



Statewide Health Equity Task Force

Joint efforts to address disparities for
Health First Colorado and Child Health
Plan Plus (CHP+) members

September 22, 2023

Meeting Logistics

Accessibility

American Sign Language: Interpreter

Spanish Interpretation: Can be accessed through the Zoom toolbar by clicking the Globe

Reminders

- Speak slower to allow interpreter to correctly interpret your messages
- Interpreters cannot interpret information from the chat

Ground Rules

Reminder this meeting will be recorded

Please do not share any PHI information verbally or through chat

Information included in chat may be part of the record that is open to anyone who request meeting information.

As a reminder you do not have to identify yourself when asking a question you have the right to remain anonymous.

Meeting Ground Rules

- Guiding Principles in Charter
- Listen-Be open to what is said. Be non-judgmental. Value the learning. Listen to get smarter.
- Contribute to taskforce goals
- Be intentional with discussions

Agenda At-A Glance

September 22, 2023 9am-11am

Welcome & Land/Labor Acknowledgement 5 minutes
ACC Phase III 15 minutes
Priority 4: Healthcare Services 20 minutes
Workgroups-Breakout rooms 30 minutes
Report out-Workgroups 25 minutes
Public Comment/Open Discussion 10 minutes
Community Pulse/Round Robin 10 minutes
Next Steps & Closing 5 minutes



Land Acknowledgement

We would like to acknowledge that what is now Colorado includes the lands of the Ute, Arapaho, Cheyenne, Diné (di-NAY), Lakota, Apache, Puebloan nations, and many Tribes, and that the sovereign tribal governments of the Ute Mountain Ute and the Southern Ute Indian Tribes still reside in this state. These tribes are the original stewards of these natural areas. We want to take a moment to honor and respect these original stewards of the environment and their relationship with the land.

Source: <https://native-land.ca/>

Labor Acknowledgement

We must acknowledge that much of what we know of this country today, including its culture, economic growth, and development throughout history and across time, has been made possible by the labor of enslaved Africans and their ascendants who suffered the horror of the transatlantic trafficking of their people, chattel slavery, and Jim Crow. We are indebted to their labor and their sacrifice, and we must acknowledge the tremors of that violence throughout the generations and the resulting impact that can still be felt and witnessed today.



ACC Phase III/ Mark Queirolo and Katie Lonigro

Advance Language Access, Health Literacy, and the Provision of Culturally Tailored Services

Presented by:

Diane Finley

Buy-In Member

Priority 1:

Expand the Collection, Reporting, and Analysis of Standardized Data



Priority 2:

Assess Causes of Disparities Within CMS Programs, and Address Inequities in Policies and Operations to Close Gaps



Priority 5:

Increase All Forms of Accessibility to Health Care Services and Coverage



Priority 3:

Build Capacity of Health Care Organizations and the Workforce to Reduce Health and Health Care Disparities

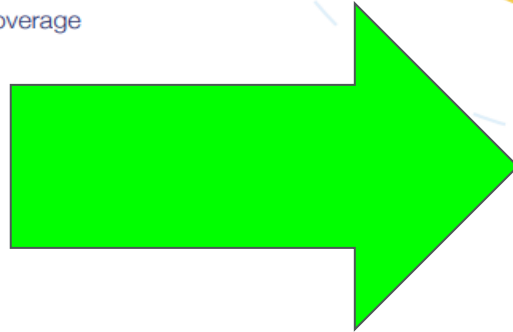


Priority 4:

Advance Language Access, Health Literacy, and the Provision of Culturally Tailored Services



CMS Framework for Health Equity Priorities





Priority 4:

Advance Language Access, Health Literacy, and the Provision of Culturally Tailored Services

CMS must ensure that all individuals we serve, including members of communities that are underserved, can equitably access all CMS benefits, services and other supports, and coverage. Language access, health literacy, and the provision of culturally tailored services play a critical role in health care quality, patient safety and experience, and can impact health outcomes. CMS has opportunities across our operations, direct communication and outreach to enrollees and consumers, and guidance to plans, providers, and other partners to improve healthcare quality, patient safety, and the experience individuals have within the health care system.



Advance Language Access

Effective communication is critical to ensuring understanding, empowering patients, and providing high-quality care. A language access plan can help ensure that an organization provides high quality and appropriate language services. A language access plan can also help ensure that an organization's staff members are aware of what to do when an individual with limited English proficiency needs assistance. This Guide identifies ways that providers can assess their programs and develop language access plans to ensure persons with limited English proficiency have meaningful access to their programs.

What is a Language Access Plan?

A language access plan is a document that spells out how to provide services to individuals who are non-English speaking or have limited English proficiency. Language access plans should be tailored to individual organizations, but may include similar sections, such as a needs assessment, language services offered, notices, training for staff, and evaluation, as described below.

Steps to Language Access Plan

Needs Assessment

Information about the needs of current and prospective consumers whose preferred spoken and written language is a language other than English, including the number of individuals with limited English proficiency, places in which consumers with limited English proficiency interact with the organization, and ways in which individuals interact with the organization.

Language Services

Description of the types of services the organization will provide, such as in-person interpretation and remote interpretation.

