
HEALTH EQUITY PLAN

EXECUTIVE SUMMARY

December 29, 2020

Eastern Oregon Coordinated Care Organization's (EOCCO) commitment to community engagement and health equity has been exemplified through its unique partnerships across all organizations and sectors. These partnerships have ensured that stakeholders throughout our twelve-county service area have an input in the development and direction of health services. EOCCO's participation in such conversations, which include Community Advisory Councils, Eastern Oregon Health Equity Alliance, and community listening sessions, have been key in further understanding the unique challenges Eastern Oregon frontier and rural communities face.

Based on a compilation of these conversations and internal EOCCO health equity assessments, opportunities have been identified to better utilize technology to enhance identification and monitoring of key items such as linguistic needs, completion of cultural responsiveness trainings, and to illustrate the level of alignment and representation between EOCCO's membership and workforce demographics. EOCCO's incremental efforts towards health equity in recent years have included robust implicit bias and cultural responsiveness training and education events that have been delivered in various formats (in-person and online) and tailored to participants as it relates to their work, as well as the development of policies and procedures that support these efforts and will be instrumental in continuing to solidify an equitable and community-informed foundation to achieve health equity.

Based on the framework provided by the Oregon Health Authority, EOCCO has developed an action plan that includes projects, goals, methods that will be implemented, and milestones to monitor progress for the following eight focus areas. Below is a list of the focus areas and the projects that EOCCO will implement in 2021:

- **Appeals and Grievances**
 - o Transition to electronic database
- **Demographics (REAL+D) Data**
 - o Gather demographic data around EOCCO members, staff, CACs, and provider network
 - o Develop a provider-facing linguistic report
 - o Incorporate additional demographic identifiers to at least one existing monthly incentive measure report to identify gaps or trends in care or health outcomes
- **Culturally and Linguistically Appropriate Services**
 - o Present provider and member education on accessing language services
 - o Pilot video interpretation
- **CLAS as an Organizational Framework**
 - o Review policies and procedures using a health equity review tool
 - o Standardize processes for subcontractors communicating on behalf of EOCCO
 - o Sponsor Health Care Interpreter qualification or certification for Traditional Health Workers
- **Workforce**
 - o Distribute recruitment best practice guidance

- Publish Traditional Health Workers demographics and information on provider search tool
- **Organizational Training and Education**
 - Assess cultural competence onboarding trainings for alignment with OHA Cultural Competence Continuing Education criteria
 - Develop training target rates and tracking system and monitor training completion progress
- **Language Access and Reporting**
 - Monitor levels of language assistance to limited English proficient population
- **Member Education and Accessibility**
 - Standardize material development processes
 - Member website navigation tutorials

