maintained a utilization list of interpretation services provided to CCO members</p>	<p>Metric/Measure of success:</p> <p>Metrics met through the updating of the Provider HCI Pamphlet, sending out the I Speak cards and language letter to all active members, updating the CCO’s website information on interpretation services available for free, offering of scholarships to Advanced Health Provider Network, and continued monitoring of the CCO’s Interpretation Log.</p>
<p>Monitoring:</p> <p>Monitoring of the language log is conducted quarterly. All others are monitored on an ongoing basis and annually to ensure all information is accurate and up to date.</p>	<p>Person responsible:</p> <p>Director of Member Services</p>
<p>Updated Resources Attained / Needed:</p> <p>CCO Budget line item to fund scholarships Access to the Language Line OnDemand Interpretation Program Access to the Language Line InSight Video Program Qualified Healthcare Interpreters</p>	
<p>Year 4 Strategy</p>	
<p>Please select one option for Year 3 strategy and complete the appropriate portion of the table below.</p> <p><input type="checkbox"/> Strategy is the same as Year 3 <input type="checkbox"/> Strategy has been modified for Year 4 <input checked="" type="checkbox"/> A new strategy has been developed</p>	

<p>New Strategy:</p> <p>Increase participation and from members with limited English proficiency and diverse cultural backgrounds by recruiting additional members to participate in Advanced Health committees and activities. Get feedback by increasing listening sessions to collect data on needs and barriers.</p>	
<p>Background/Context:</p> <p>This strategy was selected to help increase the number of members represented with limited English proficiency and those from diverse cultural backgrounds. Advanced Health wants to successfully engage and assess their needs to help break down barriers, making sure everyone has equal access to the care they need. The more members we can engage equates to the more members we are able to assess and connect to appropriate services which ultimately lead to improving their health outcomes.</p>	
<p>Issues and barriers:</p> <p>By improving the engagement and participation of members, Advanced Health hopes to address low response rates to member outreaches, mailings, and surveys. Some of the barriers to improve include updating incorrect contact information, incorrect language preference information, members not returning calls or surveys due to not understanding the information received, locating appropriate communication avenues to reach specific populations such as people who are unhoused, and breaking down the stigma and distrust in using a third party to help interpret.</p>	
<p>Goal 1:</p> <p>Increase engagement of members with limited English proficiency and members from diverse cultural backgrounds.</p>	
<p>Baseline:</p> <p>No members currently active on the MEEC</p>	<p>Metric/Measure of success:</p> <p>At least two members or service providers representing members with limited English proficiency or members from diverse cultural backgrounds will join the MEEC committee by December 2023.</p>
<p>Monitoring:</p> <p>Monitor MEEC attendance and recruitment efforts</p>	<p>Person responsible:</p> <p>Director of Member Services</p>

Resources Needed:

- Access to Advanced Health Members
- Member incentive/ compensation for participation
- Access to HRA Dashboard
- Access to Advanced Health’s Social Media Platform

Focus Area 3: People with Disabilities and LGBTQIA2S+ People

Background / Context: Current CCO Status

- **People With Disabilities**

During this reporting period, System of Care (SOC) Grant funds were provided to the Starfish Program at Waterfall Clinic to purchase sensory playground equipment for children with Autism. The playground will be made available to children in the program and to the public during certain hours of the week.

The SOC is a philosophy based on cross system collaboration that supports youth and families who have complex and significant behavioral and mental health needs. After a community-based organization found it difficult to offer SOC needs, Advanced Health reached out to offer its support and has been doing so since 2019.

Barriers about lack of access and timely crisis dental care for Intellectual, Developmental, and Disabled children and youth has been brought to the State System of Care Advisory Committee and Oregon Health Authority for resolution. Continued efforts to resolve the barriers are ongoing. Additionally, barriers/gaps in the system for Applied Behavioral Analysis (ABA) services exist in both Coos and Curry Counties. The Behavior Therapist at the Waterfall Starfish program, System of Care representatives, and the Advanced Health Behavior Health team are actively discussing ways to partner with School districts in Coos Bay to provide ABA services which will serve to help bridge existing rural Education funding gap restraints.

