

NCQA Health Equity Accreditation for CTC-RI In-person Training

Crowne Plaza - 801 Greenwich Avenue Warwick, RI 02886

Room: Rotunda | Thursday, October 5, 2023

9:35AM – 4:00 pm ET

7:45 a.m. – 9:25 a.m. 100 Minutes	<p>Keynote Speakers</p> <ul style="list-style-type: none"> • <i>Compassion as the Key to Success</i> - Sue Kressly, MD, FAAP, Kressly Pediatrics • <i>Medical Leadership in Changing Times</i> - Scott Conard, MD, Converging Health
9:25 a.m. – 9:35 a.m. 10 Minutes	BREAK
9:35 a.m. – 9:45 a.m. 10 Minutes	<p>Welcome and Introductions NCQA Staff</p> <ul style="list-style-type: none"> • Amelia Bedri, MSHA, Senior Content Engineer, Product Development • Meghan Monahan, Policy Manager, Accreditation Policy
9:45 a.m. – 10:25 a.m. 40 Minutes	<p>HE 1: Organizational Readiness</p> <ul style="list-style-type: none"> • <i>The organization supports health equity goals and takes actions toward reducing bias and improving diversity, equity, and inclusion.</i>
10:25 a.m. – 11:05 a.m. 40 Minutes	<p>HE 2: Race/Ethnicity, Language, Gender Identity & Sexual Orientation Data</p> <ul style="list-style-type: none"> • <i>The organization collects information that helps it provide culturally and linguistically appropriate services (CLAS).</i>
11:05 a.m. – 11:50 a.m. 45 Minutes	<p>HE 3: Access and Availability of Language Services</p> <ul style="list-style-type: none"> • <i>The organization communicates effectively with individuals.</i>
11:50 a.m. – 12:50 p.m. 60 Minutes	Lunch
12:50 p.m. – 1:25 p.m. 35 Minutes	<p>HE 4: Practitioner Network Cultural Responsiveness</p> <ul style="list-style-type: none"> • <i>The organization maintains a practitioner network that can meet the cultural and linguistic needs of individuals.</i>
1:25 p.m. – 1:55 p.m. 30 Minutes	<p>HE 5: Culturally and Linguistically Appropriate Services Programs</p> <ul style="list-style-type: none"> • <i>The organization improves care and services for all individuals served by the organization.</i>
1:55 p.m. – 2:05 p.m. 10 Minutes	BREAK
2:05 p.m. – 2:50 p.m. 45 Minutes	<p>HE 6: Reducing Health Care Disparities <i>The organization uses data about its population to improve services and reduce disparities.</i></p>

2:50 p.m. – 3:20 p.m.
40 Minutes

HE 7: Delegation of Health Equity Activities

The organization remains responsible for and has appropriate structures and mechanisms to oversee delegated health equity activities.

3:20 p.m. – 3:50 p.m.
30 Minutes

HE PLUS Overview

- HE PLUS 1: Collection, Acquisition and Analysis of Community and Individual Data - *The organization uses the data it collects to inform prioritization of social risks and social needs that may have the most impact on communities and individuals through interventions.*
- HE PLUS 2: Cross-Sector Partnerships and Engagement - *The organization establishes and maintains community-based partnerships that are mutually beneficial, supportive, and appropriate for mitigating the social risks and addressing the social needs of the community and individuals they mutually serve.*
- HE PLUS 3: Data Management and Interoperability - *The organization protects individuals' social needs data, supports interoperability when sharing data with partner organizations and communicates protections to individuals.*
- HE PLUS 4: Program to Mitigate Social Risks and Address Social Needs - *The organization engages the communities and individuals it serves to improve the program's ability to mitigate social risks and address social needs.*
- HE 5: Referrals, Outcomes, and Impact - *The organization and its partners help individuals with social needs obtain access to resources and interventions and evaluate the effectiveness of the referral process.*

3:50 p.m. – 4:00 p.m.
10 Minutes

Wrap Up and Open Discussion

The purpose of the Q&A session is to respond to content discussed throughout the day and follow up on any other questions.

Health Equity Accreditation

Learning Objectives

At the conclusion of this training, participants will be able to:

- Determine the best survey option for your organization.
- Outline the fundamentals of Health Equity Accreditation, including:
 - ✓ Building an internal culture that supports your organization's external health equity efforts
 - ✓ Collecting data on race, ethnicity, language, sexual orientation, and gender identity.
 - ✓ Identifying opportunities to reduce disparities and improve the cultural and linguistic appropriateness of services.
- Understand the changes to the 2023 Health Equity Accreditation program.
- Overview of Health Equity Accreditation Plus