

Ask The Expert :

Health Equity:
Access to Care for All

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Community Engagement Specialist

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Refugee Case Manager



Welcome Featured Speakers!



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Kentucky Health Plan
Medical Director



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Community Engagement
Specialist



Paige Kolok,
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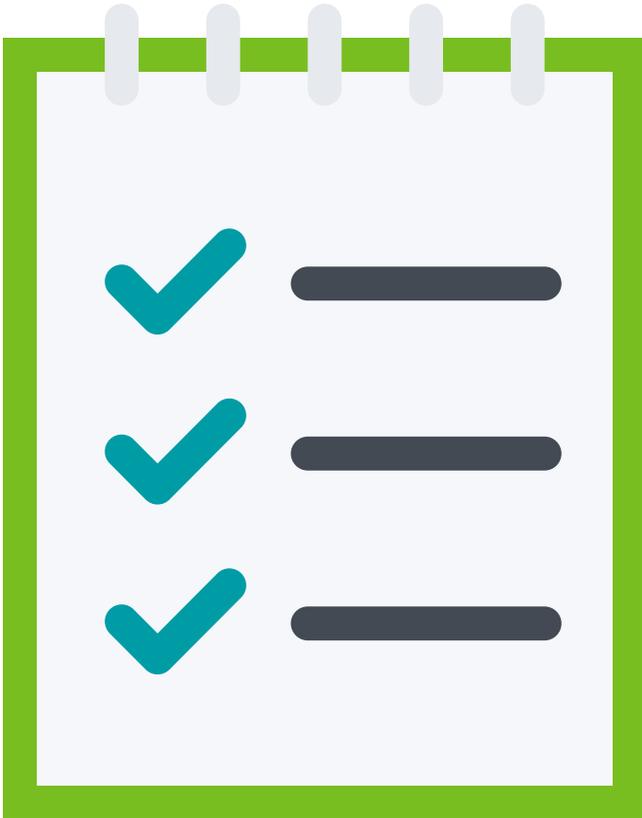


Please remain on mute to prevent background noise and interruptions.



The chat box is open for questions you may have regarding today's presentation.

Agenda



- DEI Program
- DEI: Why is it important?
- Federal Requirements
- Health Disparities
- How We Serve Our Members
- Language Services

Community Engagement's Diversity, Equity & Inclusion (DEI) Program

What We Do:

- Work on initiatives to create and promote health equity for our members.
- Collaborate with other departments to ensure access to care for all members.
- Use data to direct outreach.
- Provide training to employees, providers, members and advocates.





What is DEI?

- **Diversity** is a broadly defined topic, covering personal differences in language, culture, race, ethnicity, gender identity, sexual orientation, abilities, literacy and other factors.
- **Equity** is acts of creating and maintaining an environment in which everyone has their best chance at succeeding.
- **Inclusion** is creating an environment of belonging where all feel welcomed, supported, respected, and valued.

Diversity Wheel



Johns Hopkins University

Why is DEI Important?