Intensive Care Coordination (ICC) is a program that offers care coordination services to Advanced Health Members that have been identified as having Special Health Care Needs (SHCN) or who belong to a priority population such as Members with disabilities and/or are showing signs of social, emotional, or behavioral problems. As part of the program, members will have access to either a Nursing or Traditional Health Worker (THW) Care Coordinator who provides holistic and culturally competent care to diverse populations. To improve the Member experience, Advanced Health has sponsored Mental Health First Aid and Safe Zone training to ICC and Customer Service staff who provide coordination of Member healthcare.

Mental Health First Aid is a national program and course that teaches how to identify, understand, and respond to signs of mental illnesses and substance use disorders. The training gives students the skills needed to reach out and provide initial help and

support to someone who may be developing a mental health or substance use problem or experiencing a crisis. A certificate is awarded to each participant.

Advanced Health's Customer Service Representatives continue to reach out to each Member to complete the Health Risk Assessment (HRA) upon enrollment, annual renewal, and with any significant change in the member's level of functioning. In 2022, the HRA was updated, and some questions were transitioned to open ended questions allowing the CCO to gather additional information about Member's disability, and what is important to them about their disability. Throughout the HRA survey, the Customer Service Representative also assesses Member's need for the above-mentioned Intensive Care Coordination Program, and refers Members as needed. In 2022 a new HRA dashboard was developed to identify the information more efficiently. This went live in early 2023 and now allows us to target certain populations based on the need to help fill gaps in care.

Through each incoming phone call Advanced Health Customer Service Representatives (CSR) assess the Member's needs and connect them to appropriate resources. Throughout 2022 Advanced Health identified a mid-level need for care coordination and those members with disabilities that may not have the intensive need for ICC but are still in need of an ongoing link to assistance. These members are now assigned to a specific CSR who is identified and noted as their ongoing point of contact.

- **People who identify as transgender, nonbinary, or gender diverse**

During Advanced Health's information gathering for the Community Health Assessment (CHA), we held focus groups for LGBTQIA2+ communities in both Coos and Curry County. We were also a sponsor and vendor at the Pride in the Park events in Coos and Curry counties. We had staff participate on the planning committee for this event in Curry.

In the fall of 2022, the System of Care (SOC) put on two health equity fairs in Coos and Curry counties. Advanced Health provided Cultural Diversity books that were distributed in English and Spanish. Youth from the LGBTQIA2S+ community volunteered to be greeters at the Coos Health Equity Festival. Coos and Curry Pride group also joins the System of Care health equity fairs as vendors.

During the fiscal year of 2022-23, LGBTQIA2+ members from the SOC Youth Council participated in other outreach festivals and assisted in youth recruitment efforts. Members from the System of Care Advisory Committee and Practice Level Work group include representatives of the South Coast Equity Coalition, Queers and Allies, and Pride who organized the annual Pride in the Parks and Cultural Diversity Conference.

SOC provided grant funding for the LGBTQIA2+ clothes closet, equity education materials, equity activities and scholarships for job related needs, leadership training, cost of certifications, applications, and education costs. Grant funds were also used to pay for the Pride Book Club, cultural diversity books and potluck events and leadership and advocacy workshops. Additional funds were made available to a non-profit agency who serves LGBTQIA2+ and developed a U Matter safe space for youth

to develop writing skills, learn resume writing, access free Wi-Fi, print/scan, do homework, conduct job search, and offers a graphic design computer.

SOC Practice Level Work Groups and Advisory Committees use pronouns when introducing themselves, provide a safe place by use of a team compact, and the Coos Drop provides a free weekly meeting space for the LGBTQIA2+ youth group. The Coos Drop is an after-school program for teens and is a branch of Youth Era. In early 2023 Coos County dissolved funding to the Coos Drop and since the need was still there, Advanced Health stepped in to keep it operating.

While incorporating additional open-ended questions to the HRA Advanced Health added the optional question “What gender do you identify with?” This gives members the choice to share within their comfort zone. In early 2023, Advanced Health created a new HRA dashboard to allow us to more easily quantify the information obtained in the HRAs and can now more clearly identify where there is a need for additional resources. The CCO will continue to work with the Provider Network to gather additional information from members to identify gaps in care and resources.

