

The Role of Safety Net Plans in Tackling Racial and Ethnic Disparities in Health Care

ACAP Leadership Academy Webinar #3

July 08, 2020

3:30-5:00 pm ET/12:30-2:00 pm PT



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Leadership Academy



About ACAP



- **Our mission** is to strengthen not-for-profit Safety Net Health Plans in their work to improve the health and well-being of lower-income people and/or people with significant health needs.
- **Our vision** is a country with accessible, affordable, high-quality care, regardless of income, provided through coordinated care entities.

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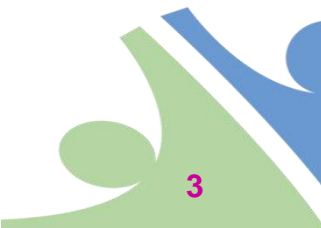
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Today's Agenda

- **Welcome, Updates, and Review of June Evaluation Survey**
- **Inequities Amplified by COVID-19: Practical ideas for what States and Plans (and Others) can do to Address Health Inequities**
 - Tricia McGinnis, Executive Vice President and Chief Program Officer, Center for Health Care Strategies
- **CEO Presentation: Imperative of Public Plans to Address Health Inequities**
 - Eric Hunter, President and CEO of CareOregon
- **Breakout Sessions and Report Out**

ACAP Work on Racial/Ethnic Disparities

- **Commissioned fact sheet on racial/ethnic disparities during COVID-19.**
 - Will explore SNHP approaches to addressing disparities in access, outcomes.
 - Subject matter: focus of session at CEO Summit.
- **ACAP, Quality Interactions:** partnering to provide unconscious bias and cultural competency education for interested ACAP plan staff.
- **Endorsed *IMPACT to Save Moms Act*, *Maternal Health Quality Improvement Act of 2019*, and *Helping Medicaid Offer Maternity Services Act of 2019***, which address maternal mortality and racial disparities in maternal health outcomes.

NEW! SDOH Opportunity Assessment

- Partnering with Spring Street Exchange (SSX).
- Available at a discounted rate to ACAP member plans - \$3K per plan.
- **The deadline for ACAP plans to opt-in to the project has been extended to July 10**; need minimum of 20 plans for fiscal viability/response rate validity.
- Participating plans will complete a questionnaire and a meet with SSX for a one-hour interview as part of the process.
- Individual Plan Summary Report:
 - Scoring across four areas of focus
 - Bench-marking against all project participants
 - Opportunities for improvement
 - Summary of responses by all participating plans
- ACAP Summary Report:
 - Trends across membership
 - Current gaps and opportunities for progress in addressing SDOH needs
 - Areas of focus for operational programming and support by ACAP
 - Data and insights to be used for policy analysis and advocacy
- The project is expected to conclude in Nov/Dec 2020.

Webinar Learning Objectives

- Promote a learning opportunity regarding the varied issues that contribute to racial and ethnic disparities in health and opportunities for safety net plans to help address these issues.
- Provide an opportunity to learn about how a health plan leader has and/or plans to tackle this issue at his/her plan, with members, providers and other community stakeholders.
- Discuss and share issues, concerns, best practices, etc. with Academy participants from other plans.
- Provide an opportunity for participants to network during the webinar through focused discussions.
- Provide an opportunity for selected participants to present what they have learned from their plan about its successes and challenges related to health disparities, focusing on their operational area or a specific project or experience.

Evaluation Results

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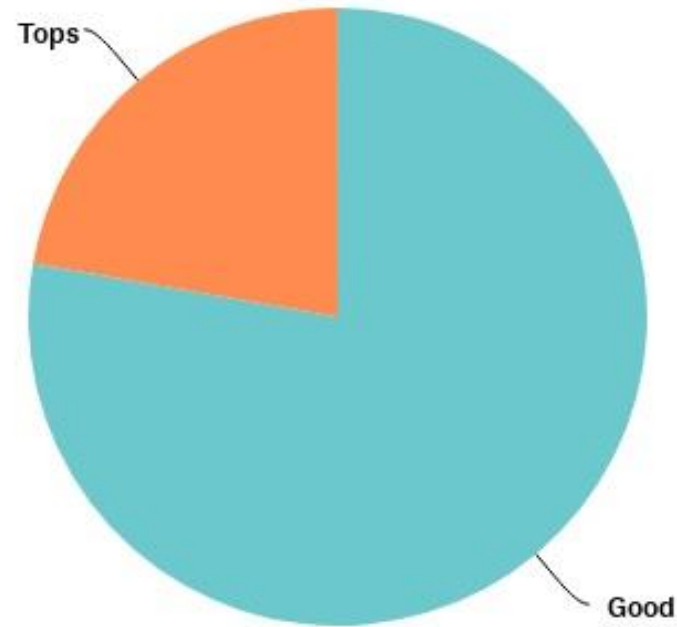