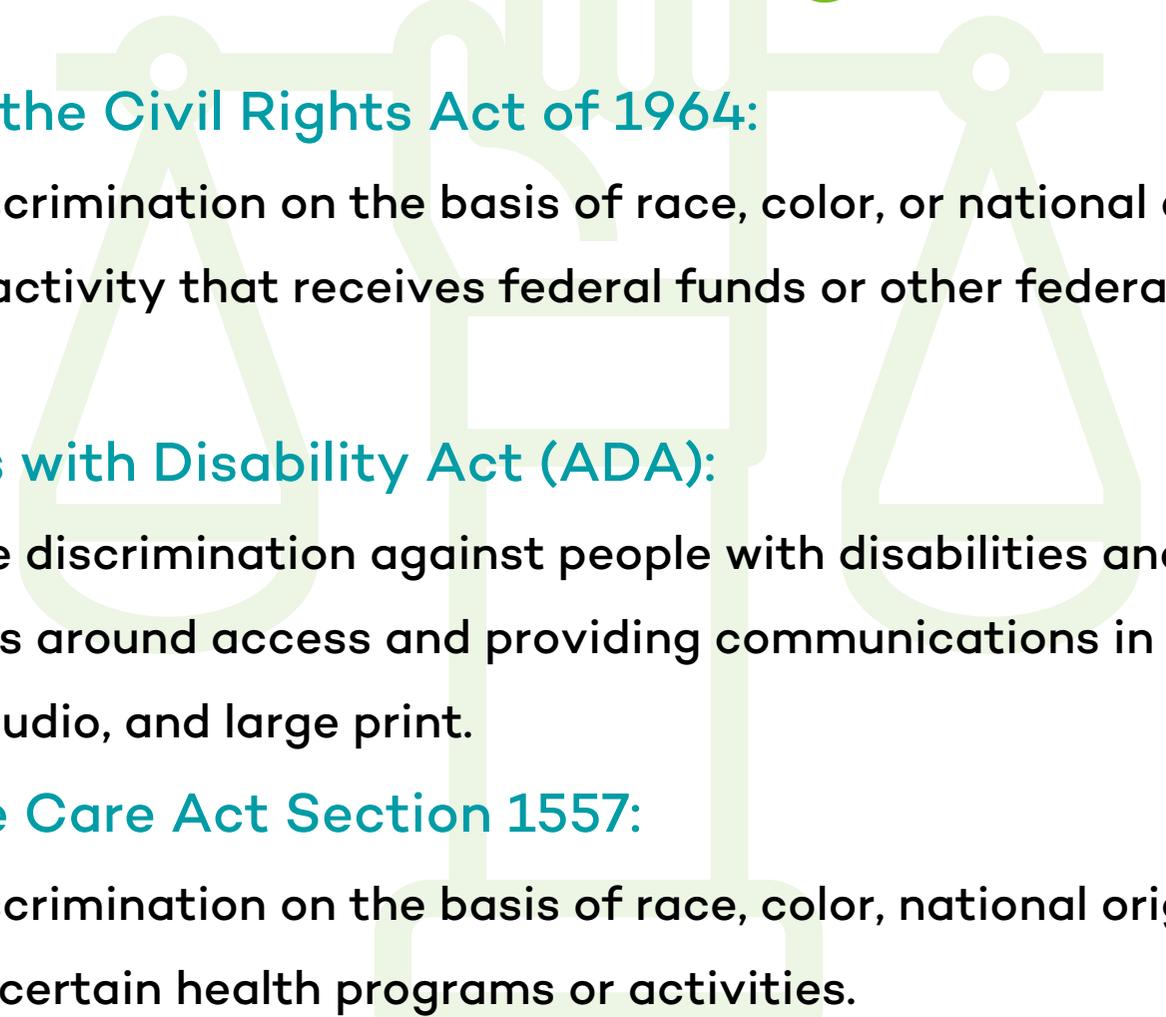
- The result of DEI work is that all feel welcome valued, respected, and heard.
- DEI is a holistic, transformational approach aiming to improve health outcomes.
- The best of intentions do not equate to best outcomes without careful planning and execution.

Why is DEI Important?



- Better Results: According to Forbes “Diverse Companies Produce 19% More Revenue.” In general DEI drives better results and breeds innovation.
- When a company has a diverse culture, it invites and accepts more viewpoints, allowing it to reach a wider audience and giving it an advantage over competitors with a homogeneous culture and fewer perspectives.
- Beyond providing language appropriate, trauma-informed, culturally responsive care, DEI helps to restore dignity and trust.

Federal Civil Rights Laws



Title VI of the Civil Rights Act of 1964:

Prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives federal funds or other federal financial assistance.

Americans with Disability Act (ADA):

Prohibits the discrimination against people with disabilities and outlines requirements around access and providing communications in accessible formats like braille, audio, and large print.

Affordable Care Act Section 1557:

Prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs or activities.

Culturally & Linguistically Appropriate Services (CLAS) Standards:

Communication and Language Assistance (5-8 of 15)

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the population in the service area.



Health Disparities

What are health disparities?

What impact do they have?

Poll



Poll: What is Health Disparity?

Which is the correct definition?

1. The act of inflicting physical harm or unwanted physical contact upon a person.
2. Achieved when every person has the opportunity to attain their full health potential and no one is disadvantaged.
3. Preventable differences in the burden of disease, injury, violence, or in opportunities to achieve optimal health experienced by socially disadvantaged racial, ethnic, and other population groups, and communities.

Health Disparity in Healthcare: Definitions

Health disparity is

1. The act of inflicting physical harm or unwanted physical contact upon a person.
2. Achieved when every person has the opportunity to attain their full health potential and no one is disadvantaged.



