

Cambridge Health Alliance (CHA) Health Equity Strategic Plan:
Executive Summary

<p>Health Equity is Important to CHA</p>	<p>CHA's <u>mission</u> is "to improve the health of our patients and communities."</p> <p>Our <u>vision</u> is "equity and excellence for everyone, every time."</p> <p>Health equity is defined by the Robert Wood Johnson Foundation as everyone having a fair and just opportunity to be as healthy as possible.</p> <p>CHA has a longstanding commitment to vulnerable and diverse patients and is proud to serve all those in need. We aim to provide excellent healthcare to every one and to work to eliminate barriers to care. Our Anti-Racism Statement commits to fostering a culture across our organization that is diverse, equitable, inclusive, and anti-racist.</p>
-------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p>CHA's Aims for Health Equity</p>	<ol style="list-style-type: none"> 1) Collect demographic data from our patients about race, ethnicity, language, disability, sexual orientation, and gender identity to ensure we provide excellent and equitable care to all. 2) Screen patients for health-related social needs that contribute to well-being and connect patients with community resources and social service agencies to help with unmet needs. Includes difficulty with access to food, housing, transportation, intimate partner violence, medical bills, medications, and utilities. 3) Advance equity in health care by stratifying key measures related to quality, safety, and patient experience based on demographic variables to understand opportunities and implement specific initiatives to address identified gaps. <p>CHA is implementing performance improvement projects on:</p> <ul style="list-style-type: none"> ● Behavioral Health: improving timely follow-up care after mental health hospitalization; ● Hypertension: improving hypertension management in the outpatient setting and through community collaboration and navigation; and ● Maternal Health: efforts to improve maternal health.
--------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p>4) Promote competent and equitable care for patients with disabilities and language access needs. Initiatives include:</p> <ul style="list-style-type: none"> ● screening patients and addressing needs for accommodations in certain care settings; ● training patient-facing staff about disability competent care to work collaboratively with patients who have disabilities; and ● strengthening ongoing best practices in language access services for patients who use sign language and/or a preferred language other than English. <p>5) Achieve Health Equity Certification through The Joint Commission, which sets standards of excellence for health systems.</p> <p>6) Support for the CHA Workforce to advance equity through training on disrupting bias and culture change so that every individual feels valued and empowered to contribute.</p>
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p>Patient and Community Voices are Integral</p>	<p>CHA values and welcomes patient, family, and community voices as integral to inform health equity plans and implementation efforts.</p> <p>We do this through:</p> <ul style="list-style-type: none"> ● CHA’s Health Equity Steering Committee ● CHA’s Patient Family Advisory Council and patient advisors ● Patient surveys about the experiences of getting care at CHA that help us set priorities for improvement ● CHA’s Community Health Advisory Council (CHAC), a venue where community members and staff engage in collaboration, continuous learning, and monitoring of strategies and actions related to advancing the objectives of CHA’s Regional Wellbeing Assessment and Implementation Strategy. <p>Representation includes: municipal and governmental agencies, social service agencies, civic and cultural groups, faith-based entities, service providers, and grass-roots advocacy organizations.</p> <ul style="list-style-type: none"> ● Surveys and focus groups of community members living in the geographic areas we serve.
---------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

For more information, please contact healthequity@challiance.org.