

PARTNERSHIP



of CALIFORNIA
A Public Agency

**QUALITY IMPROVEMENT AND HEALTH EQUITY
TRANSFORMATION PROGRAM (QIHETP)
PROGRAM DESCRIPTION**

MCED6001

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TABLE OF CONTENTS

Program Purpose and Goals.....	1
Program Objectives.....	2
Program Structure.....	3
Program Staff.....	3
Committees.....	6
Quality and Performance Improvement Collaboration.....	8
NCQA Accreditation Program Management.....	9
Data Sources.....	9
Cultural Competency and Cultural Humility.....	12
Quality Improvement and Health Equity Annual Work Plan.....	12
Annual Program Evaluation.....	13
Non-Discrimination Statement.....	14
References.....	14
QIHETP Program Description Approval.....	14

Quality Improvement and Health Equity Transformation Program (QIHETP) Program Description

PROGRAM PURPOSE AND GOALS

Partnership HealthPlan of California (Partnership) is a County Organized Health System (COHS) contracted by the State of California to provide Medi-Cal beneficiaries with a health care delivery system to meet their medical needs.

The mission of Partnership HealthPlan of California is “To help our Members, and the Communities we serve, be healthy.” Our vision is to be “the most highly regarded health plan in California.” Partnership believes in fostering strong partnerships with members, providers, and community leaders to collectively improve health outcomes; focusing on continuous quality improvement in every aspect of the organization and in collaboration with our partners; and promoting diversity by accepting, respecting, and valuing individual differences and capitalizing on the diverse backgrounds and experiences of our members, community partners, and staff.

Partnership’s defining focus is ensuring the highest quality of care, positive health outcomes, and timely access to care for all diverse members (i.e. Quality, Access, and Equity). Therefore, Partnership has developed program descriptions and policies to describe the structures needed to promote health equity. Specifically, Partnership has implemented the Partnership Quality Improvement and Health Equity Transformation Program (QIHETP).

The QIHETP is designed to develop, implement, monitor, and maintain a health equity transformation system to address improvements in the quality of care delivered by all of its providers in any setting, and take appropriate action to improve upon the health equity and health care delivered to members. The Partnership QIHETP serves to accomplish the following:

- Ensure that members receive the appropriate quality and quantity of healthcare services
- Ensure that healthcare service is delivered at the appropriate time and in an equitable manner

The Partnership QIHETP provides a reliable and credible mechanism to review, monitor, evaluate, recommend, and implement actions that acknowledge health equity.

The Partnership QIHETP serves as an organized framework to:

- Review and develop equity-focused interventions intended to address disparities in the utilization and outcomes of physical and behavioral health care services by engaging with a member and family-centric approach
- Review activities and identify opportunities to improve health equity throughout Partnership with oversight and participation of the governing Board of Commissioners and the Quality Improvement and Health Equity Committee (QIHEC)
- Promote participation from a broad range of network providers, including but not limited to hospitals, clinics, county partners, physicians, community health workers, and other non-clinical providers for QIHETP development and performance reviews
- Review health equity-related training activities and validate that the trainings review the impact of structural and institutional racism and health inequities on members, staff, network providers, subcontractors, and downstream subcontractors per DHCS published All Plan Letters (APLs) regarding diversity, equity and inclusion (DEI) training.

PROGRAM OBJECTIVES

The Partnership QIHETP serves to ensure that appropriate, high quality cost-effective utilization of health care resources is available to all members while being cognizant of health care disparities and inequities. This is accomplished through the systematic and consistent application of management processes based on current health equity review literature and expert opinion when needed. The scope of the QIHETP includes the quality of clinical care and services for all members receiving Medi-Cal healthcare services from Partnership. The monitoring and evaluation of clinical issues reflects the population served by Partnership without regard to social drivers of health (SDOH), age group, disease category, or risk status. In alignment with other Partnership departments, the QIHETP encompasses all aspects of medical and behavioral healthcare including:

- Identifying and addressing racial/ethnic and other disparities in health care delivery or outcomes
- Identifying overuse, misuse, and underuse of health care services and prescription medications
- Evaluating clinical quality of physical health care
- Evaluating clinical quality of behavioral health care focusing on prevention, recovery, resiliency, and rehabilitation
- Identifying and addressing equitable access or quality issues related to behavioral health services through delegated contracts
- Ensuring access to primary and specialty health care providers and services
- Ensuring availability and regular engagement with primary care providers (PCPs)
- Evaluating continuity and care coordination across settings and at all levels of care, including transitions in care, with the goal of establishing consistent provider-patient relationships
- Evaluating member experience with respect to clinical quality, access, and availability and culturally and linguistically competent health care and services, and continuity and care coordination
- Promoting cultural and linguistic competence of Partnership staff and network practice sites and providers

The QIHETP program accomplishes these goals by:

- Systematically monitoring and evaluating services and care provided by conducting quantitative and qualitative data collection. Using this data and various statistical analyses, Partnership will make data-driven decisions
- Identifying, evaluating, and reducing health disparities utilizing internal reports, reflecting utilization management, quality improvement, member satisfaction (Consumer Assessment of Healthcare Providers and Systems [CAHPS]), care coordination, grievance and appeals, and population health activities to ensure services are provided equitably.
- Actively conducting systematic searches for tertiary and primary medical literature to ensure decisions are based upon up-to-date evidence in the health equity discipline
- Actively pursuing opportunities for improvement in areas that are relevant and important to Partnership members' health
- Implementing strong and sustainable interventions when opportunities for improvement are identified for addressing a health disparity

PROGRAM STRUCTURE

This section outlines the individual program staff and their assigned activities and responsibilities.

