



Health Equity Zones and Objectives with Metrics

June 27, 2023

Over the next two years, L.A. Care will work internally and in collaboration with our community partners to achieve the metrics outlined below in support of our Health Equity Zones and Objectives.

Health Equity Zone 1: Address Key Health Disparities

Close racial and ethnic gaps in health outcomes among members.

<i>Objectives</i>	<i>Metrics</i>
1. In collaboration with L.A. Care’s QI Department, L.A. County Department of Public Health and other key stakeholders, review L.A. Care and California Immunization Registry data to identify target populations and implement interventions to increase vaccination rates for children 2 years old and younger across various race/ethnicity populations.	Close racial and ethnic gaps to be within 5% of the reference (or highest) group by HEDIS 2025 (using HEDIS Childhood Immunization Status measures to determine progress). (Draft 5/31/2023)
2. Implement initiatives to improve health of Black birthing individuals and infants, including Generating African American Infant and Nurturers Survival (GAAINS), and the doula and Community Health Worker benefits.	Support 500 or more Black birthing individuals in one or more of L.A. Care’s programs by September 30, 2024. Achieve a 75% or higher successful (HEDIS Prenatal Care measure definition) among Black Women by year 2025 (MY 2021 for Black Birthing Mother is 69% and White is 80%) for FY 2023-24.
3. Strengthen provider network for the unhoused population by offering street medicine and virtual care.	Onboard at least three (3) street medicine providers by March 30, 2024.
4. Expand physical and behavioral health wellness programs for school age youth.	Implement physical and behavioral health wellness programs in partnership with five (5) or more Title 1 middle school by September 30, 2024. (Draft 5/31/2023)
5. Address disparities for Black, Latino/Hispanic and American Indian/Alaska Native communities with chronic disease.	Establish equity goals for prioritized HEDIS metrics in enterprise-wide Population Health Management Index (PHMI) for each fiscal year through 2025.

Fiscal Year 2022-23 PHMI Equity Goals

As of 3/31/2023

Percentage of Black/African American members receiving prenatal care.

- MCLA 65.40% (rate), >72% (goal)

Percent of Black or African American members with an HBA1C<8%.

- MCLA 43.79% (rate) 43% (goal)
- Duals 59.07% (rate), 60% (goal)
- LACC 55.00% (rate), 57% (goal)

Percent of Black or African American members with BP controlled.

- MCLA 30.76% (rate), 37% (goal)
- Duals 47.99%, 53% (goal)
- LACC 37.88%, 38% (goal)

Health Equity Zone 2: Lead Change

Provide leadership and be an ally for community partners to promote health equity and social justice.

Objectives

Metrics

1. Coordinate and collaborate with internal and external partners like L.A. County's educational, health, public safety social service departments and other health plans to create shared agendas and plans.

Identify and partner with three (3) county agencies/health plans by September 30, 2024.

2. Promote gun violence prevention education and amplify Office of Violence Prevention firearm safety training to L.A. County clinicians.

Identify and partner with ten (10) or more external organizations to promote/collaborate on gun violence prevention programs by September 30, 2025.

Achieve 200 or more attendees and 400 registrants to attend the firearm safety trainings by September 30, 2023.

3. Explore and identify additional areas for focus and advocacy including community investment programs (e.g. Elevating Safety Net and Community Health Investment Fund grants), medical debt relief, as well as community-generated and driven improvements to address health equity.

Identify at least three (3) health equity improvement areas of focus to begin planning for 2024 community investment programs.

Health Equity Zone 3: Move Towards Equitable Care

Ensure that our members have access to care and services that are free of bias and that our providers are supported in delivering equitable, culturally tailored care.

Objectives	Metrics
1. Improve the collection and analysis of data that help us target care appropriately, including race, ethnicity and language (REaL) data and sexual orientation and gender identity (SOGI) data.	Increase from 80% REaL data to 85% REaL data collection by 2025. (Draft 5/31/2023) Begin to capture member SOGI data in L.A. Care IT systems by September 30, 2024. Ingest Department of Social Services BenefitsCal SOGI data by December 31, 2023. Work with an academic center on data analyses to identify target opportunities by December 31, 2023.
2. Strengthen the collection and linkages of Social Determinants of Health (SDOH) information on need for food, housing, and transportation among L.A. Care members.	Increase the number of providers using Z codes by 10%, using FY 2021-22 as a baseline, by September 30, 2023. Implement SDOH placed-based efforts at 3 (three) Community Resource Centers by September 30, 2024. Increase the number of L.A. Care members receiving housing-related community support by September 30, 2023. Increase the number of homeless members
3. Support efforts to promote patient and provider concordance, where members can select providers with the racial/ethnic background they feel most comfortable with.	TBD by Provider Equity Council by December 31, 2023.(Draft 5/31/2023)
4. Recognize providers that promote health equity through the Provider Equity Award at the annual Provider Recognition event.	Update program criteria for 3rd annual Provider Equity Award by September 30, 2023.

<p>5. Create a process to review and analyze Appeal and Grievances, Utilization Management and other services with a health equity approach.</p>	<p>Complete by December 31, 2023.</p>
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Health Equity Zone 4: Embrace Diversity, Equity, and Inclusion
 Serve as a model in supporting an equitable and inclusive work environment, as reflected in our workforce and business practices.

<i>Objectives</i>	<i>Metrics</i>
<p>1. Prepare, develop, and implement a diversity, equity and inclusion (DEI) training plan that is specific to the needs of L.A. Care and meets DHCS regulatory requirements.</p>	<p>Comply with the DEI APL #XX-XXX by TBD. (Draft 5/31/2023)</p>
<p>2. Ensure compliance with all regulatory, contractual, and accreditation health equity requirements in a timely manner.</p>	<p>Achieve NCQA Health Equity Accreditation in 2024.</p>
<p>3. In collaboration with Human Resources, create an environment that supports diverse employees and allows equitable opportunity to advance and thrive.</p>	<p>TBD by LA Team Council, Equity Steering Committee, Health Equity and HR. (Draft 5/31/2023)</p> <p>Implement at least one L.A. Care employee affinity group by December 31, 2023. (Draft 5/31/2023)</p>