Preventable differences in the burden of disease, injury, violence, or in opportunities to achieve optimal health experienced by socially disadvantaged racial, ethnic, and other population groups, and communities.

Poll



Poll: What is Health Equity?

Which is the correct definition?

1. Developing a uniform structure or composition throughout; to ensure the environment is the same or similar.
2. The state in which everyone has a fair and just opportunity to attain their highest level of health.
3. The process of establishing an atmosphere in which groups and people are receiving the same treatment.

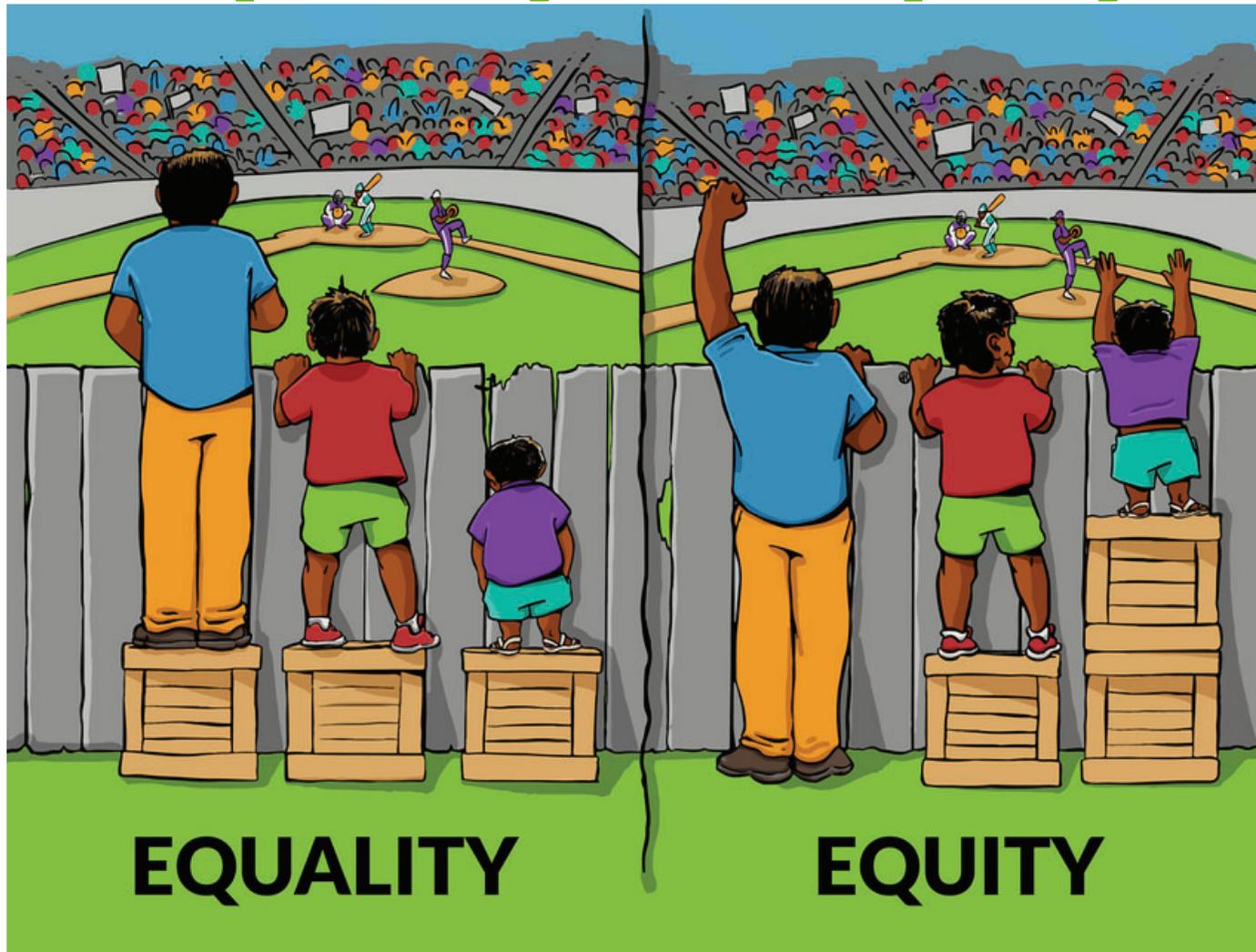
Disparity in Healthcare: Definitions

Health Equity is:



1. Developing a uniform structure or composition throughout; to ensure the environment is the same or similar.
- 2. The state in which everyone has a fair and just opportunity to attain their highest level of health.**
3. The process of establishing an atmosphere in which groups and people are receiving the same treatment.