PROGRAM STAFF

Chief Medical Officer (CMO)

The Chief Medical Officer is responsible for working with the Health Equity Officer (HEO) to assist with the implementation, supervision, oversight and evaluation of the QIHETP. This position provides guidance and overall direction of QIHETP activities and has the authority to make decisions based on Quality Improvement and Health Equity Annual Plan. The assigned activities for this position include but are not limited to:

- Assuring that the QIHETP program fulfills its purpose, works towards measurable goals, and remains in compliance with regulatory requirements
- In collaboration with the Health Equity Officer (HEO); oversees QIHETP operations and assists in the development and coordination of QIHETP policies and procedures
- Serves as the Committee Chair for the Quality/Utilization Advisory Committee (Q/UAC) and Co-Chair of the Quality Improvement and Health Equity Committee (QIHEC)
- Guides and assists in the development and revision of QIHETP policy, criteria, clinical practice guidelines, new technology assessments, and performance standards for Q/UAC review

Chief Health Services Officer (CHSO)

Responsible for the day-to-day implementation of the PHC Utilization Management, Care Coordination, Population Health Management (PHM) and Health Equity (HE) Programs. This position has the authority to make decisions on coverage not relating to medical necessity. The assigned activities include:

- Collaborates with the Chief Medical Officer and the Q/UAC on Care Coordination, Population Health, Health Equity, and Utilization Management activities
- Provides oversight and guidance for Partnership's Health Equity program across all regions
- Monitors and analyzes health services and health equity data to inform decision making
- Develops recommendations based on data analysis and strategic planning
- Collaborates with the Chief Medical Officer, the Health Equity Officer and the Q/UAC on QIHETP activities
- Regularly attends the Quality Improvement and Health Equity Committee (QIHEC) as a standing member
- Evaluates and uses provider and member experience data when evaluating the QIHETP program in collaboration with the Health Equity Officer and the Chief Medical Officer
- Serves as Chairperson of the Benefit Review Evaluation Workgroup (BREW)
- Reviews the QIHETP Annual Program Evaluation and Program Description before presentation to Q/UAC and PAC

Director of Health Equity (Health Equity Officer)

The Director of Health Equity serves as the Health Equity Officer (HEO) for Partnership and is responsible for the co-implementation, co-supervision, co-oversight and evaluation of the QIHETP. This position provides guidance and overall direction of QIHETP activities through the Quality Improvement and Health Equity annual work plan. The assigned activities for this position include but are not limited to:

- Assuring that the QIHETP program fulfills its purpose, works towards measurable goals, and remains in compliance with regulatory requirements,
- In collaboration with the Chief Medical Officer (CMO), oversees QIHETP program operations and assists in the development and coordination of QIHETP policies and procedures
- Coordinates departmental Health Equity and Quality Performance and Improvement efforts

- Serves as a Co-Chair for the Quality Improvement and Health Equity Committee (QIHEC) and regularly attends the Quality/Utilization Advisory Committee (Q/UAC) as a standing member
- Guides and assists in reviewing Partnership policies and program goals against QIHETP guidelines and under the purview of the QIHEC
- Other duties as assigned by the Executive Committee and/or Chief Executive Officer (CEO)
- Reports to executive team and Board of Commissioners on program goals, activities, and results
- Provides guidance to staff through trainings and on-site continuing education regarding diversity, equity, and inclusion (DEI) and health equity

Medical Director for Quality

The Medical Director for Quality is a physician who provides clinical and operational guidance for Quality and Performance Improvement activities and is responsible for supervision and oversight of the Quality Assurance & Patient Safety, Clinical Quality & Patient Safety and Quality Measurement–HEDIS teams. This physician also has the authority to make decisions based on medical necessity which result in the approval or denial of coverage for UM activities

The assigned activities for this position include but are not limited to:

- Serves as the Committee Vice Chair for the Quality/Utilization Advisory Committee (Q/UAC)
- Regularly attends the Credentialing Committee
- Regularly attends the Physician Advisory Committee (PAC)
- Regularly attends the Internal Quality Improvement (IQI) Committee
- Serves as the Chair for the Peer Review Committee
- Evaluates the appropriateness and quality of medical care delivered through Partnership in all regions
- Participates in enterprise-wide projects that require physician involvement, especially as related to Quality and Performance Improvement activities
- Assists with coverage in the UM Department for medical necessity reviews, applying evidence-based UM decision criteria to the review process in determining medical appropriateness and necessity of services for Partnership members
- Other duties as assigned by the Senior Director of Quality and Performance Improvement or by the Chief Medical Officer

