



Health Equity Plan Summary

An Overview for the Columbia Gorge CCO



PacificSource
Community Solutions

A roadmap to better healthcare for all

We care about the health and well-being of our members. We know that some of our members experience additional challenges and barriers to getting the healthcare they need. Sometimes this is related to a person's culture, language, disability, sexual orientation, literacy level, or other reasons. Our current healthcare system does not always do a good job of meeting these different needs. This can result in a greater likelihood of health issues and even higher rates of early death.

We have developed our Health Equity Plan as a type of road map for how to make sure that all people can get good healthcare.

Our plan was created with input from community members like you. Many different community groups were included. We used that community input to guide our Health Equity Plan. The document you are reading is a brief overview of our Health Equity Plan.



We listened to you

In the The Dalles and Hood River we met with The Next Door, Columbia Gorge Health Council, and the Community Advisory Council.

Making our plan, based on what we heard

After we met with community members and organizations, we asked for their feedback on our plan.

We are using that feedback to shape our Health Equity Plan in the following ways to help our communities:

- *We will work to make sure members know how to share their concerns about their experience with us or with their medical provider. We will also work to make sure members know how to share their concerns about a decision we made about their access to a healthcare service or medicine.*
- *We will work to make sure we have people in our organization and the healthcare community from many different backgrounds so that we can better understand and serve our members.*

- *We will work to make sure our members can have conversations with us and their doctors in their preferred language.*
- *We will work to help members understand the benefits available to them and how to use them.*
- *We will work to understand where more or different services are needed for each community, so that we can help provide better healthcare to those who need it.*
- *We will work to make sure we can help members in the ways they want to be helped. For example, ways that fit within their own culture and in their own language.*
- *We will train and educate our employees to make sure they understand the different needs of our members and how to meet them.*

We are committed to these goals for 2021, and we will keep track of them and share how we are doing. Each year we will update the plan and goals so that we keep improving.

Thank you to everyone who has helped shape this important work!

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1

Help with complaints on decisions about member healthcare access

We will work to make sure members know how to share their concerns about their experience with us or with their medical provider. We will also work to make sure members know how to share their concerns about a decision we made about their access to a healthcare service or medicine.



Community feedback:

During community sessions, we heard that members are concerned about asking us to change a decision we made on whether or not they can have a healthcare service or prescription drug. In addition, members are concerned about making any complaints about their healthcare services, because they do not want to be seen as threatening. We understand that members are worried that they could lose access to healthcare services or prescription drugs. We also heard that members are worried about having their immigration status or a family member's immigration status questioned and being reported to government officials. We know that it is currently difficult to find rules about how to give feedback. Community members recommended that we offer a way for members to give their feedback anonymously.



What we plan to do:

We want our members to feel comfortable and secure about providing complaints and feedback on their healthcare services. We will help members and their healthcare community understand how to provide feedback about improving their healthcare experiences.



For example, we will provide training to our staff and the healthcare community to make sure that members feel comfortable supplying feedback without fear of negative consequences.

We will make it easier for members to provide feedback about their healthcare experiences and build trust when communicating with us.



For example, we will let members know that their feedback will not result in negative consequences for them. Members will be given ways to provide their feedback anonymously. We will make it easier for members to find instructions on how to provide feedback. We will look for patterns in the feedback we receive, and we will address any concerns for specific communities.

2 Healthcare workers who are as diverse as our members

We will work to make sure we have people in our organization and the healthcare community from many different backgrounds so that we can better understand and serve our members.



Community feedback:

We heard from the community that they wanted the PacificSource staff and people who work in the healthcare community to be as diverse as our members.



What we plan to do:

We want our members to see themselves reflected in our staff and in doctors and other healthcare workers. We plan to hire and support a more diverse staff. We will encourage a more diverse group of people to apply for work with us. Once hired, we will support our diverse staff and provide opportunities for their career development. We will also promote and support programs in the community that help provide job opportunities for a more diverse group of people in healthcare services.



For example, we will create a Diversity Taskforce to make a more welcoming, diverse, equitable, and inclusive company. We will create a plan to train managers to intentionally hire, retain, and promote people from diverse identities, cultures, and backgrounds. And, we will offer grant money to providers and others who work in healthcare to help them recruit staff from diverse backgrounds.



3

Getting care in a member's preferred language

We will work to make sure our members can have conversations with us and their doctors in their preferred language.



Community feedback:

We heard from the community that there aren't enough language interpreters to serve our members. We also heard that some interpreters are more helpful than others, and that some show up late or not at all. In addition, we heard from the deaf and hard of hearing community about the need to better train staff about the right kind of communication, including relay calling.