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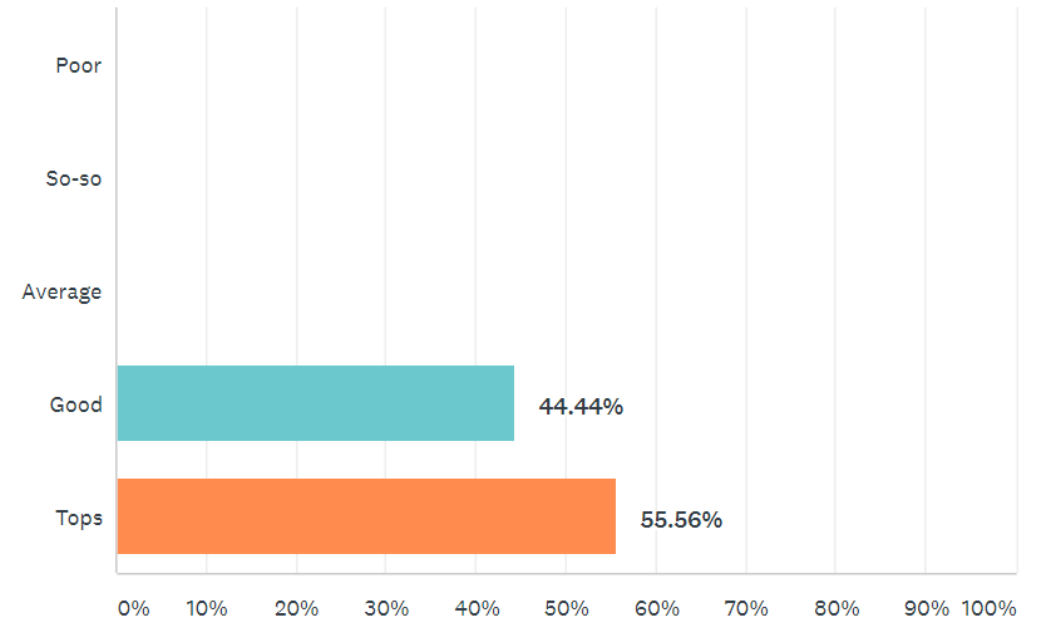


Webinar Evaluation

What did you think about the webinar overall?



What did you think about the case studies?



What three things from the SDOH Webinar did you find most useful and/or will you be able to apply immediately back in your day-to-day world?

Some common take-aways:

- Member engagement strategies
- Partnerships with companies to help fill the gaps
- Budgets – Building financially stable programs
- Sustainability and ROI
- Data/systems to measure outcomes/improvement
- Hearing about what other organizations are doing for SDOH

You can visit our dedicated webpage to review a list of resources!

<https://www.communityplans.net/event/leadership-academy-resources/> Password: 'academy'

If you have any collateral you want to share, feel free to email us!

Leadership Workshop Topics

- Which of the following leadership topics should we consider for this webinar?
 - Building Effective Teams
 - Conflict Management
 - Developing and Motivating Others
 - Executive Communication
 - Dimensions of Decision Making
 - Delegation
 - Leading Up
 - Leading with Trust
 - Giving and Receiving Feedback
 - Improving Critical Thinking Skills



Poll Question

Inequities Amplified by COVID-19: Practical ideas for what States and Plans (and Others) can do to Address Health Inequities

Tricia McGinnis

Executive Vice President and Chief Program Officer
Center for Health Care Strategies

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Inequities Amplified by COVID-19: Practical Ideas for What Plans Can Do to Address Disparities