Senior Director of Quality and Performance Improvement

Responsible for day-to-day leadership, strategic direction, and implementation of Partnership's Quality and Performance Improvement programs across all regions. Assigned activities include:

- Provide oversight and guidance for Partnership's Quality Measurement, Quality Management and Quality Improvement Analysis programs
- Collaborate with the Chief Medical Officer, the Sr. Health Services Director, the Sr. Provider Relations Director, the Health Equity Officer and other department leaders to support the delivery of high-quality clinical care
- Engage with the Health Equity Officer and Chief Medical Officer to identify and prioritize QIHETP actions. Participate in the QIHEC to identify community priorities and implement action plans.
- Strengthen a culture of continuous quality improvement within Partnership's network of providers leveraging pay-for-performance initiatives along with other provider support programs
- Work collaboratively with other organizational leaders to maximize use of data to generate information, knowledge and wisdom to improve health outcomes, optimize utilization of resources, and enhance the member experience of care

Director of Population Health Provides oversight of Population Health strategy, programs and services to improve the

health of Partnership members.

- Oversees DHCS compliance and National Committee for Quality Assurance (NCQA) survey readiness for assigned areas of responsibility
- Serves as Co-Chair for the Population Health Management and Health Equity (PHM&HE) committee with the HEO
- Works with the Chief Medical Officer, Chief Health Services Officer, Senior Director of Quality and Performance Improvement, Health Equity Officer and other department leaders to meet organization and department goals and objectives while developing and tracking the measurable outcomes of department services.
- Other duties as assigned by the executive committee or the Chief Health Services Officer

Behavioral Health Clinical Director

The Partnership Behavioral Health Clinical Director is an MD, DO, clinical PhD, or PsyD who is actively involved in the behavioral health aspects of the UM program. This Director provides clinical oversight of Partnership's behavioral health activities including substance use services and the activities of Partnership's delegated managed behavioral health organization(s). The Behavioral Health Clinical Director has the authority to make decisions based on medical necessity which result in the approval or denial of coverage for behavioral health or substance use services. The assigned activities for this position include:

- Establishes UM policies and procedures in collaboration with Partnerships delegated managed behavioral health organization(s)
- Oversees and monitors quality improvement activities
- Facilitates network adequacy
- Participates in the peer review process
- Evaluates behavioral health care and substance use disorder (SUD) treatment services requests in collaboration with Partnership's delegated managed behavioral health organization(s)
- Oversees and monitors functions of Partnership's delegated managed behavioral health organization
- Serves on Q/UAC; Pharmacy and Therapeutics Committee; Credentials Committee and Internal Quality Improvement Committee including the Substance Use Internal Quality Improvement Subcommittee.

Program Coordinator

Under the direction of the Health Equity Officer (HEO) or other designated leadership, provides administrative support to the Health Equity Officer Director and/or other QIHETP Leadership. Responsible for maintaining and updating online policy and procedure manuals and managing appointment calendars. Coordinates setup and executes minutes for designated meetings.

- Tracks project deliverables and resources using appropriate internal tools to ensure deadlines are met
- Coordinates the QIHEC meetings
- Coordinates with Regulatory Affairs and Compliance (RAC) to conduct research on regulations, statutes, laws, administrative health equity-related policies and procedures

COMMITTEES

Board of Commissioners

The Board of Commissioners on Medical Care (the Commission) promotes, supports, and has ultimate accountability, authority and responsibility for a comprehensive and integrated QIHETP program. The Commission is ultimately accountable for the efficient management of healthcare resources and services provided to members. The Commission has delegated direct supervision coordination, and oversight of the QIHETP program to the Q/UAC which reports to the PAC, the committee with overall responsibility for the program. Members of the Commission are appointed by the county Boards of Supervisors for each geographic service area and include representation from the community, consumers, business, physicians, providers, hospitals, community clinics, HMOs, local government, and County Health Departments. The Commission meets six times a year.

Quality/Utilization Advisory Committee (Q/UAC)

The Q/UAC is responsible to assure that quality, comprehensive health care, and services are provided to Partnership members through an ongoing, systematic evaluation and monitoring process that facilitates continuous quality improvement. Q/UAC voting membership includes consumer representative(s) and external providers who are contracted primary care providers (PCPs) and board certified specialists in the areas of internal medicine, family medicine, pediatrics, OB/GYN, neonatology, behavioral health, and representatives from other high volume specialties. The Partnership Chief Medical Officer (CMO) (chair of the committee), Clinical Director of Behavioral Health, Health Equity Officer, Medical Director for Quality, Associate and Regional Medical Directors and leadership from the Quality and Performance Improvement, Provider Relations, Utilization Management, Care Coordination, Population Health, Health Equity, Pharmacy, and Grievance Departments attend the Q/UAC meetings regularly. Other Partnership staff attend on an ad hoc basis to provide expertise on specific agenda items. The committee meets on a monthly at least ten (10) times per year, with the option to add additional meetings if needed. Q/UAC activities and recommendations are reported to the PAC and at least quarterly to the Commission. The Q/UAC provides guidance and direction to the QIHEC by functioning as the expert reviewing panel as follows:

- Reviewing, making recommendations to, and approving the *QIHETP Program Description* annually
- Analyzing summary data and making recommendations for action
- Reviewing action plans for quality improvements of QIHETP activities and providing ongoing monitoring and evaluation

Quality Improvement and Health Equity Committee (QIHEC)

Partnership's QIHEC is overseen by the Quality/Utilization Advisory Committee (Q/UAC) and the Physicians Advisory Committee (PAC), which subsequently reports to our governing Board of Commissioners. The QIHEC analyzes and evaluates the results of Health Equity-related Quality Improvement activities. Specifically, QIHEC will conduct an annual review of the results of key health equity-related data to provide plan-wide recommendations (e.g. generate policy recommendations) to address health-equity performance deficiencies. The QIHEC ensures appropriate assessment of interventions, measurement, and follow-up of identified performance deficiencies. The QIHEC responsibilities include the following:

- Analyze and evaluate the results of clinical quality performance measures related to Health Plan Ratings (HPR), as specified by NCQA Health Equity Accreditation (HEA) standards, as mandated by DHCS, or due to poor performance trending on the DHCS Managed Care Accountability Set (MCAS) (with stratification by race/ethnicity and language):
 - Assigned Health Effectiveness Data & Information Set (HEDIS®) Measures
 - Consumer Assessment of Healthcare Providers and Systems [CAHPS]
- Analyze utilization data (Types of services, denials, deferrals, modifications) with stratification by race/ethnicity and language
- Analyze utilization data of language services and experience with language services with stratification by language.

- Analyze and evaluate the results of member satisfaction surveys, Grievance and Appeal surveys, and care coordination-based surveys with stratification by race/ethnicity and language
- Analyze and evaluate the strategy and work plans presented by internal committees to ensure that clinical quality performance measures (with stratification by race/ethnicity and language) and member satisfaction are evaluated and attended to in prospective work plans
- Analyze and evaluate feedback from member representative committees (e.g. CAC, FAC)
- Recommend Managed Care Plan (MCP)-related interventions (e.g. education, programs, etc.) for various departments to address key clinical quality performance deficiencies (e.g. HEDIS, CAHPS, etc.) per the scope of work of managed care plans (MCPs).

Partnership’s QIHEC membership will consist of the following key members, who subsequently will report directly to Q/UAC:

- Chief Medical Officer or CMO Designee (e.g. Medical Director)
- Health Equity Officer
- Chief Operating Officer
- Internal Leadership from following departments: Health Analytics, QI/PI, Provider Relations, Utilization Management, Member Services, Care Coordination, and Population Health

In addition, the Partnership’s QIHEC membership will be composed of representatives from our Providers, health plan subcontractors, and health plan downstream subcontractors, who provide health care services to members affected by health disparities, members who are considered to have Limited English Proficiency (LEP), members with children with special health care needs (CSHCN), members who are considered to be Seniors and Persons with Disabilities (SPDs), and persons with chronic conditions. Example entities from which representatives will be drawn include, but are not limited to, Hospitals, Clinics, County Partners, Physicians, Subcontractors, Downstream Subcontractors, Network Providers, and Partnership Members. The QIHEC Committee meeting minutes, findings and recommendations will be reported directly to the Quality/Utilization Advisory Committee (Q/UAC), Physician Advisory Committee (PAC), and Partnership’s Board of Commissioners. Also the QIHEC will report findings to our various other internal committees (e.g. Consumer Advisory Committee (CAC) and/or Family Advisory Committee (FAC), etc). The PHCs Confidentiality Policy (CMP-10) provides guidance to ensure avoidance of conflict of interest among committee members and ensure that member confidentiality is maintained throughout QIHEC-related meetings.

Population Health Management & Health Equity Committee (PHM&HE)

The Population Health Management & Health Equity Committee (PHM&HE) is an internal committee and serves as a multi-departmental body whose goal is to support the advancement, growth, and execution of population health and health equity interventions at Partnership. The committee consists of Partnership staff representing member, community, regional, and provider facing departments; it also incorporates representatives from Human Resources, Regulatory Affairs, IT, and Health Analytics. The committee meets quarterly to align interdepartmental efforts promoting health equity through member and systemic interventions outlined in the relevant Needs Assessment Action Plans. PHM&HE ensures Partnership is meeting specifically assigned state and NCQA requirements for health equity, culturally and linguistically appropriate services (including appropriate language access services at all points of contact), health education, and population health management to meet the individual needs of members. The PHM&HE Committee activities and recommendations will be shared with the, Internal Quality Committee (IQI), Quality/Utilization Advisory Committee (Q/UAC), QIHEC, Physician Advisory Committee (PAC) and Partnership’s Board of Commissioners.