- **People with sexual orientation diversity**

Staff from Advanced Health’s Community Engagement team participate in the Voices of Curry Community Group, South Coast Equity Coalition, and the local Allies group. The CCO has also worked hard to partner with United Way and Southern Oregon Coast Pride team to enhance outreach efforts for participation in the Community Advisory Council, Community Health Assessment focus groups, and questionnaires and the Community Health Improvement meetings.

System of Care Grant funds provided Safe Zone workshops for member representatives from public and private agencies such as the Oregon Youth Authority, Juvenile Justice, Education Department, Mental/Physical Health providers, Intellectual, Developmental, Disability organizations, Police Officers, Oregon Department of Human Services, Substance Abuse Treatment programs, and child, youth, and family agency representatives. Safe Zone trainings are opportunities to learn about LGBTQIA2+ identities, gender, and sexuality, and examine prejudice, assumptions, and privilege. The 3-hour Safe Zone workshop serves as a “101” crash course of definitions and explanations. It involves a lot of activities and discussion, with plenty of opportunities to ask questions. Participants walk away with a solid foundational understanding of LGBTQIA2+ identities and how to best support them. A certificate is awarded to each participant.

Advanced Health continues to increase internal awareness and education through new employee trainings on Policies and Procedures, including the CCO’s Non-discrimination Policy and DOCS Anti-bullying, Anti-discrimination, Anti-harassment, and Retaliation Protection Policy and Procedures. The Health Equity Steering Committee continues to meet monthly to identify new trends, barriers, and review new legislation and requirements surrounding the Queer community. The CCO also continues to grow and learn from individual member feedback and make changes accordingly.

Year 4 Strategies

- **People With Disabilities**

Advanced Health shall collaborate with the National Association of Developmental Disabilities and Mental Health Needs (NADD) for trainings and consultation. Additionally, select CCO staff will attend monthly Community Living Case Management (CLCM) meetings to identify additional barriers and gaps in the intellectual and developmental disabilities (I/DD) population.

- **People who identify as transgender, nonbinary, or gender diverse**

Work with Advanced Health Provider Network and the community to gather additional information, offer additional training, and continue to seek new resources for this population. Currently, the CCO lacks data on these populations. The first step in our strategy will be to collect accurate data on members who identify as transgender, nonbinary, or gender diverse. Once data is collected and quantified, we can develop additional strategies and goals to identify gaps and secure access to new and existing services within the community.

- **People with sexual orientation diversity**

Work with Advanced Health Provider Network and the community to gather additional information, offer additional training, and continue to seek new resources for this population. Currently, the CCO lacks data on this population. The first step in our strategy will be to collect accurate data on members who identify as transgender, nonbinary, or gender divers. Once data is collected and quantified, we can develop additional strategies and goals to identify gaps and secure access to new and existing services within the community.

Goal 1:

All Advanced Health staff that communicate directly with members, either verbally or in-person, will complete Safe Zone and Mental Health First Aid (MHFA) trainings.

<p>Baseline:</p> <p>Not all member-facing staff have taken the Safe Zone or Mental Health First Aid trainings within their first year or at all as of 2023.</p>	<p>Metric/Measure of success:</p> <p>Year 1 of Goal (2024): 50% of identified departments or positions with direct member interaction will complete Safe Zone and Mental Health First Aid training (Intensive Care Coordination, Customer Service, Community Engagement, Grievances and Appeals, or other applicable care management role).</p> <p>Year 2 (2025) 75% identified departments or positions, listed above, will complete Safe Zone and Mental Health First Aid training.</p>
<p>Monitoring:</p> <p>Training courses are scheduled twice a year to ensure availability to all new hires. Verified via training attendance records twice yearly.</p> <p>Departmental staff quarterly reviews will be used to monitor knowledge gained and how training is utilized in daily work, department operations, and quality of member services.</p>	<p>Person responsible:</p> <p>Director of Care Coordination Human Resources Manger Behavioral Health Program Manager</p>
<p>Resources Needed:</p> <p>Experienced Trainers Curriculum Conference room space</p>	
<p>Goal 2:</p> <p>To obtain accurate SOGI data from the Advanced Health Provider Network to identify barriers and implement innovative programs.</p>	

