

# Mass General Brigham Accountable Care Organization (MGB ACO) Health Equity Strategic Plan

## Health Equity Definition

Mass General Brigham ACO defines health equity as the opportunity for everyone to attain their full health potential regardless of their social position (e.g., socioeconomic status) or socially assigned circumstance (e.g., race, gender identity/gender expression, ethnicity, disability status, religion, sexual orientation, geography, disability, language etc.). (As defined by NCQA and ACO contract).

## Four Year Goals for Health Quality and Equity

- Increase completeness and accuracy of members Race, Ethnicity, Language, Disability (RELD), Sexual Orientation and Gender Identity (SOGI) Data.
- Establish a culture of equity through the provision of trainings for Health Equity, implicit bias, anti-racism, and related trainings to all staff.
- Continue assessing our provider network capacity to address cultural, linguistic and Accommodation needs of our Medicaid population and develop a workplan to address identified needs.
- Implement the cultural competence/Culturally and Linguistically Appropriate (CLAS) standards.
- Achieve NCQA Health Equity Accreditation.
- Create culturally and linguistically appropriate health programs to address disparities in the following areas:
  - Chronic disease and related conditions (e.g., Diabetes and blood pressure management).
  - Mental health services and substance abuse especially for youth and individuals of color.
  - Improve access to care especially for people of color and LGBTQ+ community.
  - Partner with community organizations to expand services related to social determinants of health (including food insecurity) and health screenings/mobile health clinics.

## The Consideration of Member and Community Experiences in Overall Health Equity Efforts

MGB ACO views member and community experiences as vital information for improving overall health equity. Data analysis has helped determine health disparities and service gaps among member and community experiences. The goal of MGB ACO's health equity efforts is to improve and sustain member and community experiences while incorporating the voice of the community/members in all actions.

As part of the MGB ACO, our provider partners MGB and LGH have a HE strategy that is aligned with the MGB ACO strategy as follows:

### *Mass General Brigham Provider Partners*

Over the next four years, MGB will continue to improve equity in clinical outcomes through the implementation of and iteration on our Health Equity Roadmap. The roadmap was created to highlight key conditions where health inequities exist that impact MGB patients and the communities that MGB serves and are the greatest contributors to excess morbidity and mortality among historically marginalized communities. These conditions

and areas include hypertension, substance use disorder, maternal health, and cancer. An additional goal of the Health Equity Roadmap is to ensure person-centric care by improving screening for social needs. In addition to the work being done as part of the Health Equity Roadmap, MGB plans to continue the critical foundational work that has already been started under United Against Racism (UAR). Some of this work includes providing written and verbal communication in patient preferred language, enabling equitable access to our patient portal, Patient Gateway, and other clinical digital tools, and decreasing the percentage of missing self-reported patient race, ethnicity, ethnic background, written, and spoken language demographic data.

***Lawrence General Hospital (LGH) Provider Partner:***

Lawrence General Hospital defines health equity as a commitment to equitable, high quality care delivered by culturally and linguistically competent providers who are bias-free and anti-racist, who work to deliver care in a welcoming, safe environment and eliminate health disparities related to race, ethnicity, gender, gender identity, disability, sexual orientation, income and other forms of diversity, through high engagement of patients and community partners and robust quality and outcomes disparity measurement.

For Lawrence General Hospital, health equity is foundational and one of the five essential strategic pillars of the organization.

In the next four years the hospital hopes to achieve the following three goals:

1. Enhance the capacity and competence of the board and leadership to advance and support diversity, equity, and inclusion (DEI) and health equity.
2. Continue the implementation of our DEI 5-year roadmap to better serve our patients, employees, and community.
3. Improve population health programming to address drivers of health.

The hospital is highly engaged and embedded deeply in the fabric of the City of Lawrence and the region. The hospital is routinely engaged and has deep longstanding community partnerships in the City of Lawrence with government, social service, and other community providers. This depth of community engagement was especially critical during the COVID-19 pandemic when Lawrence General and the City of Lawrence in partnership with state support built an extensive testing and vaccination system for community residents. The hospital and community's deep collaboration has been cited by one of America's most esteemed institutions, the Robert Wood Johnson Foundation, which hailed Lawrence, Massachusetts as having a model culture of health. <https://www.rwjf.org/en/grants/grantee-stories/2015/coh-prize-lawrence-ma.html>