Family Advisory Committee (FAC)

The Family Advisory Committee (FAC) is a member advisory group to the CEO and staff of Partnership. The FAC provides a forum for parents, guardians and caregivers of children with CCS conditions to discuss common

issues of interest and importance, to create a supportive and informative networking environment and to advocate for members by ensuring that Partnership is responsive to the diversity of health care needs for all members. Minutes from FAC meetings are reviewed by the Pediatric Quality Committee (PQC). The FAC membership is comprised of representatives from throughout Partnership's geographic service areas who advocate for CCS-eligible children of diverse cultures, ethnicities, genders, ages and disabilities. Meetings are held at least four (4) times per year with the option for additional meetings as needed

Consumer Advisory Committee (CAC)

The Consumer Advisory Committee (CAC) is composed of Partnership health care consumers who represent the diversity and geographic areas of Partnership's membership including hard-to-reach populations. The CAC is a liaison group between members and Partnership, advocating for members by ensuring that the health plan is responsive to the health care and information needs of all members. The CAC meets quarterly, reviews and makes recommendations regarding Member Services' quality improvement activities, provides feedback on quality and health equity initiatives, and serves in the capacity of a focus group. A CAC member(s) serve(s) on the Partnership Board to provide member input and report back to the CAC.

QUALITY AND PERFORMANCE IMPROVEMENT COLLABORATION

The QIHETP team works collaboratively with the Quality and Performance Improvement (QI/PI) Department to enhance the care provided to our members through venues such as the Internal Quality Improvement Committee (IQI), the Quality/ Utilization Advisory Committee (Q/UAC) and daily QIHETP activities.

In the committee environment, the QIHETP team takes an analytical, evaluative and strategic look at predetermined metrics to evaluate and offer recommendations which further enhance the QIHETP program. Data is reviewed and discussed annually during the IQI and Q/UAC meetings. The Q/UAC provides guidance and direction to the QIHETP program by coordinating major activities and by functioning as the expert panel when needed. Collaboration includes but is not limited to:

- Reviewing, making recommendations to, and approving the *QIHETP Program Description* annually
- Analyzing summary data and making recommendations for action
- Reviewing the recommendations of QI's Performance Improvement Teams to develop QIHETP improvement action plans specific to clinical quality measure performance with on-going monitoring and evaluation. The QI/PI department is often the lead for many improvement efforts, particularly those that are mandated or due to poor performance on the Managed Care Accountability Set (MCAS), which are the set of measures that Department of Health Care Services (DHCS) selects for annual reporting by Medi-Cal managed care health plans. This can include mandated improvement efforts to meet disparity reduction targets for specific populations and/or measures as identified by DHCS. The QI/PI department also takes the lead on mandated Performance Improvement Projects (PIPs) that are assigned by DHCS. PIPs are led by the QI/PI program based on criteria defined by DHCS and overseen by the California External Quality Review Organization (EQRO), and include at least annual status reports to DHCS
- Recommending improvements to enhance health equity language in Partnership policies and protocol according to QIHETP standards

For improvement efforts focused on reducing health disparities, the QIHEC ensures appropriate follow-ups on equity-focused interventions and related activities Partnership commits itself to in addressing quality measure performance deficiencies. Additionally, the QIHETP team supports ongoing quality improvement efforts in the identification of potential quality or equity of care issues, improvement of HEDIS quality measures in context

with social drivers of health. For member-facing improvement efforts, CAC and other member focus groups are often consulted.

The QI/PI department is often the lead for many improvement efforts, particularly those that are mandated or due to poor performance on the Managed Care Accountability Set (MCAS), which are the set of measures that Department of Health Care Services (DHCS) selects for annual reporting by Medi-Cal managed care health plans. This can include mandated improvement efforts to meet disparity reduction targets for specific populations and/or measures as identified by DHCS. The QI/PI department also takes the lead on mandated Performance Improvement Projects (PIPs) that are assigned by DHCS. PIPs are led by the QI/PI program based on criteria defined by DHCS and overseen by the EQRO, and include at least annual status reports to DHCS.”

NCQA ACCREDITATION PROGRAM MANAGEMENT

Partnership strives to improve the health status of members and their care experience to become one of the highest quality health plans in California. NCQA Health Plan Accreditation supports Partnership’s vision, mission, and strategic goals by providing a rigorous and comprehensive framework for essential quality improvement, operational excellence, and measurement of clinical performance (HEDIS) and member experience (CAHPS).

Partnership officially obtained NCQA First Survey Accreditation Status as of January 26, 2021. In order to maintain NCQA Accreditation, Partnership is required to report annual results starting in June 2022. Partnership will earn a Health Plan Rating (HPR) of 0 -5 stars based on HEDIS/CAHPS performance from June 2023. In addition, Partnership will undergo the Renewal Survey in October 2023. ‘

Partnership’s defining focus is ensuring the highest quality of care, positive health outcomes, and timely access to care for all diverse members (i.e. Quality, Access, and Equity). NCQA Health Equity Accreditation (HEA) complements Partnership’s overall mission by encouraging managed care organizations to establish a foundation of health equity work. Specifically, the HEA encourages the focus on building an internal culture that complements external health equity work with our population health management department; collecting relevant data that provides insight on how to ensure appropriate representation in language services and providers; identifying and categorizing inequities to guide future population health-based interventions

Partnership will be submitting first survey documentation, to obtain the NCQA Health Equity Accreditation (HEA), by June, 2025.