<p>Baseline:</p> <p>Advanced Health does not currently collect SOGI data on all member nor request it from our Provider Network</p>	<p>Metric/Measure of success:</p> <p>A process has been established to exchange SOGI data between Advanced Health and Provider Network.</p> <p>Needs and barriers have been identified for our members who identify with various genders and/or members with various sexual orientations.</p>
<p>Monitoring:</p> <p>Survey providers on their current processes used to obtain SOGI data directly from members by December 2023. Identify a universal SOGI data gathering tool with the Provider Network by June 2024. Begin receiving data by December 2024 to utilize in conjunction with REALD data from OHA. Review data with the Health Equity Steering Committee to identify gaps in our Provider Network where we could provide support and resources. Advanced Health will then develop goals to fill these gaps and reduce barriers for 2025.</p>	<p>Person responsible:</p> <p>Director of Member Services</p>
<p>Resources Needed:</p> <p>Provider Network Survey (to be created in the third quarter 2023)</p> <p>Dashboard</p>	
<p>Goal 3:</p> <p>Increase participation in National Association of Developmental Disabilities and Mental Health Needs (NADD) trainings and participation in monthly CLCM meetings.</p>	
<p>Baseline:</p> <p>Advanced Health Behavioral Health Department staff have not attended NADD trainings.</p>	<p>Metric/Measure of success:</p> <p>Advanced Health Behavioral Health Manager shall attend a minimum of 2 NADD workshops and an Advanced Health representative will attend at least 10 monthly CLCM meetings per year.</p>

<p>Monitoring:</p> <p>Attendance list during meetings (virtual and in-person meetings)</p>	<p>Person responsible:</p> <p>Director of Behavioral Health Behavioral Health Program Manager</p>
<p>Resources Needed:</p> <p>Meeting minutes after each meeting Staff time to attend assigned trainings and meetings</p>	

<p>Focus Area 4: Community Engagement</p>
<p>Background / Context: Current Status</p>
<p>Advanced Health currently meets monthly with the Community Advisory Council (CAC), a group of 25 voting advisory council members and typically around 15-20 community partners to discuss the health needs of underserved persons in our community.</p> <p>The Community Health Improvement Plan (CHIP) steering committee. Which consists of around 20 community partners all focused on projects to improve and meet the goals of the Community Health Assessment (CHA) for Coos and Curry Counties. This includes several sub committees and community partners such as the South Coast Equity Coalition, the local Regional Health Equity Coalition (RHEC).</p> <p>Advanced Health focuses on outreach to Community partners by contributing time to the projects they are supporting that drive CHIP initiatives. These projects include administrative support for South Coast Together, who provide ACEs training. As well as having a master trainer for South Coast Together on the CCO Staff.</p> <p>Advanced Health helps support several community events by providing sponsorship and including a table at that event for outreach, we have also contributed raffle prizes for raffles to encourage participation in those community events,</p> <p>The Community Engagement team headed a project for a Coat Drive in Curry County and provided Coats, Hats, and gloves to 200 children 18 years old and under.</p> <p>The Community Engagement team has assisted several organizations who required funding to provide services throughout the year. Advanced Health assisted them in finding and attending grant writing workshops and educating them about the grant opportunities provided to our communities.</p> <p>In Coos and Curry counties Advanced Health awarded 30 schools with \$5,000 each for funding for the at-risk youth during the holidays, for a total of \$150,000. This allowed families who would have otherwise gone hungry over the holidays to have food during a time when they are used to really struggling without school lunches being provided.</p>

Advanced Health has provided letters of support to several agencies in Coos and Curry for local projects like the Coquille 100-acre woods and Brookings CORE / Oasis Turnkey project. These letters of support are required by the grant application allowing them to apply for funding to support their projects. Without the required number of supports letters the grant application would be denied.

Advanced Health has presented several opportunities to CAC and CHIP members in both counties to join different committees, discussion groups and meetings to participate in the development of the Community Health Improvement plans and the Community Health Assessment.

Year 4 Strategies

Engage more members in the CAC meetings by providing them with alternate methods to access resources discussed during meetings. Therefore, more participation within the community to address health equity gaps.

