

Health Equity at IHN-CCO

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Health Network CCO



What is Health Equity?

Oregon Health Authority & 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, age, 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.

IHN-CCO Delivery System Transformation: Health Equity Workgroup

Health Equity is the opportunity for all to thrive and be healthy within systems that historically and currently disadvantage and oppress communities. It supports the highest standard of access to health and well-being for all people.

Health equity occurs when individuals and communities define health within their own values and context, have access to systems and resources to meet their health goals, and are supported as the experts on their own health.

Equality vs. Equity

What is the difference?

Equality is about ensuring the same for everyone, regardless of differences.

Equity is about ensuring differences are centered, rather than a one-size-fits-all approach. Equity recognizes that some may need additional supports or a different approach to reach a similar goal or outcome as others.

Visualizing Health Equity

Equality



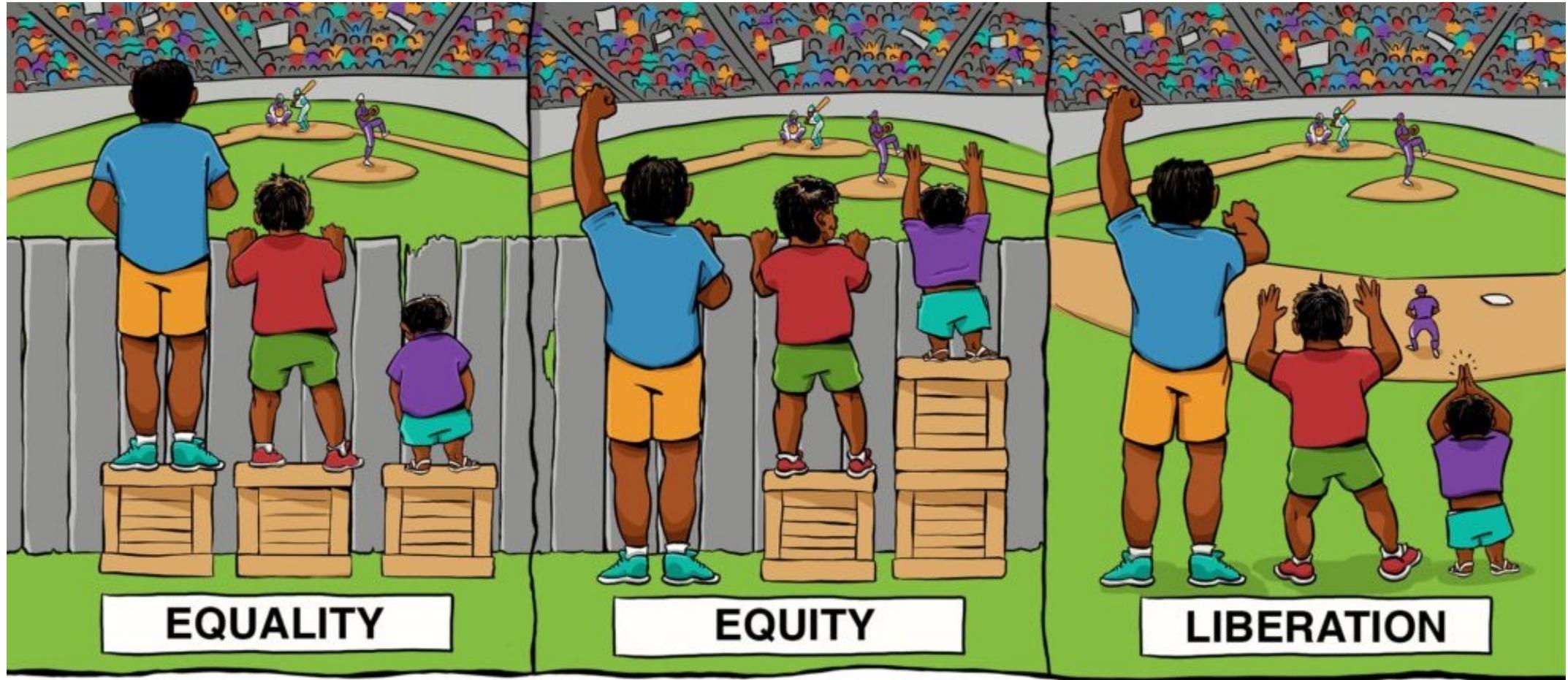
Equity



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Source: Public Health Institute of Western Massachusetts [What is Health Equity :: Public Health Institute of Western MA \(publichealthwm.org\)](http://publichealthwm.org)

Visualizing Health Equity



the4thbox.com



Interaction Institute
for Social Change

Original illustration
by Angus Maguire

Source: Interaction Institute for Social Change | Artist: Angus Maguire. interactioninstitute.org and madewithangus.com.