DATA SOURCES

Partnership uses several methods to identify and evaluate member needs, and strategize how to address such needs by reducing health disparities.

To identify and evaluate health disparities, the QIHETP team will review performance of clinical quality performance measures (i.e. HEDIS®) as specified by NCQA HEA standards, as mandated by DHCS, or due to poor performance trending on the DHCS Managed Care Accountability Set (MCAS). The QI/PI team collects data under both the DHCS MCAS and NCQA Accreditation clinical quality performance measures. The Health Analytics team provides analysis of data collected under HEDIS measures stratified by race/ethnicity and language. Measure performance will be evaluated to clarify if there is a statistically significant ($p < 0.05$) worse performance of each race/ethnicity at the MCP aggregate level when compared to the Caucasian population (i.e. historically-dominant population within the US). Also, measures will be evaluated to clarify if there is a statistically significant worse performance of other languages when compared to the English speaking population. Also, Measure performance will be evaluated to clarify if there is a statistically significant ($p < 0.05$) worse

performance of each race/ethnicity/language group at the MCP aggregate level when compared to the most probable limit of detection (MPL) set by DHCS.

The HEO, CMO, and members of the QI/PI team will manually review the information supplied about health disparities and draft a preliminary report of disparity metrics to prioritize based upon statistical findings, clinical judgement, and requirements per NCQA HEA and MCAS.

The preliminary report will be shared with relevant internal committees (e.g. , Consumer Advisory Committee (CAC), Family Advisory Committee (FAC), etc), corresponding providers, health plan subcontractors, and health plan downstream subcontractors, via their corresponding QIHEC representative or newsletter. The goal will be to solicit feedback to ensure we have identified disparities that may not have been captured during our internal data analysis and identify strategies to address the disparities in respective communities. The QIHETP team will review internally submitted community needs assessment information to increase the likelihood of receiving credible information from community leaders and CAC/FAC/QIHEC members. Also, the QIHETP team will review feedback from members, parents, and/or caregivers to ensure that the community is given an opportunity to engage in the development of quality improvement and health equity activities and suggest interventions that will likely work in their respective communities. The advisory feedback will be transcribed and shared with the QIHETP team.

The QIHETP team will review the solicited findings from QIHEC, CAC, FAC, providers, health plan subcontractors, and health plan downstream subcontractors and share the results to the QIHEC for final approval of the key PHC health equity priorities to share with the overall organization to serve as guidance for various departments and activities (e.g. PNA, QIP, etc.).

For internal QI/PI related activities, The QIHETP team, in collaboration with the QI/PI team, will collaborate to ensure that HEDIS/CAHPS-associated disparities (e.g. racial, ethnic, linguistic, disability, SOGI, etc.) are specifically being addressed in QI/PI programs (e.g. value-based payment programs, provider improvement plans, Corrective Action Plans (CAPS) etc.). Specifically, the QIHETP and QI/PI teams will review the internal value based payment programs (e.g. primary care provider quality improvement program, hospital quality improvement program, etc.) and performance improvement projects to assess whether adjustments need to be made to ensure the projects can address HEDIS/ CAHPS –associated disparities. For improvement efforts focused on reducing health disparities, the QIHEC ensures appropriate follow-ups on equity-focused interventions and related activities Partnership commits itself to in addressing quality measure performance deficiencies. Additionally, the QIHETP team supports ongoing QI/PI efforts in the identification of potential quality or equity of care issues, improvement of HEDIS quality measures in context with social determinants of health. The QIHETP and QI/PI teams will collaborate to develop QIHETP improvement action plans specific to clinical quality measure performance with on-going monitoring and evaluation. Finally, the QIHETP and QI/PI teams will share data with NCQA team members to validate that disparity reduction goals/targets are complicit with NCQA HEA standards.

The QIHEC will review, among other reports, the updated QI/PI Program Evaluation to ensure that one or more HEDIS/CAHPS-associated racial disparity, HEDIS/CAHPS-associated linguistic disparity, or a mandated disparity reduction target for specific populations and/or measures as identified by DHCS has been addressed in response to findings from Partnership’s annual QI Work Plan.