Goal 1:

Increase the amount of information and updates provided during monthly CAC meetings available to meet the needs of all individuals including 3 new ways for CAC members to access information by 2024.

Baseline:

Not all current CAC members that choose to attend the meetings in person rather than virtually have the ability to access electronic mail systems.

Metric/Measure of success:

All CAC members who choose to attend meetings in person will have access to information shared via email in printed hard copies, large font print and Spanish formats when requested.

Monitoring:

Monitor by feedback from CAC members twice yearly.

Person responsible:

Community Engagement Manager

Resources Needed:

Access to Spanish interpreter services

Focus Area 5:

Continued development of organizational Health Equity infrastructure

Background / Context: Current Status

Advanced Health continues to have Anna Warner, Executive Program Director, in the Health Equity Administrator role. This executive leadership position has broad oversight of the health equity initiatives and programs within Advanced Health which span the majority of departments in the organization. This role is an integral part in

the success of Advanced Health's health equity infrastructure. In collaboration with the Health Equity Steering Committee, and two designated positions – the Health Policy Analyst and the Equity Policy Analyst, Advanced Health has allocated staff and resources to support the progress of health equity and associated goals, as seen in the attached organization chart. The policy analyst positions are instrumental in providing subject matter expertise and providing organization and project management to specific contract deliverables that address health equity. The Human Resources Department allocates time, knowledge, and budget to various equity initiatives, such as fair and equitable hiring practice evaluation, data collection for workforce diversity, accessible benefits administration, professional development and training, and safety and wellness initiatives, all of which are further described below.

On an annual basis, Advanced Health collects REAL-D data from employees, board-, and committee- members. Currently, Advanced Health is currently collecting REAL-D Data for the 2023 collection cycle. In previous years, participation has been low for all data collection groups. The 2023 goal is to increase responses from all data collection groups. Advanced Health HR will send two reminders after the initial notice to employees, and work with the board- and committee- point of contacts to increase communication and follow up reminders. Year 4 strategy will include considering collecting REALD Data from all data collection groups twice yearly. The results from the 2023 collection cycle are pending. Based on previous years and the last 18 months of recruitment activities, HR forecasts an increase in employee responses and workforce diversity. This is based on the plan to increase communication efforts and the organization's diverse recruitment efforts. Many of Advanced Health's positions can be hybrid or remote, which promotes accessibility and flexibility, leading to a more diverse candidate pool and workforce.

On an annual basis, Advanced Health reviews the company's employee benefits package for equitable access and distribution for all employees. Advanced Health has maintained the previously implemented Equity-related PTO/VTO benefit. This benefit is available to all employees. Beginning in the 2021-2022 plan year, Advanced Health added additional health plan options to ensure health plans were available that met the needs of different lifestyles, families, and health conditions. Advanced Health provides benefits packages for both full-time and part-time employees. In 2022 HR conducted a benefits survey using the new HRIS system, however, the data came back in aggregate form with no detailed information. The information was not useful in making any benefits changes.

In 2022, the Advanced Health's Safety Committee was updated to include employee wellness in the committee's initiatives. This collaborative approach ensures that

employee wellness is a focus of the committee, which further contributes to employee satisfaction and inclusivity.

Advanced Health has experienced a delay in the completion of the HRIS implementation. The previously planned system's data insights evaluation and implementation is postponed until 2024.

Two areas previously mentioned are Advanced Health's Employee Performance Evaluations, which include an equity-related question. This reinforces professional development and job knowledge to further health equity as an organizational infrastructure. Advanced Health staff are required to complete equity-related trainings upon new hire and on an annual basis.

2022 – 2023 Equity Assessment Summary

Advanced Health conducted an Employee Equity Assessment Summary in December 2022 – January 2023 to gain further insight into the employee perspective on Advanced Health's health equity infrastructure and capacity. The following areas were evaluated: workforce, company culture and training, use of demographic data, CLAS, Member education, community partnerships, health equity promotion, and social trends. The data from this survey is being reviewed by the Health Equity Steering Committee to determine an action plan for 2023 – 2024.