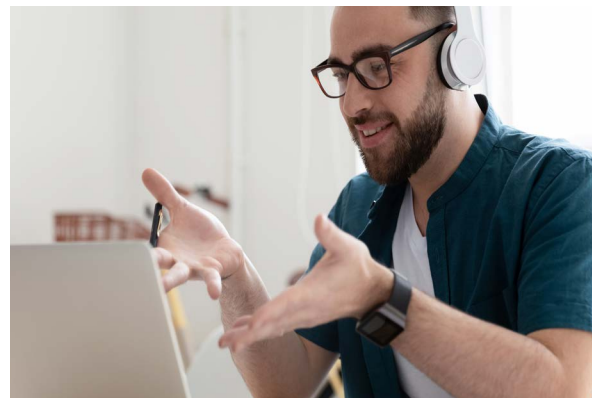


What we plan to do:

We want to communicate with members in their preferred language to make sure they get the services and care they need. We plan to give members better access to high quality interpreters and make sure that doctors and other healthcare workers know the best way to provide these services.



For example, we will better understand how many professional interpreters are available in each community. We will require doctors and other healthcare providers to have rules that support the interpretation needs of their patients. We will also teach interpreters about how to compassionately communicate with patients who may have experienced trauma. We will encourage providers to use relay calling for patients who are deaf or hard of hearing. We will make sure providers include Preferred Language Cards, which help patients easily tell their providers which language they want to communicate in.



4

Helping members understand their benefits and how to use them

We will work to help members understand the benefits available to them and how to use them.



Community feedback:

We heard from the community that we should keep communications short and simple, use fewer big words, and add more pictures and white space. The community also suggested we edit our words into plain language before translating, and that we communicate important information in more than one way, including audio and video.

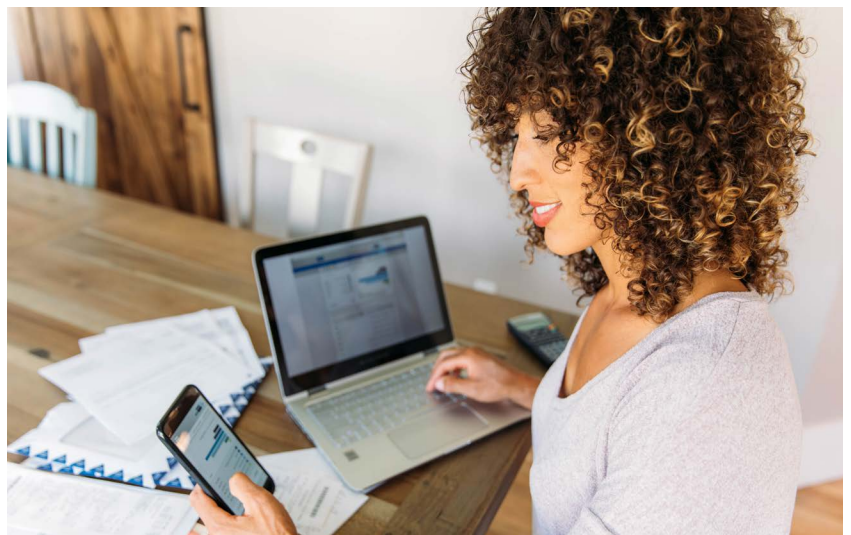


What we plan to do:

We want to make the information we share with our members easier to understand. We plan to make member materials better by using plain language. Additionally, we will share important information with members in videos and in audio.



For example, we will make changes to the member handbook to make it easier to read. We will develop instructions for our staff on how to write in plain language. We will create short educational videos and audio in English and Spanish. And, we will create videos in English, Spanish, and American Sign Language on how members can provide complaints and feedback.



5

More ways we plan to help bring better healthcare to all

Some important changes to how we do our work

We have heard many good ideas from the community on how to improve healthcare for all. We also recognize that there are some things we can improve about how we work to make our members' experiences better. Our plans for these improvements are listed below.



Closing gaps in health between communities

We will work to understand where more or different services are needed for each community, so that we can help provide better healthcare to those who need it.

We are working to make a stronger system for tracking and storing important information about the health of our members. This system will allow us to understand where some groups of members are not getting the healthcare results they need. It will also help us put more effort into making sure those groups of members get better healthcare results, and make sure they are getting healthcare services in a way that fits with their culture.



Helping members in a way that fits their culture and language

We will work to make sure we can help members in the ways they want to be helped. For example, ways that fit within their own culture and in their own language.

We will use a nationally recognized standard called CLAS (culturally and linguistically appropriate services) to provide services that fit better with our customers' language and culture. We will make a plan to make sure our members can get healthcare in ways that they want making sure we consider each member's specific needs.

Together, our company and community councils (including the CCO Health Council Board, the Community Advisory Council, and the Clinical Advisory Panel) will understand and share the responsibility to help members in the way they want to be helped, so that everyone gets the healthcare they need.



Understanding the different needs of our members and how to meet them

We will train and educate our employees to make sure they understand the different needs of our members and how to meet them.

PacificSource will require our staff, doctors, and other healthcare workers to learn about unconscious bias and cultural competency. Unconscious bias is a negative attitude that someone has about other people, without being aware of it. Cultural competency is how healthcare companies and workers can serve their customers in a way that respects the uniqueness of each person.