In Partnership with Samaritan Health Services

Samaritan Health Services operates IHN-CCO. When developing Samaritan's Equity and Inclusion Plan, the Equity and Inclusion council took into consideration the priorities of the state's health equity framework that was developed for and by Oregon's CCO plans. These elements include:

- Establishing a governance system to promote health equity among CCO members and employees.
- Implementing equity and inclusion-related employee recruitment and retention strategies.
- Launching an organization-wide training and education plan.
- Ensuring member access to high quality language services.
- Using related demographic data to develop and measure the plan's priorities and progress.
- Establishing an equity and inclusion-related grievance and appeal system.

The Equity and Inclusion Plan reflects our shared intent to better understand and address issues related to race, ethnicity gender, culture, socioeconomic status, language, sexual orientation, age, spirituality and literacy in those with whom we work and for whom we care.

For more information on the 2022 SHS Equity and Inclusion Plan:

[Equity & Inclusion | InterCommunity Health Network CCO \(ihntogether.org\)](https://www.ihntogether.org)

Health Equity at IHN-CCO

Delivery System Transformation Committee

Using priority areas defined by the Community Health Improvement Plan, The DST Committee supports innovative pilot programs to advance health equity and reduce health disparities in Benton, Lincoln and Linn Counties.

Health Equity Plan

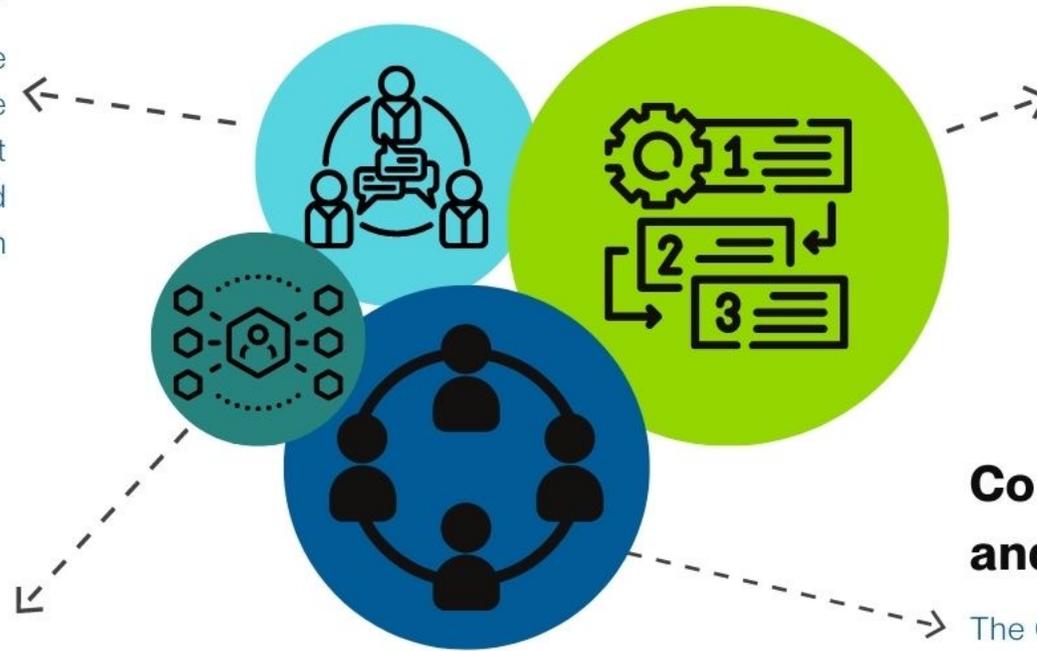
IHN-CCO's Health Equity Plan is reviewed, revised, and submitted each year to the Oregon Health Authority. The plan outlines clear goals and strategies for improving health equity across the organization.

Health Equity Liaison

The Liaison is responsible for the Health Equity Plan, supporting the DST, reviewing policies and procedures, connecting with clinic and hospital leadership, networking with regional, state and national equity partners, and advancing other health equity projects and initiatives across the organization.

