

Equitable health care for all



EOCCO's 2021 health equity action plan addresses health disparities in Eastern Oregon to help all members access care and improve health outcomes.

Eastern Oregon Coordinated Care Organization (EOCCO) understands the unique challenges that people living in Eastern Oregon face when it comes to health equity. That's why we are committed to creating an organization that values and prioritizes reaching their optimal health and building an equitable health plan that serves the unique challenges of our 12 rural and frontier communities.

We're working closely with Local Community Advisory Councils (LCACs) and the Oregon Health Authority to implement a 2021 action plan that will act as a foundation and catalyst to initiate deep organizational changes needed to build equity and diversity into service planning and delivery in our organizations, communities and provider network throughout Eastern Oregon.

Our goals are to:

- Increase the completion of cultural responsiveness training and education by providers, clinic staff and EOCCO workforce
- Recruit and support a diverse workforce that reflects EOCCO membership
- Improve access to language services for EOCCO members
- Enhance member engagement efforts to address health and accessibility needs
- Better understand population gaps and trends for accessing care

This year, our action plan focus-areas include:

Cultural competency	Workforce diversity	Language access	Community engagement	Data collection
GOALS				
Create a culturally informed and responsive workforce	Recruit, hire and retain a diverse workforce	Identify language barriers to care and meet the language needs of the population	Increase engagement between providers, members and partners	Identify gaps and trends in care or health outcomes
OBJECTIVES				
<ul style="list-style-type: none"> • Assess cultural competence onboarding trainings for alignment with OHA Cultural Competence Continuing Education criteria • Develop training rates and tracking systems to monitor training completion progress • Standardize member material development processes 	<ul style="list-style-type: none"> • Distribute recruitment best practice guidance • Review policies and procedures using a health equity review tool • Sponsor health care interpreter qualification or certification for traditional health workers (THWs) 	<ul style="list-style-type: none"> • Monitor levels of language assistance to limited English proficient populations • Educate providers and members about accessing language services • Pilot a video interpretation service with at least one clinic with diverse language access needs 	<ul style="list-style-type: none"> • Publish THWs' information on provider search tool • Standardize processes for subcontractors communicating on behalf of EOCCO • Create member website navigation tutorials • Develop a provider-facing linguistic report 	<ul style="list-style-type: none"> • Gather population data around members, staff, provider network and LCACs • Transition to an electronic database to analyze appeals and grievance population trends • Incorporate additional demographic identifiers to existing internal and external reports

Questions? We're here to help. For questions, please contact EOCCO Customer Service at 888-788-9821 or email EOCCOmetrics@modahealth.com.