The results included strengths such as having a diverse workforce with employees from various backgrounds and experiences, as well as bilingual staff members who facilitate effective communication with a broader range of members and stakeholders. The organization benefits from workforce inclusivity, with employees demonstrating a commitment to collaboration and teamwork, leading to efficient communication both internally and with members and providers. The longevity of some staff members contributes to their deep knowledge and ability to provide valuable guidance to new hires. Advanced Health's innovative approach to hiring and retaining talent from across the nation promotes a culture of innovation. Employee benefits and work-life balance are prioritized, and the organization offers education and training opportunities. Collaboration with community partners is also a strength, supporting the needs of members effectively.

Some of the areas where Advanced Health could improve include communication. Although communication was generally seen as a positive aspect, it was mentioned that there are areas that could improve. Remote work, while advantageous for work-life balance, can pose communication and collaboration challenges. Additionally, a

need for enhanced training for both new and existing employees to ensure optimal performance was identified. Increasing the number of trained staff, particularly in the local area, could help address the growing demand for services and provide improved care for members.

Overall, Advanced Health acknowledges its strengths in terms of diversity, inclusivity, innovation, communication, and employee benefits. While there are areas of improvement, Advanced Health is committed to continuous improvement, reinforcing the dedication of fostering a diverse, equitable, inclusive, and responsive environment that is employee- and member-centric.

Organizational Health Equity

Advanced Health maintains the Organizational Health Equity Policy and Procedure which provides high-level guidance to employees to further health equity in policies, procedures, practices, and services. It is planned for a December 2023 revision date, and additional training will be provided to all staff.

Advanced Health is in process of adopting an Equity Impact Assessment Tool into the company's policy and procedure template. The proposed Equity Impact Assessment Tool was approved by both the Health Equity Steering- and Policy Review-Committees. Staff training and the revised policy and procedures template are planned for Quarter 3 2023.

Health Equity Steering Committee

The Health Equity Steering Committee continues to make efforts to bridge equity within the community. For example, in Quarter 4, 2022 the mobile shower project idea was introduced. Curry County has one shower for the public that is open once a week for a few hours. The mobile shower project idea, which is in progress to become a possible reality, would increase the number of showers within Curry County. The target population for this project is the unhoused community. Advanced Health is working alongside a community based non-profit organization to bring this mobile shower to life.

The Health Equity Steering Committee also holds space to have presentations to better support our members who may have barriers when reaching out to Advanced Health. This committee is closed to the public as Advanced Health continues to find stability within the CLAS lens. The committee has staff members who are deeply embedded in the community and attend community meetings where they hear the issues that affect members.

Year 4 Strategies	
<p>Continue with REAL-D and Employee Equity Assessment Survey data collections to further evaluate these areas. Continue with the Employee Benefits Evaluation on an annual basis to ensure equitable distribution and access for employees. And lastly, Advanced Health’s HRIS data insights are planned to be rolled out in 2024.</p>	
<p>Goal 1:</p> <p>To increase the number of responses for REAL-D and Employee Equity Assessment data collection, and to consider an employee benefits survey. To utilize the HRIS’s data insights to further evaluate diversity and equity amongst staff, positions, and departments.</p>	
<p>Baseline:</p> <p>REAL-D 2021 – 20%, 2022 – 22%, 2023 – pending</p> <p>Employee Equity Assessment 2020 – 45%, 2022 – 32%</p> <p>Benefits Survey: none</p> <p>Workforce Data Insights: none</p>	<p>Metric/Measure of success:</p> <p>REAL-D increase participation: Employee: 22% to 40%, Board- and Committee Members: 25% participation goal.</p> <p>Employee Equity Assessment increase participation: 32% to 50%, and an established communication plan for the Equity Assessment Action plan.</p> <p>Benefits Survey: improved data collection, usable data to evaluate benefits</p> <p>Workforce Data Insights: to utilize HRIS data insights, such as genders or disability statuses in different roles (management roles for example), to evaluate workforce diversity further.</p>