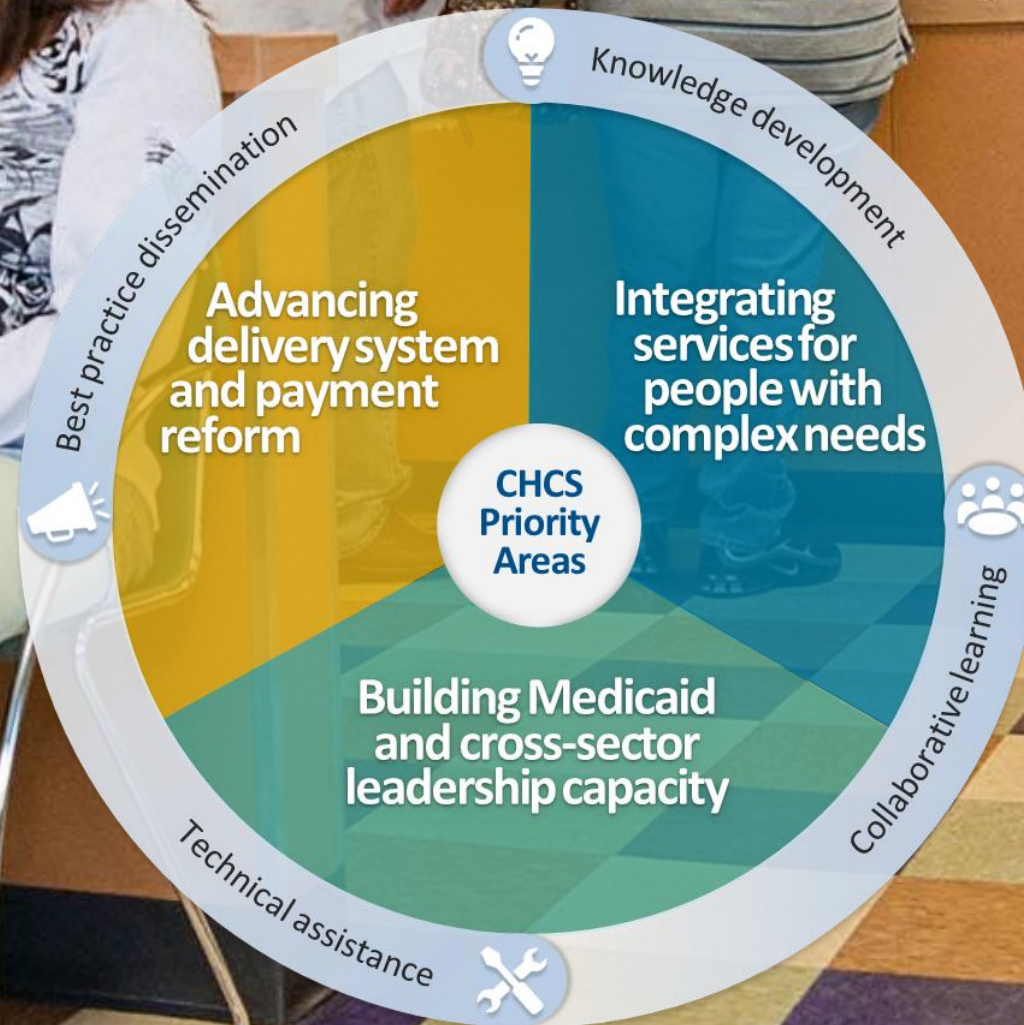
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Tricia McGinnis, Executive Vice President and Chief Program Officer

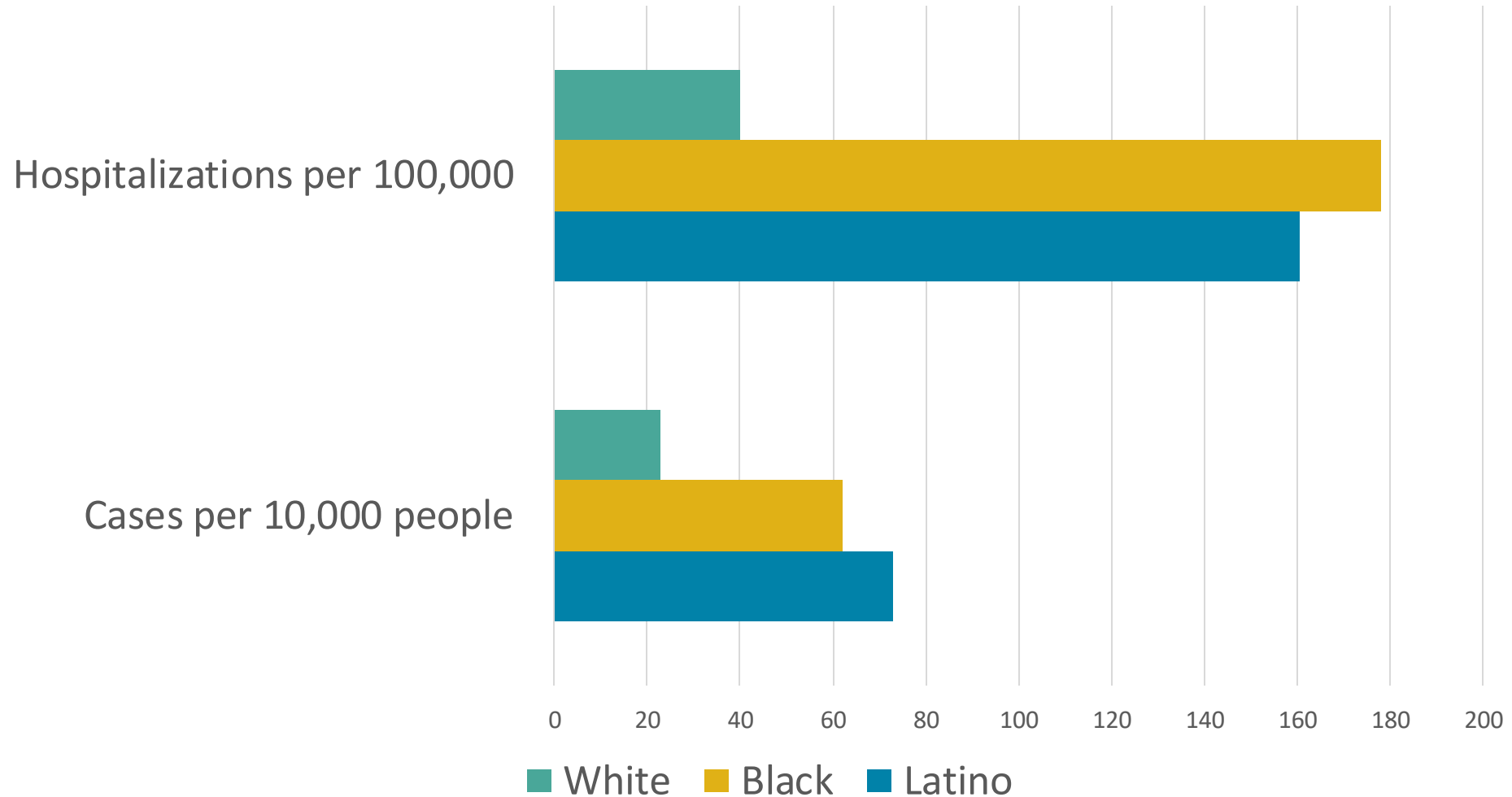
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About the Center for Health Care Strategies

