Employer Town Hall:
Accelerating Health Equity Across the Supply Chain

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Moderator & Panelists

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Understand Impact of Differences
- Engage diverse communities
- Obtain data at community and organizational level
- Analyze “variation” not “averages”
- Examine business case to address

Integrate Equity into Strategy
- Break down silos (e.g., D&I, HR, benefits, wellbeing)
- Establish equity metrics for programs
- Improve program responsiveness
- Extend cultural focus (e.g., culture of health, safety & equity)

Evaluate & Engage Supply Chain
- Include equity & inclusion in accountabilities
- Focus on direct (health plans, vendors) and indirect (providers) influence
- Create transparency on performance
- Align incentives with expectations

Sustain Culture of Inclusion
- Makeup of governance & key advisors
- Inclusion in balanced scorecard
- Organization values & objectives
- Investment consistent with needs & strategy
A Focus on Health Equity

Equity requires a focus on achieving comparable outcomes across *subgroups* in a multi-dimensional workforce

- Sub-groups such as income & job function, race & ethnicity, gender & sexual orientation, age, health status and even remote/hybrid workers
- Each has unique dimensions contributing to and influencing their health, healthcare & wellbeing

Both cultural competence and cultural humility are critical for fostering an inclusive and supportive health strategy

- *Cultural competency* refers to having a basic understanding of different cultures, norms, and behaviors to effectively interact with diverse groups
- *Cultural humility* is more introspective, acknowledging one’s limitations, listening to unique experiences and adapting strategies to needs

Equity requires both removing barriers and intentionally addressing differences in workforce needs and expectations

- With historical healthcare inequities, need to better understand the deeper issues/root causes to appropriately rebuild trust and credibility
- Successful execution should engender a safer, more inclusive workforce environment respecting diverse perspectives and lived experiences
<table>
<thead>
<tr>
<th>Subgroup Dimension</th>
<th>Unique Perspectives &amp; Experiences</th>
<th>Unique Needs &amp; Expectations</th>
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</thead>
<tbody>
<tr>
<td>Income &amp; Job Function</td>
<td>• <strong>Access to Care</strong></td>
<td>• Diverse Networks</td>
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<td>• Affordability</td>
<td>• Community Engagement</td>
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<td>Race &amp; Ethnicity</td>
<td>• Health Literacy</td>
<td>• Cultural Competency</td>
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<td>Gender &amp; Sexual Orientation</td>
<td>• Health Technology</td>
<td>• Diverse Networks</td>
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<td>Age &amp; Generational Differences</td>
<td>• Implicit Bias</td>
<td>• Inclusion/Belonging</td>
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<td>Health Status</td>
<td>• Social Determinants</td>
<td>• Interdisciplinary collaboration</td>
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<td>Remote Workers</td>
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*National Alliance of Healthcare Purchaser Coalitions*
*Driving Health, Equity and Value*
## Equity in Supplier Relationships

<table>
<thead>
<tr>
<th>Health Equity Levers</th>
<th>Third Party Administrators (Health Plan, PBM)</th>
<th>Health, Healthcare &amp; Wellbeing Vendors</th>
<th>Healthcare Providers (Primary Care, Specialty Care, Hospitals)</th>
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<tr>
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<td>Partnering with Community</td>
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Levers to Create Alignment & Accountability for Health Equity

Clearly Define Expectations
- Vendor contracts
- Outcomes, metrics, and timelines
- Cultural Competence

Set Performance Metrics
- Key performance indicators (KPIs) (e.g., reduced health disparities, improved access to care, or culturally competent services
- Regular Monitoring
- Incentives and Penalties

Transparent Reporting and Public Accountability
- Incentives and Penalties
- Cultural Competence
- Community Engagement

Continuous Improvement
Questions for Employers to Consider

• What subgroups are you focused on?
• How are you holding them accountable in those areas?
• How is it influencing your vendor selection? Or plan network partners?
• What role does your vendor play with the community?
• How are you coordinating across vendors/supply chain?
Q & A

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