<p>Monitoring:</p> <p>REAL-D Communication Plan</p> <ol style="list-style-type: none"> 1. July, August, September email communication 2. Monitor monthly submissions 3. Share progress with Health Equity Steering Committee 4. Add a “Do Not Wish to Participate” option in 2024. <p>Employee Equity Assessment</p> <ol style="list-style-type: none"> 1. Complete review by Health Equity Steering Committee 2. Create and implement SMARTIE Goals & Action Plan 3. Communication Plan similar to REAL-D Communication Plan 4. Equity Assessment due in Q1 of 2024 <p>Benefits Survey</p> <ol style="list-style-type: none"> 1. Draft survey for HR, Finance, CEO review 2. Rollout 2024 Q2 <p>Workforce Data Insights</p> <ol style="list-style-type: none"> 1. HR preparation – 2024 Q1 2. Executive presentation – 2024 Q2 3. Action Plan – 2024 Q3 	<p>Person responsible:</p> <div style="background-color: #f2f2f2; padding: 5px;"> <p>Human Resources Manager</p> <p>Health Equity Steering Committee (see charter for committee roster)</p> <p>Board- and Committee point of contacts</p> <p>Executive Leadership Team</p> </div>
<p>Resources Needed:</p> <div style="background-color: #f2f2f2; padding: 5px;"> <p>Staff Time</p> </div>	

<p>Goal 2:</p> <p>To progress health equity infrastructure into each of the organization’s departments.</p>	
<p>Baseline:</p> <p>Organizational Health Equity Policy and Procedure implemented December 1, 2021 with training provided to all staff.</p>	<p>Metric/Measure of success:</p> <p>Revised Organizational Health Equity Policy and Procedure with updated training and technical assistance for all staff.</p>
<p>Monitoring:</p> <p>Policy revision due December 2023</p>	<p>Person responsible:</p> <p>Executive Program Director Equity Policy Analyst Human Resources Manager CLAS Champions</p>
<p>Resources Needed:</p> <p>Staff time</p>	

Section 2: Annual Training and Education Report Attestation:

Has the CCO adopted the definition of Cultural Competence set forth in OAR 943-090-0010 and is utilizing it to guide its development of cultural responsiveness materials and topics in its Cultural Competence Continuing Education training activities into its training plans for Health Care Professionals?

Yes **No**

In an ongoing commitment to promoting cultural responsiveness, addressing implicit bias, and fostering inclusive communication, Advanced Health has maintained the organization's education plan and training opportunities for its employees, board and committee members, and provider network. This plan enhances cultural awareness, sensitivity, and understanding among CCO staff and healthcare providers, enabling the delivery of equitable care and support to all individuals served.

Through the following continuous efforts and updates to our employee and provider network education plan, Advanced Health is committed to cultivating a culture of cultural responsiveness, addressing implicit bias, and focusing on a health equity infrastructure. By fostering understanding, self-reflection, and continuous learning, Advanced Health is dedicated to delivering equitable, patient-centered care to individuals from diverse backgrounds. Advanced Health will continually assess and enhance health equity initiatives to ensure that cultural responsiveness and health equity remain central pillars of the organization's values and practices.

Annual and New Hire Comprehensive Training Modules: Advanced Health offers a series of comprehensive training modules that focus on cultural responsiveness, covering topics such as diversity, equity, and inclusion (DEI), implicit bias, culturally and linguistically appropriate services, language- and disability- accessibility, communication, and discrimination and harassment prevention. Advanced Health requires all employees to complete the list of approved training modules upon new hire and on an annual basis.

Employee Lunch and Learn Opportunities: To foster a collaborative learning environment, Advanced Health continues to offer monthly Lunch and Learn events. These regular learning forums and group discussions offer learning opportunities to learn more about the CCO and its requirements, department activities and goals, and network with fellow employees. Many times, as seen in the Lunch and Learn schedule, the topics are health equity-related. These sessions promote understanding of the CCO's approach and how everyone can contribute to the company's adoption of health equity as an infrastructure.

Diversity and Health Equity Event Sponsorship: Recognizing the impact of Advanced Health’s support for the local South Coast Diversity Conference, continuing sponsorship of the event has occurred in 2022 and 2023, and is planned for the future. The South Coast Diversity Conference offers interactive workshops and learning tracks to bring “...diversity, equity, and inclusion training in a collaborative effort by sharing resources of multiple organizations to offer our region an engaging and educational experience”. These workshops promote self-reflection and provide strategies to recognize and mitigate implicit biases that may influence decision-making and treatment of people with diverse backgrounds, abilities, and access.