A nonprofit policy center dedicated to improving the health of low-income Americans



COVID-19 Racial Inequities



Drivers of COVID-19 Racial Disparities

- Factors driven by systemic racism make social distancing a challenge
 - » Higher proportion of frontline and essential workers
 - » Jobs requiring in-person attendance
 - » Greater use of public transportation
 - » Smaller and more crowded home environments
- Disparities in underlying health conditions
 - » Obesity
 - » Diabetes
 - » Hypertension

Practical Approaches for Health Plans to Address Disparities Related to COVID-19

- Measure and analyze health disparities by race and ethnicity
- Prioritize practices serving diverse communities by:
 - » Supporting vulnerable patient identification, outreach, and post COVID-19 follow-up care
 - » Stabilizing finances via prospective payments
 - » Supporting telehealth adoption and payments
 - » Quarantine services: home monitoring, food delivery, etc.
 - » Hiring or funding community health workers
- Use value-based payment to reward practices that reduce disparities

Partnering with Community Organizations

- Support rapid responses by engaging community organizations serving Black and Latino populations
- Fund wrap-around social needs quarantine services (e.g., food delivery, housing stability supports)
- Fund community health workers

Question & Answer



Visit CHCS.org to...

- **Download** practical resources to improve the quality and cost-effectiveness of Medicaid services
- **Learn** about cutting-edge efforts to improve care for Medicaid's highest-need, highest-cost beneficiaries
- **Subscribe** to CHCS e-mail, blog and social media updates to learn about new programs and resources
- **Follow** us on Twitter @CHCShealth



CEO Presentation: Imperative of Public Plans to Address Health Inequities

Eric Hunter
President & CEO
CareOregon

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Questions?



Breakout Groups



Break-out #1

- Cortney Ware
- Mallory Hee – *Notetaker/Reporter*
- Derek Wilson
- Edward Curtis
- Katie Domalakes
- Juan Ortega
- Kiesha Smith



Break-out #2

- Tracey Saucier
- Deborah Reif – *Notetaker/Reporter*
- Elliot Clark
- Davina Green
- Sarah Spiekermeier
- Amy Turnipseed
- Johanna Vidal-Phelan



Break-out #3

- Ryan Thomsen
- Victoria Hurtado – *Notetaker/Reporter*
- Toni Jones
- Julie Antholine
- Felecia Garner
- Tricia Grayson
- Katie-Elyse Turner

Questions to Discuss

Q1: What are some of the root causes of racial and ethnic health disparities and what can health plans realistically do to address them—within the plan and within the community?*

**There are many root causes of disparities such as structural racism, poverty/income disparities, unequal social needs, employment issues (e.g., front-line/non-telework jobs), chronic disease disparities, cultural bias in providers, etc.*

Q2: What are the barriers and challenges MCOs face when addressing health inequities?

Q3: What programs, policies and interventions can MCOs develop/implement to address health inequities?

Q4: How do you monitor the impact of these new policies, programs and interventions? What is the role of data collection and analysis? How do you use these data?

Discussion and Report Out



Take our Evaluation Survey!

Tell us how we did! You can take the survey at the link below or scan the QR code:

<https://www.surveymonkey.com/r/acapleadershipacademy78>



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Looking Ahead

Leadership Workshop

- **DATE:** Wednesday, September 9, 2020
- ***TIME:** 3:00-5:00pm ET/12:00-2:00 PT



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