



Community Health Center, Inc. Annual Report: Health Equity Plan (HEP) 2022-23

This comprehensive report highlights our organization's unwavering commitment to promoting equitable health outcomes and addressing disparities within our community. Through collaborative efforts and innovative initiatives, we have strived to ensure that every individual, regardless of their background or circumstances, has access to high-quality healthcare services. This report highlights efforts made within the plan's inaugural cycle toward the achievement of each priority.

The 2022-23 HEP identified four priorities, they were as follows: 1. Awareness of Health Care Equity and Competency Training, 2. Meaningful Data Documentation, Collection, and Analysis, 3. Identification of Health Disparities and begin Initial Plan for Improved Health Outcomes for CHCI Patients and 4. Implementation of research in Health Equity to Drive Improvement in Patient Health Outcomes.

This report presents a summary of CHCI's efforts towards advancing these four priorities.

Priority 1: Awareness of Health Care Equity and Competency Training

Our first priority of the health equity plan focused on the development of a diverse workforce, while increasing the knowledge and competency in health equity of our clinical, non-clinical and administrative staff. Our Office of Justice, Equity, Diversity and Inclusion (JEDI) staff developed several trainings that were presented across the organization. Additionally, our human resources recruitment team worked to acquire innovative tools to increase the diversity of our clinical and non-clinical teams.

A semi-annual, organization-wide training schedule was established, whereby two DEI trainings will be presented annually in an effort to provide regular and on-going training for all staff. Additionally, department level trainings were also developed and presented, providing area and role specific trainings.

The following recruitment tools and JEDI related workforce development trainings have been implemented within the 2022-23 cycle of CHCI's HEP:

Microaggressions training aims to raise awareness about microaggressions, subtle forms of discrimination, and promote a respectful and inclusive environment for all patients, families and staff.

In recognizing that having a diverse workforce that is representative of the communities CHCI serves, our **Interrupting Implicit Bias in the Interviewing Process** training equips our hiring managers with an awareness of and tips to recognize and address



implicit biases that may influence their decision-making during employee interviews, ensuring fair and equitable treatment in the hiring process.

As part of our commitment to inclusivity, we have added our **Transgender Awareness training** to our annual health stream requirements for all frontline employees. This training enhances understanding and sensitivity towards the unique healthcare needs and experiences of transgender individuals.

Interrupting Implicit Bias in Clinical Spaces training was presented to our clinical teams during grand rounds. This training focuses on identifying and challenging implicit biases that may arise in clinical settings. By promoting awareness and providing strategies to mitigate bias, we aim to create a more equitable healthcare environment.

Our **Cultural and Structural Competence and Cultural Humility training** is in the final stage of development and will be presented during the fall of 2023 and winter 2024. This training aims to educate clinical staff on cultural and structural competence and cultural humility, empowering them to provide patient-centered care that respects diverse cultural backgrounds and understand the societal structures that influence health outcomes.

By implementing these training programs, our organization is proactively addressing health care equity and ensuring that our staff is equipped with the knowledge and skills to provide equitable care to all individuals, regardless of their background or identity.

In addition to our JEDI trainings for current employees, this year our recruitment team focused its efforts on growing our diverse workforce. **Seek Out** is a powerful recruitment tool that has been acquired by CHCI to assist with promoting our employment opportunities within diverse communities. It utilizes advanced algorithms and data analysis to identify talent from a wide range of backgrounds, ensuring inclusivity and diversity in the hiring process. Seek Out will help our recruitment team tap into previously untapped talent pools, fostering a workforce that is diverse and inclusive, and more representative of the communities CHCI serves.

Priority 2: Meaningful Data Documentation, Collection, and Analysis

During the reporting period, we made significant progress in addressing health equity at CHCI. In line with HRSA's UDS categories, we reviewed our existing data on capturing complete race and ethnicity information on patients. We also examined the race and ethnicity categories in our systems, Centricity/NOVO, and obtained valuable feedback from employees and employee resource groups.

To ensure inclusivity, we engaged diverse focus groups to test the Community and Clinical Integration Program (CCIP) race and ethnicity categories. Health Equity Solutions, our state lead on developing the CCIP categories, collaborated with us in this endeavor. As part of our efforts, we modified our system to prioritize ethnicity before race in data collection.