Equality vs. Equity



EQUALITY

EQUITY



 **PASSPORT
HEALTH PLAN**
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Equality



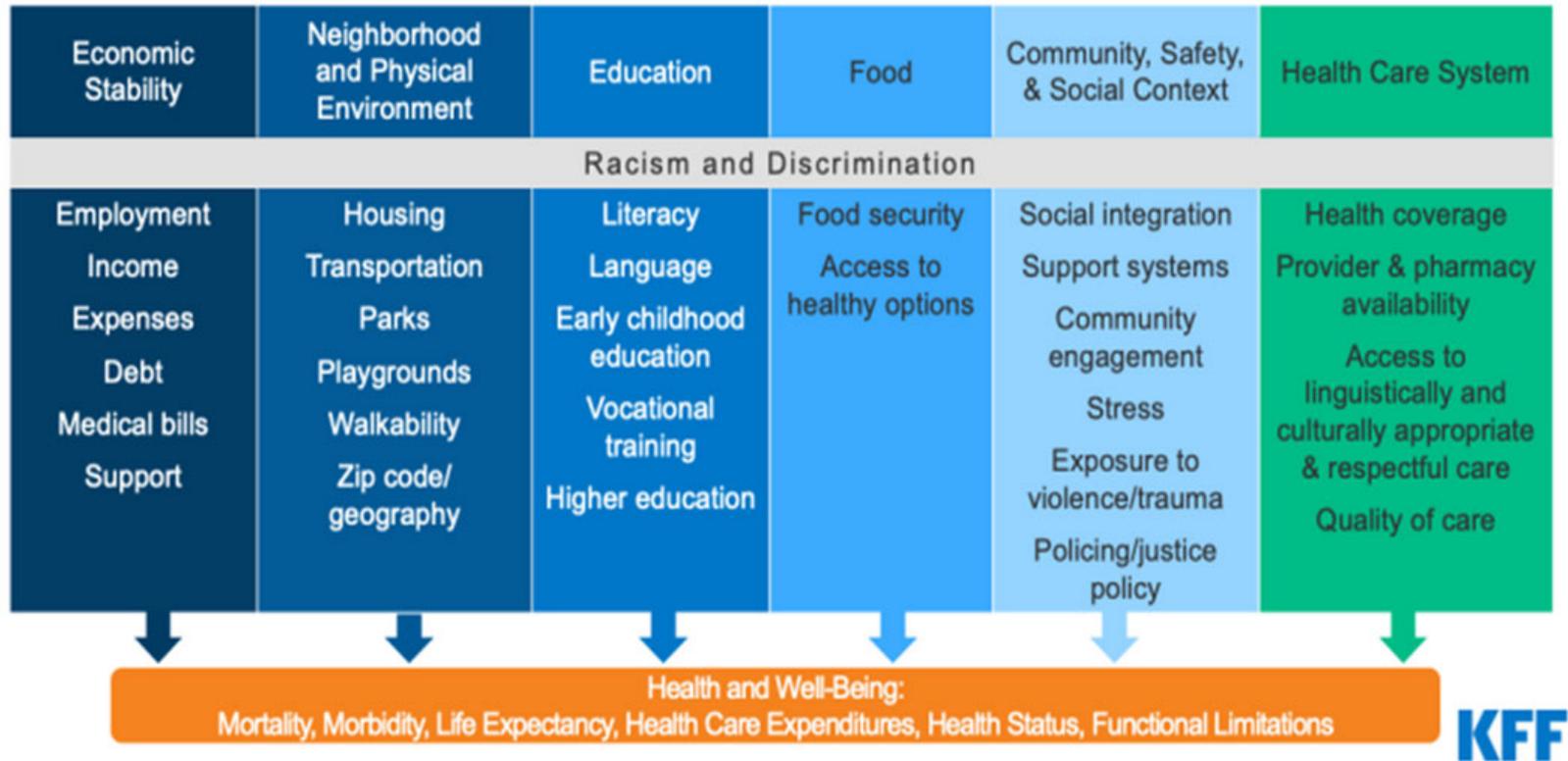
Equity



Health Disparity in Healthcare: Social & Economic

Figure 1

Health Disparities are Driven by Social and Economic Inequities

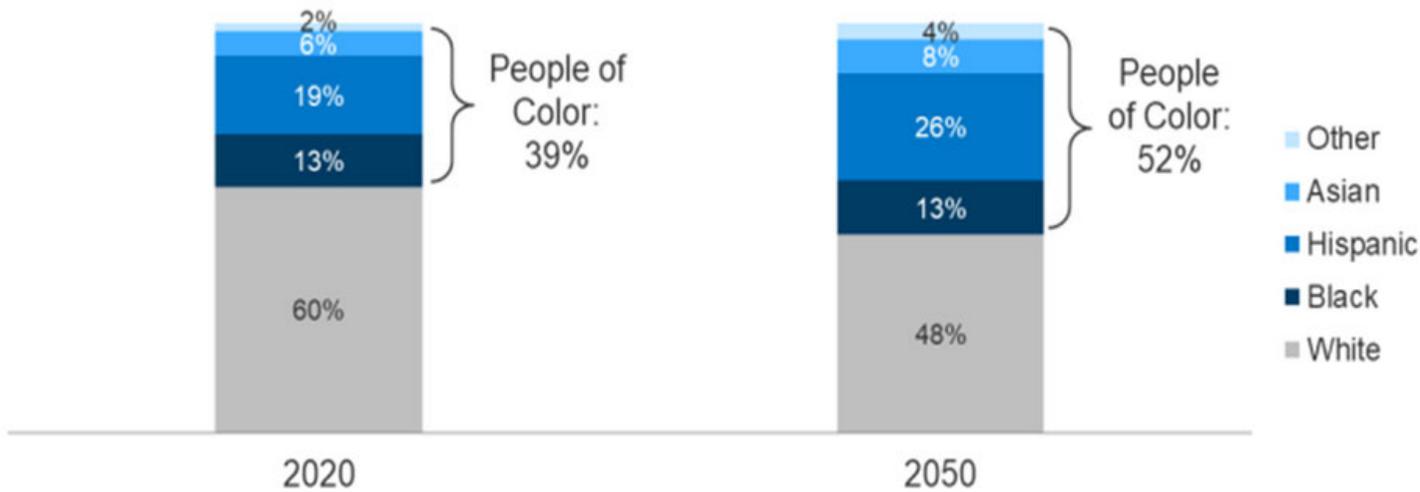


Health Disparity in Healthcare: US Statistics

Figure 6

People of color are projected to make up over half of the U.S. population as of 2050.

Projected Distribution of U.S. Population by Race/Ethnicity, 2020 and 2050



- Health insurance access
- Preventive services
- Chronic health conditions
- Life expectancy

NOTE: All racial groups are non-Hispanic. Other includes Native Hawaiians and Pacific Islanders, American Indian and Alaska Natives, and individuals with two or more races. Data do not include residents of Puerto Rico, Guam, the U.S. Virgin Islands, or the Northern Mariana Islands.

SOURCE: U.S. Census Bureau, 2017 National Population Projections, Race by Hispanic Origin, 2017-2060. Available at: <https://www.census.gov/data/tables/2017/demo/popproj/2017-summary-tables.html>

KFF

Health Disparity in Healthcare: COVID-19 Era

- Black and Hispanic people were less likely than White people to have received a COVID-19 vaccine.
- American Indian and Alaska Native (AIAN), Black, and Hispanic people have experienced disproportionate rates of illness and death due to COVID-19
- Reason for this disparity:
 - Increase risk of exposure due to living, working and transportation situations
 - Increase risk of experiencing serious illness due to higher rates of underlying health conditions
 - Increase barriers to testing and treatment due to disparities in access to health care.

Health Disparity in Healthcare: LGBTQ+

- Greater risk for behavioral health issues
 - Suicide and suicidal thoughts
 - Mood disorders and anxiety
 - Eating disorders
 - Alcohol and substance abuse
 - Tobacco use
- Physical Health
 - Less likely to have health insurance
 - LGBTQ+ less likely to have primary provider
 - Older LGBTQ+ patients report more chronic conditions while having less support.



How We Serve Our Members



- Applying a DEI lens to address health disparities and help provide access to care for all.

