Team Equity Council Wins

• Implemented new employee signature block to include pronouns
• Launched MOSAIC book club
• Supported DEI training for all staff – discussed how to ensure training was effective, previewed training, and provided feedback
• Launched internal feedback “suggestion box” for ideas to improve equity for staff
• Ensure L.A. Care position descriptions do not include gendered language (i.e. she/him)
Member Equity Council Wins

• Highlights of last year Member Equity Council goals
  - Food security: Served approximately 110,000 individuals
  - 72% of Community Health Investment Funds (CHIF) grants executed were with CBOs led by and serving BIPOC & other marginalized communities
  - 93% of L.A. Care sponsorships were provided to organizations or events focused on health equity. Health equity includes but isn’t limited to access to care, social determinants of health, and social justice issues

• Internally synergized health disparities efforts among departments
  - e.g. Black/African American pregnancy health outcomes

• Established Consumer Health Equity Council
  - Council made up of members
  - Sought and received member feedback

• New goals set for this year focus on:
  - Component 1: Member Voice, Component 2: SDoH Collection, Component 3: Health Plan as a Community Partner, Component 4: Systemic Change, and Component 5: Equitable Health
Provider Equity Council Wins

Goals:

• **Vendors / Suppliers**
  - ensure that when possible our contracting efforts provide opportunities for minorities, women, and disabled veteran-owned businesses to participate in our procurement (RFI & RFP) process

• **Provider Network**
  - is reflective of the language & ethnicity of the community they serve and offer member options and choices based on their preferences

Three-Pronged Approach:

• **Procurement Policy Review, Infrastructure, and Outreach - Small Business**
  - Outline “certified diverse” criteria for procurement process
  - Revamped Procurement webpages on lacare.org to include new Vendor Diversity page, RFP opportunities, certification resources, and intake form to collect small business information for future opportunities
  - Outreach for small businesses on RFP process and sponsorships to support local small businesses
    • Collaborated with and leveraged existing resources from L.A. Chamber and L.A. County Consumer & Business Affairs
    • Conducted ‘Small Business Day’ and ‘Doing Business with L.A. Care’ events

• **Baseline Provider Data - Provider Concordance**
  - Review existing concordance
  - Enhance Provider Directory to provide members options and choices based on their preferences

• **Explicit Bias Training (Cultural Competency) - Provider Training**
  - Offer providers Diversity, Equity and Inclusion resources to promote bias free care
Population Needs Assessment (PNA)

**Purpose of the PNA**
- Identify member health needs and health disparities
- Identify gaps in health education, C&L, and QI programs
- Address identified health needs, health disparities or gaps

**Member Input**
- We want to hear from you!
- We will use what you tell us to help us better meet your needs.
Health Education and Cultural & Linguistics

Health Education

- Programs, services and resources to keep members healthy or manage health conditions.
- Individual telephone counseling
- Written materials
- Online tools and workshops
- Special programs (diabetes, asthma, pregnancy)

Do you have any suggestions to improve health education programs, services, or resources?
Cultural and Linguistic (C&L) Program

Supports culturally and linguistically appropriate health care and services through the language assistance services and cultural competency training.

FY20-21 C&L Program Evaluation Summary

L.A. Care Bilingual Staff
- 345 qualified bilingual staff in 10 languages.

Interpreting Services
- In-person: 4,366 requests in 40 languages. 90% of members were satisfied.
- Telephonic: 193,764 calls in 82 languages. 95% of members were satisfied.

Translation Services
- 2,851 documents processed.

Cultural Competency Training
- A total of 2,675 L.A. Care staff and 1,221 providers completed cultural competency related trainings.

Do you have any suggestions to improve C&L program?
Questions