Moreover, in partnership with our Office of Justice, Equity and Diversity, we developed a comprehensive training program consisting of three sessions. Session 1 focused on the importance of collecting race and ethnicity data, while Session 2 addressed hesitancy around data collection. In Session 3, we provided training on using NOVO 2.0 for race and ethnicity data collection. We initiated education and training for CCS and ATC staff, with plans to extend it to PSAs later this year. Additionally, we created a video to educate patients in waiting rooms about the purpose of collecting this information and to reassure them of its non-discriminatory usage for improving health outcomes.

Priority 3: Identification of Health Disparities and begin Initial Plan for Improved Health Outcomes for CHCI Patients

The third priority of CHCI's Health Equity Plan (HEP) centered on identifying health disparities and developing strategies for improved health outcomes for our patients. The Clinical Champions Group, comprising leaders from medical, behavioral health, dental, and population health disciplines, collaborated to achieve this objective.

To gain insights into social determinants of health affecting front-line care delivery, the group discussed surveying all clinical staff regarding their perceptions of healthcare disparities. This information would aid in identifying targeted strategies.

Recognizing the importance of health equity, we formally added it as a Performance Improvement (PI) Committee Goal. The specific objectives included accurately capturing patient race and ethnicity, updating our quarterly chronic disease dashboard to report outcomes for African American and Hispanic populations separately, and reducing the rate of uncontrolled hypertension in African American patients.

Furthermore, our workgroup reviewed CHCI's existing PI Goals, aligning them with priority three. We actively worked on improving disparate outcomes in managing diabetes through increased access to Continuous Glucose Monitoring for Latino patients. We also focused on increasing colorectal cancer screenings, enhancing trauma screening, and expanding access to dental preventative services.

These initiatives demonstrate our commitment to achieving health equity and reducing disparities among our patient population. We remain dedicated to continuous improvement and are determined to make a lasting impact on the health and well-being of all individuals we serve.

Priority 4: Implementation of research in Health Equity to Drive Improvement in Patient Health Outcomes

As outlined in priority 4, Weitzman Institute made great progress in implementing research findings to drive improvements in patient health outcomes. The following are updates on two key projects within this priority.

The All of Us research project aims to engage diverse populations in research. Since the research project's inception in 2017, we have exposed 26,812 individuals to the All

of Us research program at CHCI. From this number, we have been able to meaningfully engage 11,537 individuals leading to 2,231 enrolled. Of the 2,231 enrolled, 2,044 are CHCI patients and 187 are non-CHCI patients.

Moreover, we have been able to successfully retain 40% of our AoU participants in this longitudinal. Community Health Center, Inc. has been recognized nationally for our progress in this area.

Our Prescription for Play (P4P) program has shown promising results in promoting healthy play behaviors among caregivers. Of the 140 caregivers who received the P4P program, 94% reported meeting the 15 minutes of play per day recommendation after the intervention, with 48% using the Lego brick kit to play with their child daily. Further analyses showed that caregivers who viewed play as a normative behavior had the highest behavioral intentions to play with their child after receiving the P4P program whereas the lowest behavioral intentions towards play were reported among Spanish-speaking caregivers.

We are currently piloting an impact reporting survey among our 40 High Touch sites across the U.S. to understand the process and outcomes measures associated with implementing P4P and to assess program reach; 21 sites have completed the survey to date for a response rate of 53%. We have completed contracts with 6 national sites and are continuing pre/post data collection to assess program impact (Pre-implementation surveys: N=36; Post-implementation surveys: N=140). It should be noted, for the research side, we have the surveys translated to Spanish. Otherwise, for the visit itself the sites are responsible for translation. The kits themselves also have English and Spanish translations (which we helped with, although Lego was mainly responsible for translating).

This end of year report for Community Health Center Inc.'s 2022-23 Health Equity Plan demonstrates our commitment to implementing evidence based interventions and research strategies to promote health equity and improve patient outcomes. We remain dedicated to advancing these projects and fostering equitable healthcare practices for all individuals, particularly those from underserved communities.