Our Team

- Member Services
- Care Management
- Community Engagement

Care Team Members

Multi-Disciplinary Team

Health Manager

Case Manager

Transition of Care Coach

Community Connector

Housing Specialist

SUD Navigator

Peer Support Specialist

EPSDT Coordinator

Subject Matter Experts

Care Management Team:

This team works with specific populations to provide personalized care management and care coordination.

- Refugee, Immigrant, and LEP Populations
 - Catholic Charities
 - Kentucky Refugee Ministries
 - La Casita
- LGBTQ+ Population
- Individuals experiencing homelessness
- While we have team members who are subject matter experts on working with specific populations, all of our Care Management team are trained in cultural competency and cultural responsiveness to address the specific needs of our members.

Bilingual Community Engagement Specialist:

- Provides outreach to all special populations.
- Works closely with organizations across the Commonwealth that serve the Hispanic/Latinx communities, LEP population, and migrant workers.
 - La Casita Center
 - International Center
 - Esperanza Latino Center
 - Americana World Community Center

Collaboration is the Key!



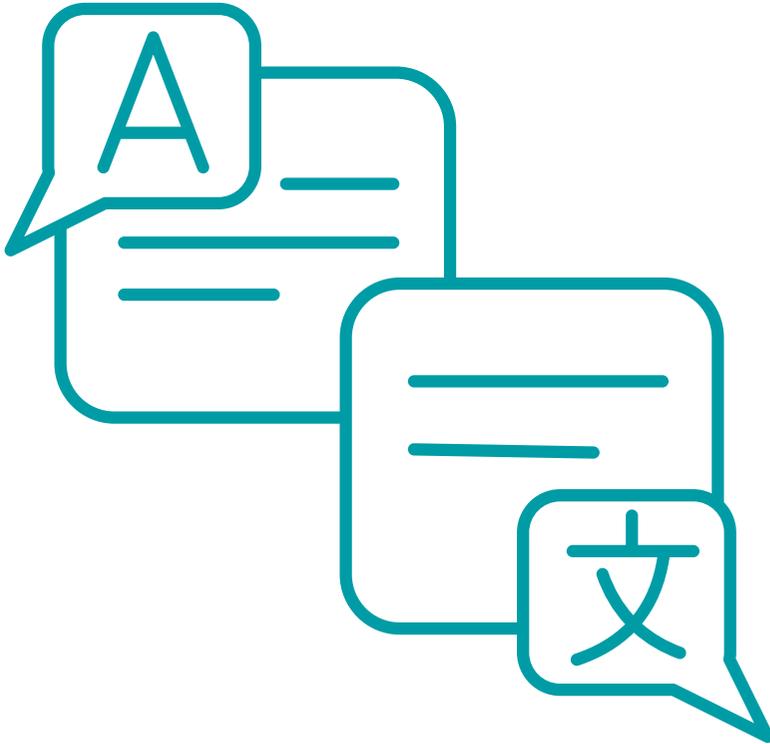
Language Services



Interpretation Services

- Member Services: over-the-phone interpretation is available free of charge to all of our members.
- Passport pays for over-the-phone interpreters and onsite interpreters for ASL and other special circumstances when a member is in a provider's office.
- Access to over 250 languages

