



Quality Improvement and Health Equity Committee (QIHEC)

Quarterly Update (January 2024 – March 2024)

Activities

The CCHP Health Equity Office initiated the establishment of Quality Improvement and Health Equity Committee (QIHEC) in January 2024. The meeting schedule for QIHEC is set on second Tuesday in last month of each quarter. QIHEC are co-chaired by CCHP Chief Medical Officer and Chief Health Equity Officer, and committee members are composed of staff from County Behavior Health, Public Health, Health, Homeless and Housing, Business Intelligence and Personnel Department, Contra Costa Health Chief Equity Officer, CCHP Quality Director and Medical Director, Community Health Worker as well as providers from county hospital and Community Provider Network.

During the March QIHEC meeting, below topics were discussed and reviewed:

- Introduction of Quality Improvement and Health Equity Committee
 - Chair and committee member introduction
 - Review of meeting schedule, committee charter and responsibilities
- CCHP Quality Improvement and Health Equity Transformation Program (QIHETP)
- CCHP Health Equity Office
 - Health Equity Office responsibilities
 - NCQA Health Equity Accreditation timeline
 - Community Engagement
- Community Advisory Committee (CAC)
 - CAC meeting charter, responsibilities, discussion topics and meeting schedule
 - Provide updates regarding recent CAC activities: annual member training, community-based organizations participation and recruitment effort for new CAC members
 - CAC Member survey result: CAC member would like to learn more about housing resources, Health Education program, Behavioral Health/Mental Health services; members are also interested in health disparities, health equity and Medi-Cal application and re-determination.
 - CAC Charter Update: Proposed to update CAC charter to align with DHCS contract, add limitation to CAC member as well as annual eligibility check and training. Updated charter was approved by QIHEC.
- Cultural and Linguistic Analysis Report
 - Background of report, brief introduction of Cultural and Linguistic program
 - CCHP Medi-Cal members' demographic and language distribution, CCHP Providers' demographic and language distribution, member experience survey

related to cultural & linguistic survey, strength & opportunities of CCHP Cultural & Linguistic Program.

Findings:

- Comparing to Contra Costa County general population, CCHP has proportionally more Hispanic/Latino and Black/African American Medi-Cal members, and less White and Asian Members. For CCHP providers, 42% of them are White, followed by 20% of Asian, 9.1% of Hispanic/Latino and 5% of Black.
- Other than English, CCHP members most commonly speak Spanish and Chinese, followed by Vietnamese, Dari, Tagalog, and Farsi.
- 1476 (19.9%) of CCHP providers reported speaking another language than English. Of these providers, 47.5% of them speak Spanish, followed by Chinese (10%), Hindi (6.8%) and Farsi (6%). CCHP also has had a significant increase of Spanish-speaking providers since 2016 (207%).
- Since 2016, CCHP provider race/ethnicity data collection has increased 156%, and 147% for language data collection.
- According to Member Experience Survey, CCHP members feel they are treated with respect by their providers, are getting interpreters when needed and report high level of satisfaction with the interpreter services.

Recommendations:

- In the Cultural & Linguistic Analysis Report, the report stated that CCHP has a diverse provider network serving our members. QIHEC recommended the report to be revised as the term diverse could be interpreted in various concept, such as language capacity, race/ethnicity and much more.
- QIHEC recommended CCHP to continue the efforts to ensure our provider network meets the needs of our members.

Actions:

- The below CCHP policies were approved by QIHEC for annual review:
 - HEQ20.001 24-Hour Interpreter Access and Coordination
 - HEQ20.002 Community Advisory Committee
 - HEQ20.003 Materials Translation and Alternative Formats
 - HEQ20.004 Linguistic Services
 - HEQ20.005 Assessment of Linguistic and Cultural Competencies
 - HEQ20.006 Monitor Cultural and Linguistic Services
 - HEQ20.007 Training on Cultural Competency and SPD Awareness
 - HEQ20.009 Non-Discrimination Notices Implementation

- CCHP Cultural & Linguistic Program Manager to revise CCHP Cultural & Linguistic Analysis Report and presentation slides according to QIHEC recommendations and provide updated report to QIHEC members.
- QIHEC members to complete confidentiality form
- Next QIHEC meeting is scheduled on June 11, 2024