Notices

Description of how the organization will let its patients, clients, customers, or beneficiaries know about the availability of services. Examples may include taglines and signage

Training

Description of how the organization will train staff on its policies and procedures for providing language assistance services, including who and how often.

Evaluation

Plan for when and how the organization will monitor and update its plan, policies, and procedures to ensure that needs are met and that there is a framework for continuous quality improvement.

<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan-508.pdf>

Health Literacy Defined

The definition of health literacy was updated in August 2020 with the release of the U.S. government's Healthy People 2030 initiative. The update addresses personal health literacy and organizational health literacy and provides the following definitions:

- Personal health literacy is the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.
- Organizational health literacy is the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

The new definitions:

- Emphasize people's ability to *use* health information rather than just understand it
- Focus on the ability to make “well-informed” decisions rather than “appropriate” ones
- Acknowledge that organizations have a responsibility to address health literacy
- Incorporate a public health perspective

Why is Health Literacy Important?

Using health literacy best practices can build trust and advance health equity. Trust is an important part of a person's willingness to engage in care and behaviors that promote health. In 2023, the National Academies of Science, Engineering, and Medicine published proceedings from three workshops in a series titled *The Roles of Trust and Health Literacy in Achieving Health Equity*. Panelists discussed the relationship between health literacy and trust in clinical settings, public health institutions, and community settings.

Key recommendations included:

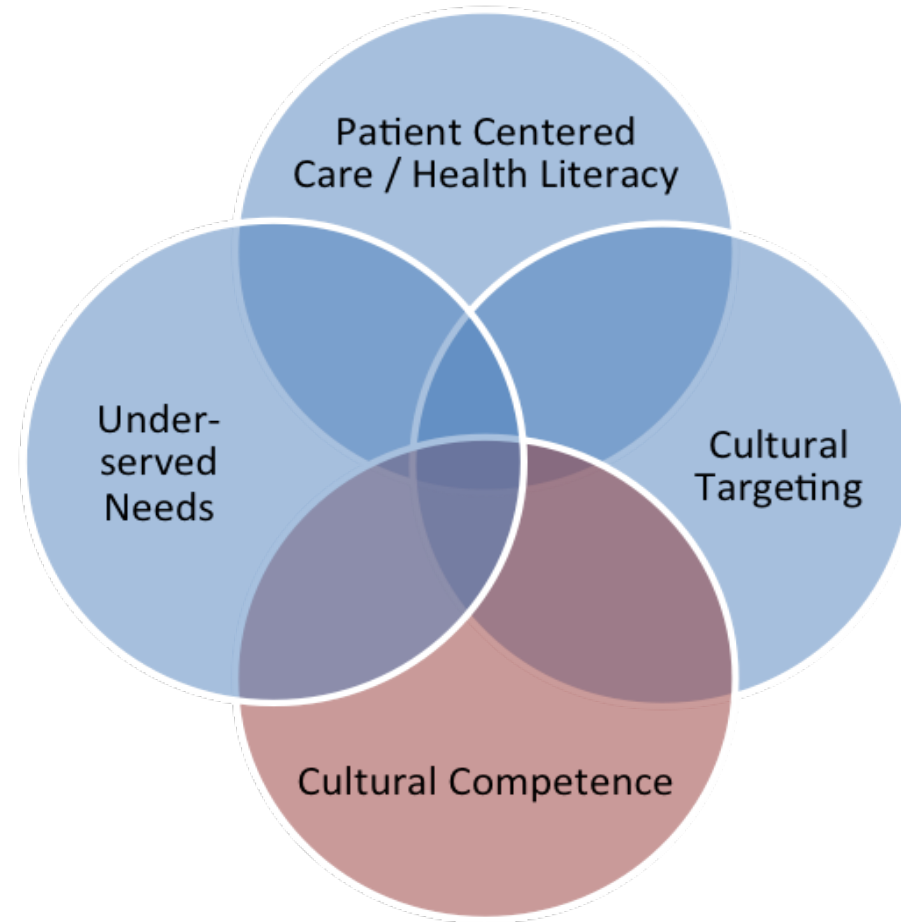
- using plain language
- using your audience's preferred language and communication channels
- using culturally and linguistically appropriate language

<https://www.cdc.gov/healthliteracy/learn/index.html>

https://health.gov/sites/default/files/2019-09/Health_Literacy_Action_Plan.pdf

Culturally Tailored Services

Reviewing and changing the structure of a program or practice to more appropriately fit the needs and preferences of a particular cultural group or community.



<https://effectivehealthcare.ahrq.gov/products/cultural-competence/research-protocol>

Action Items-Workgroups

Please discuss your top tactics/ideas to improve

- ❖ Advance Language Access
 - ❖ Health Literacy
 - ❖ Provision of Culturally Tailored Services.
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- ❖ Begin to formalize recommendations for Dept

Breakout-Workgroups

Access to Care
Behavioral Health
Covid-19
Maternity
Prevention

Workgroup Report out

5 min per group

Public Comment Open Discussion

A background grid of 24 stylized human icons in various colors and poses, arranged in a 4x6 grid. The icons represent diverse people of different ages, ethnicities, and genders.

Community Pulse & Round Robin

Next Steps

Contact Info

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<https://hcpf.colorado.gov/health-equity>