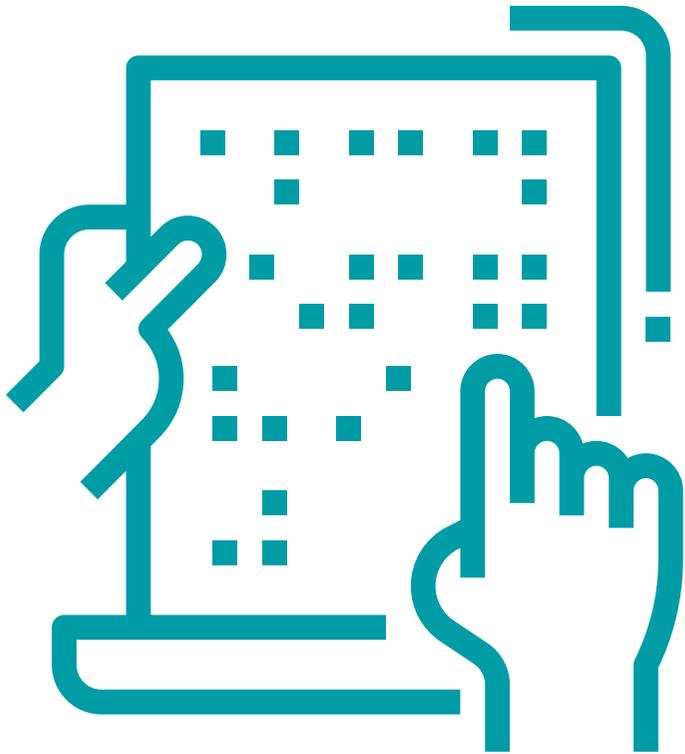
Language Services



Translated Material

- Passport translates all plan and health education material to Spanish.
- Other languages are available on request.
- The material is available free of charge to all members and providers.

Language Services



Accessible Material

- Upon request, health plan and health education material is available in alternate formats such as braille, audio, and large print.

Online Cultural Competency Training



[Find a Provider](#) | [Find a Hospital/Facility](#) | [Find a Pharmacy](#) | [Provider Portal](#)

[Home](#) | [Manual](#) | [Forms](#) | [Policies](#) | [HIPAA](#) | [EDI ERA/EFT](#) | [Pharmacy](#) | [Health Resources](#) | [Communications](#) | [Contact Us](#)

Home > Health Resources > Culturally and Linguistically Appropriate Resources/Disability Resources

Culturally and Linguistically Appropriate Resources/Disability Resources

Interpreter Services

To meet the diverse language needs of our members, all eligible and potential members whose primary language is not English are entitled to receive interpreter services through Passport Health Plan by Molina Healthcare at no cost to the Member. If you would like to arrange for interpreter services please contact the **Member Services Department at (800) 578-0603 and someone will assist you.**

Provider Trainings

[Building Culturally Competent Healthcare: Training for Healthcare Providers and Staff - Training Resource and Links](#)

- [Module 1: Introduction to Cultural Competency](#)
- [Module 2: Health Disparities](#)
- [Module 3: Specific Population Focus – Seniors and Persons with Disabilities](#)
- [Module 4: Specific Population Focus – LGBTQ and Immigrants/ Refugees](#)
- [Module 5: Becoming Culturally Competent](#)

Provider Tools

[A Physician's Practical Guide to Culturally Competent Care](#)

[Industry Collaborative Effort \(ICE\) - Better Communication, Better Care](#)

Passport Provider Education Series

- [Americans with Disability Act \(ADA\)](#)
- [Members who are Blind or have Low Vision](#)
- [Service Animals](#)
- [Tips for Communicating with People with Disabilities & Seniors](#)

Culturally Effective Health Care Checklists

Download the Georgetown University [National Center for Cultural Competence](#) self-assessment checklists, designed for health-care providers and office and patient support staff.

- [Children with Special Health Needs.](#)
- [LGBTQ Youth and Their Families.](#)

Sample Cultural Competency Training

The Cross Cultural Health Care Program Curriculum

Focus on Self

- Setting the Spirit of the Day
- Equity and Inclusion Defined
- The Principles of Cultural Competency
- The Range of Our Differences
- Navigating Bias
- Deep Listening
- The Five Steps to Cultural Competency

Other Topics

- Implicit Bias and Healthcare
- Culturally Competent Care: What Impacts Our Members

Focus on Systems

- Groundwork
- The Five Elements of Cultural Competency
- The Culture of Western Medicine
- Culturally Competent Use of Language Services
- Building Culturally Competent Community Partnerships
- Building Culturally Competent Systems of Care



Questions?



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April Themes



Clinical Focus:

Mental Health

Health Holiday:

National Minority Health Month

Social Determinant of Health:

Access to Care

Cultural Awareness:

Celebrate Diversity Month

Arab American Heritage Month

May Themes



Clinical Focus:

Respiratory Health

Health Holiday:

National Asthma & Allergy
Awareness Month

Social Determinant of Health:

Social Isolation

Cultural Awareness:

Older Americans Month Asian
Pacific American Heritage Month

Important Numbers

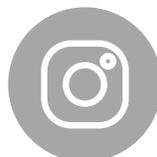
Member Services: 800-578-0603

Pharmacy/MedImpact: 800-210-7628

Provider Services: 800-578-0775

24/7 Nurse Advice Line: 800-606-9880

24/7 Behavioral Health Crisis Line: 844-800-5154



Meet the Community Engagement Team



Diane Corsey
502-939-7973



Stacy Crum
502-269-5887



Carolina Rodriguez Curiel
502-585-8257



Karastin Hancock
502-212-6631



Marji Pilato
502-526-8711



Priscilla Schwartz
502-585-7901



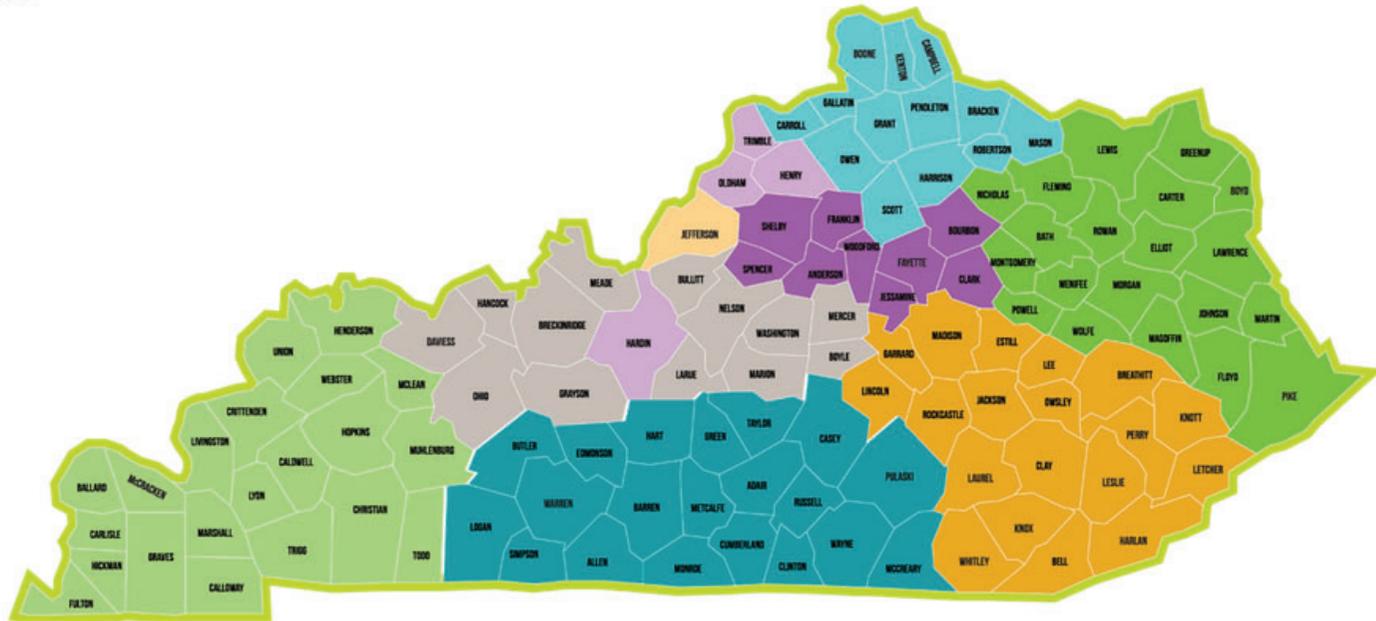
Leslie Salsbury
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Nicole Yates
Associate Vice President,
Community Engagement



Lisa Bellafato
Program Manager,
DEI and Health Education



Michele Heuglin
Manager,
Community Engagement



Kristin Blocker
Project Coordinator

Ask the Expert Series

Third Tuesday of the month from 12-1 Eastern time

Date	Team	Topic
5/17	Passport Advantage	Understanding Passport's Dual-Eligible Health Plan
6/21	Health Education	Focus on You in 2022: Wellness for LIFE! Supercharge Your Health
7/19	Healthcare Services	A Day in the Life of a Community Connector (CHW)
8/16	Healthcare Services	A Day in the Life of a Community Connector (CHW)
9/20	Health Education	Focus on You in 2022: Get Some Zzzzzs. The Importance of Sleep for Optimal Health
10/18	Population & Behavioral Health Strategies	Get to Know Our Peer Support Specialists and Housing Specialists
11/15	Quality	Closing the Gap to Improve Health Outcomes
12/13	Health Education	Focus on You in 2022: Stress and Burnout

Need Help Quitting?

Call the Kentucky Tobacco Quit Line for help!

1-800-QUIT NOW



Thank
you,

To our providers and community partners!



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