Community Advisory Council and Local Committees

The CAC and local advisory committees center community voices, value lived experience, and involve members in processes that directly result in measurable community impact across the healthcare system.



IHN-CCO Health Equity Plan

Focus Areas for 2022

- **Grievance and appeal system**
 - Reduce cultural and linguistic disparities and gaps for IHN-CCO members by cultivating awareness within the Appeals and Grievances team
- **Demographic data**
 - Ensure all IHN-CCO members feel respected and treated in a respectful and affirming manner
- **Culturally and linguistically appropriate services (CLAS)**
 - Ensure policies and processes are in place for all members to receive culturally and linguistically appropriate care
- **CLAS as an organizational framework**
 - Provide learning opportunities for IHN-CCO staff, technical assistance, and sharing resources around CLAS

IHN-CCO Health Equity Plan

Focus Areas for 2022

- **Workforce**
 - Increase diversity of leadership, management and staff, opportunities for DEI activity involvement, and continue support of SHS Employee Resource Groups
- **Organizational training and education**
 - Organize and lead DEI training initiatives in coordination with the SHS Equity and Inclusion Council
- **Language access reporting mechanisms**
 - Ensure interpreters are OHA certified and qualified, educate providers, and improve data collection
- **Member education and accessibility**
 - Ensure *all* members have access to information on being an IHN-CCO member (universal design)

Health Equity Update: Gender Identity and Pronoun Project

As of **11/15/2022**:

- Wristbands issued will no longer include sex assigned at birth and will display member's preferred name

Next steps:

- Continue to foster open lines of communication with community members (e.g., local advisory committees)
- IHN-CCO Health Equity Liaison will coordinate with SHS Equity and Inclusion Council to design and implement a provider/staff training plan
 - Administrative changes must be accompanied by building awareness and understanding
 - Outreach and education for providers
 - Virtual learning module for all IHN-CCO/SHS/SHP staff in 2023



IHN-CCO Health Equity Liaison: 2023 Initiatives

- **Policies and procedures**
 - Are our policies and procedures equitable? What needs to change?
- **Identify training gaps**
 - What have we heard from our IHN-CCO members? Our providers? How can we create training opportunities that will improve member care and staff wellbeing?
- **HR evaluation and recommendations**
 - Are HR practices equitable? What needs to change?
- **Team learning**
 - How can the Engagement & Transformation team connect and invest in intentional, mutual learning that directly impacts personal growth and program outcomes?
- **Local/regional/state engagement**
 - What opportunities are there for connecting around health equity? What relationships can be built or strengthened?
- **Decision making tool**
 - How can IHN-CCO draw upon existing models to help shape the creation and implementation of a health equity decision making tool?



Policies and Procedures

Comprehensive review of relevant policies and procedures from a health equity lens. Offer recommendations and help push changes through leadership.

01

Identify Training Gaps

Based on policies, procedures, and member-identified gaps, create recommendations for professional development in relation to health equity topics to improve both member care and staff wellbeing.

02

HR Evaluation and Recommendations

Through building a relationship with HR, evaluate policies and procedures, language, employee materials, etc. and offer equity-focused recommendations.

03

Health Equity Liaison

2023+
Health Equity
Focus Areas

Engagement & Transformation

Team Learning

Recommend learning and connection opportunities for the Engagement & Transformation team around health equity (e.g., quarterly book club).

04

Local/Regional/State Engagement

Identify new workgroups or other relevant meetings at varying levels related to health equity initiatives. Increase familiarity, presence, and build relationships.

05

Decision Making Tool

Compile resources to create an IHN-CCO specific health equity decision making tool that can be shared with leadership for learning, feedback, and co-creation of the final product.

06



Engaging with this work can be difficult. How do you care for yourself? How do you care for others?

How do you balance the need for self-soothing and healing with not *avoiding* discomfort?

Learning and growth can oftentimes be *messy*. Mistakes get made, even with the best of intentions. It is critical to approach this work, and one another, with compassion if we are to move forward as a community.

Compassion is not softness or weakness, nor is it an excuse for harmful behavior. Compassion combines kindness with intentional action. It requires *courage* and *strength*.

How can you cultivate compassion in yourself, and in your work, as we strive for a more equitable future?