Advanced Health sponsored 35 individuals to attend, opening up scholarship opportunities for network providers and their staff that were interested in attending. Initial RSVP’s included twenty Advanced Health staff, including two executive leadership members, and fifteen network providers and staff members.

Health Equity Fair: During the Health Equity Fair in Coos Bay (Coos Restoring Hope) free immunizations, vouchers for birth certificates, and HIV testing (located in a private office location within the mall) were provided. There were 25 vendors from a variety of organizations, business programs, hospice, child and youth organizations, substance use disorder programs, Pride, and Homeless programs. Our local clinic, Waterfall clinic signed up families for free dental care and Bay Area Ambulance provided blood pressure checks. Spanish translation services were provided by Advanced Health. A total of 227 food vouchers were handed out to fair attendees and 134 passports were given to each family in Coos County.

During the Health Equity Fair in Curry County (Catch the Wellness Wave), the System of Care information booth volunteers handed out Help the Help Guidebooks for families and Cultural Diversity Books (English and Spanish) which were donated by Advanced Health. Advanced Health also donated Helmets which were part of the prize giveaways. There were 66 families who attended, 86 cultural diversity books handed out, and every child, youth, and family left the festival with something from every vendor. It was the first in person event since COVID and the networking and collaborating provided a day of community healing.

Board of Director’s Cultural and Linguistic Appropriate Services Training Overview: In July 2022, Advanced Health conducted a CLAS Standards training session for the Board of Directors. The training covered what, why, and provided insights on how to implement CLAS Standards within a healthcare organization.

Employee Resource Library: Advanced Health has established an online resource library that includes articles, videos, and online courses on cultural responsiveness, implicit bias, and health equity. This resource repository serves as a reference for staff to further deepen their knowledge and understanding of these important topics. Some examples include:

2023

- Advancing Equity in Collective Impact
- How Implicit Bias Impacts Healthcare Delivery & What You Can Do About It
- History of Racism in US Healthcare: Root Causes of Today's Hierarchy and Systems of Power

2022

- Limited English Proficiency Cultural Competency
- Health Literacy and Clear Communication for CCO's
- Collaborative Problem Solving (ACE's, trauma-informed practices)
- Using REAL-D Data to Advance Health Equity

Attendance of these trainings is not currently being tracked. Review of requiring attendance for certain employee populations will be considered for 2024.

Performance Evaluation and Feedback: Advanced Health added an equity-related question to the 2022 Employee Performance Review, asking the manager to review whether the employees meets the following expectation: "Employee identifies health equity-related activities within their scope of work and the organization's commitment to health equity". In summary, all employees met or exceeded this expectation. Next steps for this equity-related workforce objective will be to continue to include in performance reviews to get another year of baseline information, while addressing any unmet expectation with additional training or resources. This encourages accountability and reinforces the importance of ongoing professional development in the area of health equity.

Provider Learning Opportunities: Advanced Health continues to offer CEU-accredited learning modules for the provider network and their staff. The online, self-guided learning modules address cultural responsiveness, implicit bias, and strategies for delivering culturally sensitive care.

Course objectives include an interactive approach designed to equip mental health care professionals with the necessary skills to engage effectively with diverse individuals throughout the entire care process, from diagnosis to ongoing management of mental health conditions, with a specific focus on depression; to address key Hispanic/Latino population data, healthcare disparities, and offers person-centered strategies to establish strong relationships and explore cultural traditions and beliefs related to healthcare; equip clinicians with the skills to effectively navigate cross-cultural issues and negotiate care management plans using the ResCUE Model™, and address legal requirements for healthcare organizations to provide interpreters and translated materials for patients with limited English proficiency (LEP).

2022 – Cross-Cultural Care in Mental Health & Depression, Working with Specific Populations: Hispanic/Latino

2023 – ResCUE Model for Cross-Cultural Clinical Care, Ensuring High-Quality Care for Patients with Limited English Proficiency

For more information of the 2023 Health Equity Plan or other Health Equity related questions, please contact health.equity@advancedhealth.com