For internal population-health department specific activities, The QIHETP and Population Health teams will collaborate to generate a finalized report to help refine the various population health reports and analyses. (The PHM Strategy provides a high-level overview of Partnership’s approach to improving the health and wellbeing of the population served in the program. Specifically, teams will review tertiary and primary medical literature and health indices, review findings from other managed care organizations, collaborate with community key opinion leaders or subject matter experts, and survey members of the CAC and FAC to find credible interventions that can be executed by a managed care organization based upon the synthesized findings of the preliminary report. The

QIHETP and Population Health and Health Equity teams will review corresponding social drivers of health metrics to ensure they are assessed. Social determinants or drivers of health have been classified as conditions in various environments that affect health and overall quality-of-life outcomes. Specifically, Partnership will evaluate the following social drivers of health (including but not limited to):

- Economic Stability (e.g. Median Income Per Zip Code, Job Growth Rate)
- Education Access and Quality (e.g. Highest Level of Education Attainment)
- Health Care Access and Quality (e.g. Number of Primary Care Visits, Physicians per Capita, Health Cost Index, etc.)
- Neighborhood Environment (e.g. Number of Grocery Stores throughout Zip Code, number of outdoor parks per capita, healthy places index, air quality index, health cost index, water quality index, walkability score, etc.)
- Social and Community Context (e.g. Local Crime Rate, Rates of discrimination grievance reports, etc.)

The QIHEC will review, among other reports, relevant Community Health Assessment (CHA) information, Population Health and Cultural and Linguistics (C&L)-associated Work Plans to ensure that one or more HEDIS-associated racial/ethnic disparity(ies), and one or more HEDIS-associated disparity(ies) related to one additional category of stratification (e.g. disability, geographical representation, etc.) is addressed based on the findings from the assessed reports. The QIHEC will also review reports regarding the utilization of language services, individual experience with language services, staff experience with language services, and member experience with language services during health care encounters to ensure that one or more interventions is identified and incorporated into work plan(s) to address one or more culturally and linguistically appropriate services (CLAS) disparity or HEDIS-associated linguistic disparity. The QIHEC will review these elements to ensure they correlate appropriately with Partnership's annual QI Work Plan.

For internal Human Resources (HR) related activities, the QIHETP team, in collaboration with the HR department, will review submitted data for annual DEI-related training for employees, network providers, etc. to ensure review of completion. Specifically, the QIHETP and HR team will review the annual training on culturally and linguistically appropriate practices to ensure they are teaching principles to reduce bias and promote inclusion. Also, QIHETP and HR team will review the annual training to validate that it meets all the criteria to be considered appropriate per any related APL set forth by DHCS. The QIHETP and HR team will also review internal recruiting and hiring processes to ensure they support diversity in staff leadership, committees, and governance bodies. Also, the QIHETP team will conduct an annual survey of the DEI satisfaction from staff, leadership, governance bodies, and committees and solicit recommendations to improve the DEI or cultural humility of each.

The QIHEC will review, among other reports, the annual results of such DEI surveys to ensure that Partnership has acted on at least one opportunity identified to improve DEI for at least one group (staff, leadership, committees, or governance bodies). Also, the QIHEC will review annual employee demographic data to ensure that our internal recruiting and hiring process continues to support diversity in staff leadership, committees, and governance bodies.

For grievance and appeals-related activities, the QIHETP team, in collaboration with leadership from the Population Health and Grievance and Appeals departments, will review for any patterns of disparities in reported grievances. The QIHEC will review, among other reports, the updated PNA, Cultural and Linguistics (C&L) Program Description and Work Plan, and/or Grievance and Appeals-associated Work Plans to ensure that one or more CAHPS-associated racial disparity(ies) or CAHPS-associated linguistic disparity(ies) is addressed with a Work Plan action item.

For any subcontractors' and downstream subcontractors' QI and Health Equity activities, QIHEC will review report findings and actions on a quarterly basis during each QIHEC meeting. A summation of the quarterly results

will be evaluated in the annual program evaluation.

CULTURALLY & LINGUISTICALLY APPROPRIATE SERVICES (CLAS)

Partnership is committed to delivering culturally and linguistically appropriate services (CLAS) to all eligible beneficiaries. Partnership's Health Education team regularly assesses and documents member cultural and linguistic needs in the C&L Program Description to determine whether covered services are available and accessible to all members regardless of race, color, national origin, creed, ancestry, religion, language, age, gender, marital status, sexual orientation, health status or disability. The Health Education team also ensures that all culturally and linguistics services are provided in an appropriate manner through the C&L Program Description

The Population Health department is responsible for the operation and implementation of the C&L Program Description and associated work plan. Additionally, key internal committees with community members (e.g. CAC, QIHEC, FAC) provide feedback on the development and implementation of culturally and linguistically accessible services.

Partnership monitors and evaluates the effectiveness of cultural and linguistic services by reviewing and responding to: CAHPS, member grievances and appeals, reports of utilization of interpreter services by language, provider assessments, and facility site reviews.

QUALITY IMPROVEMENT AND HEALTH EQUITY ANNUAL WORK PLAN

The QI and Health Equity Annual Work Plan will be used to strategize, prioritize, and track progress on equity-related initiatives throughout the year. Specifically, the QI and Health Equity Annual Work Plan will provide a comprehensive assessment of the QI and Health Equity activities, undertaken by Partnership, to evaluate effectiveness of Health Equity-related QI interventions.

The QI and Health Equity Annual Work Plan describes population-based HE measured objectives, timelines, and accountable Partnership employees for each activity. It includes progress updates on planned activities and objectives for achieving internal measures of equity in context of clinical care, safety of clinical care, quality of service, and member experience. Forms for providing status updates are sent to staff one month in advance of the semi-annual and annual update deadlines to be completed by work plan contributors. Finally, the Work Plan will be reviewed annually by Q/UAC and approved by PAC and the Board of Commissioners.

