



Health Quality and Equity Strategic Plan Executive Summary

<p>What is Health Equity and Why is it Important to Tufts Health Together with CHA?</p>	<p>CHA has embraced a definition of health equity developed by the Robert Wood Johnson Foundation:</p> <p><i>“Health equity means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care. For the purposes of measurement, health equity means reducing and ultimately eliminating disparities in health and its determinants that adversely affect excluded or marginalized groups.”</i></p> <p>CHA’s mission is to improve the health of our communities and our vision is “equity and excellence for everyone every time.” Our commitment to equity is core to our institutional identity. From our inception, CHA has endeavored to provide care to all without regard to class, color, or creed and to work in common purpose to eliminate barriers to care.</p> <p>Tufts Health Plan’s approach to health equity aligns with that of its parent company (Point32Health)’s mission: to ensure that every member, regardless of race, ethnicity, age, gender, gender identity or expression, sexual orientation, disability, veteran status, religion, income, or other physical or social characteristic, is entitled to ample access to high quality, affordable health care.</p> <p>Tufts Health Plan’s mission is to “improve the health and wellness of the diverse communities we serve.” Its vision is “every life improved through access to high-quality, affordable health care.”</p> <p>Together, both organizations come from a common tradition of service to the diverse members and communities served. One of</p>
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	the first tasks of the ACO Health Equity Committee will be to develop a combined definition and vision as we move forward.
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Tufts Health Together with CHA Aims for Health Equity in the Next Four Years	<p>CHA is both a Hospital and an ACO sole Clinical Partner. The strategic goals are aligned for both and with Tufts, we plan to combine resources to:</p> <ol style="list-style-type: none"> 1) Collect comprehensive data from our patients about race, ethnicity, language, disability, sexual orientation, and gender identity. 2) Identify patients with health-related social needs that contribute to well-being, such as difficulty with access to food, housing, employment, and transportation. Connect patients with community resources and human service agencies who might be able to help with unmet health-related social needs. 3) Use demographic data to stratify performance on key metrics related to quality, safety, and experience and commission specific initiatives to close identified gaps; CHA has commissioned targeted performance improvement projects in calendar year 2024 that focus on <ul style="list-style-type: none"> o reducing disparities in timely follow-up after mental health hospitalization o reducing disparities in hypertension control for the ambulatory uninsured 4) Reduce barriers to access, including those barriers posed by disability and/or language; CHA has commissioned targeted projects to ensure that patients’ needs for accommodations at the point care related to disabilities are assessed and met and that patient-facing staff receive formal training about working in partnership with patients who have disabilities
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Patient and Community Voices are Integral to Health Equity	<p>Both organizations value patient and community voices as integral to inform health equity plans and implementation efforts.</p> <p>The Tufts Health Together with CHA Patient and Family Advisory Committee (PFAC) is comprised of MassHealth ACO members and family members. Meetings are planned quarterly with the stated purpose of creating positive changes in our healthcare delivery system by supporting an environment where patients and families feel safe, respected, and empowered to be</p>
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partners in their care. The Committee will provide valuable feedback and personal insights on the patient care experience.

One of the key topics for the ACO PFAC will be the review of patient experience of care data for MassHealth ACO members. In addition, feedback will be specifically requested regarding the ACO Population and Health Needs Assessment published jointly by Tufts Health Plan and CHA for its expanded service area.

This PFAC is built on the successful model of the CHA PFAC that meets monthly, and incorporates a network of patient e-advisors that respond to directed requests for input, and patient-family advisors that are deployed to specific committees and/or task force-led improvement initiatives.

We also invite participation from the communities we serve, engaging resident voices from the towns in our extended service area through survey and focus group. CHA has convened a Community Health Advisory Council comprised of representatives from each of the towns in our primary service area and leaders from schools, social service agencies, civic and cultural groups, and grass-roots advocacy organizations.