The QI and Health Equity Annual Work Plan will also evaluate delegated subcontractors' and downstream fully delegated subcontractors' performance measure results and evaluate actions to mitigate any identified deficiencies.

ANNUAL PROGRAM EVALUATION

The overall effectiveness of the Quality Improvement and Health Equity program is evaluated in writing annually by IQI and reviewed by Q/UAC; it is then approved by PAC, and the Commission. The annual QIHEPT Program Evaluation includes:

- Current status of relevant NCQA Health Equity Accreditations
- A description of completed and ongoing QI and Health Equity activities that Partnership is directly undertaking
- Baseline and trending data on key measures to assess equity in the quality and safety of clinical care and quality of service (e.g. comparison of racial subgroups of various HEDIS/ CAHPS measures)
- Analysis and evaluation of equity-related programs, initiatives and QI-related work as well as the overall effectiveness of the QI/PI program and of its progress toward influencing network-wide safe clinical practices.
- Analysis and evaluation of health-equity related components of PHM activities
- The annual QI and Health Equity Work Plan goals and associated deliverables are informed by the QIHEC. If there are opportunities for improvement identified in the evaluation of prior year initiatives and work conducted to support the goals of the quality improvement program, these opportunities are translated into goals with actionable deliverables for the next year's work plan. The results in the annual QI and Health Equity Program Evaluation, particularly those tied to the need to revisit allocated resources, for committees, standing programs and other related activity are assessed and if changes are deemed necessary, they are reflected in the program in the subsequent year.
- Strategy of sharing annual program evaluation with various subcontractors, downstream subcontractors, and network providers
- Analysis and evaluation of interventions to address both over- and under-utilizations of services and interventions
- Analysis of actions taken to address any recommendations in the annual external quality review technical report
- Analysis of CAC findings and strategy to increase member listening session-like activities
- Analysis of annual reports of any subcontractors' and downstream subcontractors' performance of delegated health equity activities. Each subcontractor will be required to submit an annual performance by their respective health equity officer/liaison.
- Review submitted data of annual diversity, health equity, and inclusion training (sensitivity, diversity, communication skills, and cultural competency training) for staff via internal human resources department.
- Review submitted data of annual diversity, health equity, and inclusion training (sensitivity, diversity, communication skills, and cultural competency training) for network providers from the provider relations department per DEI training APL. This includes, but not limited to, Continued Medical Education (CME) credit monitoring on cultural competency and implicit bias. Per internal Credential and Re-credential decision making process policy, a negative response on a provider attestation regarding completion of training, on credentialing criteria for practitioners, will trigger a file review.

The following are separate evaluations and not included in the QI and Health Equity Annual Work Plan Evaluation:

- Evaluation of cultural and linguistic competency work plan activities
- Evaluation of Utilization Management and Care Coordination activities
- Evaluation of Member grievance and appeals

Preparation for the Annual Program Evaluation involves participation by all QIHETP leadership including but not limited to:

- Chief Medical Officer
- Chief Health Services Officer
- Health Equity Officer
- Senior Director of Quality and Performance Improvement

The QI and Health Equity Plan will be made available on the Partnership website on an annual basis

NON-DISCRIMINATION STATEMENT

Partnership complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex.

Partnership will not deny or limit coverage, deny or limit coverage of a claim, or impose additional cost sharing or other limitations or restrictions on coverage, for any health services that are ordinarily or exclusively available to individuals of one sex, to a transgender individual based on the fact that an individual’s sex assigned at birth, gender identity, or gender otherwise recorded is different from the one to which such health services are ordinarily or exclusively available. Also, Partnership will not otherwise deny or limit coverage, deny or limit coverage of a claim, or impose additional cost sharing or other limitations or restrictions on coverage, for specific health services related to gender transition if such denial, limitation, or restriction results in discrimination against a transgender individual.

Partnership provides free aids and services to people with disabilities to communicate with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Partnership provides free language services to people whose primary language is not English or those with limited English proficiency (LEP). These services include the following:

- Qualified sign language interpreters
- Information written in other languages
- Use of California Relay Services for hearing impaired

REFERENCES

1. Department of Health Care Services (DHCS) standards
2. National Committee for Quality Assurance (NCQA) Guidelines (Effective July 1, 2023) HEA Standards 1 to 7
3. **Original Date:** 11/08/2023 **Effective Date:** 03/03/2023

QIHETP PROGRAM DESCRIPTION APPROVAL

	10/18/2023
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*Robert Moore, MD, MPH, MBA
Quality/Utilization Advisory Committee Chairperson*

Date Approved

	11/08/2023
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*Steve Gwiazdowski, MD, FAAP
Physician Advisory Committee Chairperson*

Date Approved

	12/06/2023
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*Alicia Hardy, LCSW
Board of Commissioners Chairperson*

Date Approved