HCMO Notice Question 15 - Exhibit 4: Information about OHSU Health Equity Organization

PUBLIC OHSU_Notice_00415





Vision

OHSU Health will work to advance health equity through achieving the highest level of health and healthcare for all people. Centering equity, OHSU Health will partner across all communities, sectors, and regions of the state to recognize, reconcile and rectify historical and ongoing injustices stemming from bias, racism and other social and structural factors that influence access to healthcare and health outcomes. OHSU Health seeks to advance health justice by addressing inequities—historic and current that advantage some and disadvantage others, in order to achieve optimal health and wellbeing for all.

Health Equity Organization





Evaluate data to define new strategic initiatives to advance health equity efforts across OHSU Health.



Lead the integration of health equity efforts across OHSU Health.

Build and support transformational partnerships between OHSU members and community members to advance health equity.

OHSU Notice 00418

What are our values?

1

Anti-racist institution

We are committed to becoming an anti-racist institution. This is all our responsibility and is integral to the health system's ability to deliver the most effective and highest quality care.

2

Amplify and accelerate

We seek to amplify and accelerate existing OHSU programs in the health equity space – particularly those that already have strong ties to communities of color and other historically marginalized groups.

3

Shared vision

We seek to develop a shared vision for health equity with input from community groups and work to create new programs as needed to address community-described gaps in health and health care.

4

Community first

We will listen to the community first, then build solutions as our community partners gain trust in our enduring commitment; this is a new approach for OHSU and an important departure from our actions historically.

OHSU Notice 00419



Our goals are:

Equitable health care delivery

Enable the delivery of effective and equitable health care for all people through OHSU Health's policies, processes and operations.

Inclusive clinical experience

Provide an optimal and inclusive clinical experience for all who are cared for by OHSU Health.

Community partnerships

Establish sustainable health systemcommunity partnerships that serve as an exemplar of health justice locally, regionally and nationally.



HEALTH EQUITY ROADMAP



Phase 3

Strategic Planning

Currently gathering input and perspectives from external advisors and patients.

Visual Identity

OHSU Brand Strategy is creating a visible identity for the Health Equity Org.

Community Advisors

The Health Equity Org. and a 10-member Community Team is co-designing a community engagement roadmap

Patient Advisors

OHSU patients were surveyed through a questionnaire and focus groups



Phase 4

Implementation

Implementation of the strategic plan

HE Data Analysis

Align operations with valuebased programs and strategies

Language Services

Reimagining language access to improve delivery of care

Homegrown Initiatives

Identify measurable and actionable community-facing health equity priorities

Philanthropy

Engage OHSU Foundation and the philanthropic community on Impactful funding opportunities

Place Based Health

Delivering health and healthcare within communities

Phase 1

Why Health Equity?

Articulate the importance of HE and develop the roadmap for the Health Equity Org.

Leadership Support

OHSU Board and executive leadership provided support

Advocacy and Direction

OHSU Health leader, Dr. John Hunter, provided advocacy and direction

Informed Process

Patient Experience and Health Disparities Reduction Core (HDRC) data informed our process

with key institutional leaders Survey

alignment.

Interviews

Phase 2

Gather input and

Internal Alignment

perspectives from OHSU

members and partners.

Provide venues for internal

Surveyed all OHSU Health members

Did one-on-one interviews

Internal Advisors

Established the Health Equity Internal Advisory provide guidance as the HE roadmap is being developed



WHY Health Equity?

By Virgil Dickinson, Pam Curtis, Brian Park, Kat Phillips, Mariana Phipps, Stephani Shriver, Donn Spight as the *OHSU Health Equity Collaborative*.



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OHSU_Notice_00422

HEALTH EQUITY STRATEGIC PLAN: GOALS AND TACTICS

GOAL 1

Effective and Equitable Policies, Processes and Operations

Enable the delivery of effective and equitable health care for all people through OHSU Health's policies, processes and operations.

- 1.1 Central data resource on health equity
- 1.2 Health equity impact assessment tool
- 1.3 Health equity performance reporting
- 1.4 "Place Based Health" Program
- 1.5 Align operations with value-based programs and strategies
- 1.6 Institutional learning plan for Health Equity
- 1.7 Health equity clinical consultation
- L.8 Library of "Homegrown Initiatives"
- 1.9 Inform health equity legislative advocacy
- **1.10** Maintenance of system-wide Health Equity inventory

GOAL 2

Inclusive Clinical Experience

Provide an optimal and inclusive clinical experience for all who are cared for by OHSU Health.

- 2.1 Develop a branding strategy for Health Equity Organization
- 2.2 Reimagining Language Services
- 2.3 Amplify examples of inclusive care
- 2.4 Racial, ethnic, cultural identity and accessibility informed care practices
- 2.5 Navigation toolkits for patients
- 2.6 Health Equity sponsored engagement activies
- 2.7 Health equity communication plan
- 2.8 Advance Native American/Indigenous health via Office of Tribal Affairs

GOAL 3

Exemplar of Health Justice

Establish sustainable health system-community partnerships that serve as an exemplar of health justice locally, regionally and nationally.

- 3.1 Roadmap for community engagement
- 3.2 Expansion of traditional health worker Institutional Identity
- 3.3 Innovation grant program
- 3.4 Health equity internship/fellowship program
- **3.5** Philanthropy strategy
- 3.6 Learning collaborative for OHSU Health members
- 3.7 Community benefit strategy
- 3.8 Standard community advisory board policies
- 3.9 Health Equity Recognition program
- 3.10 Amplify Medico-Legal Partnerships

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Advancing **Health Equity** — **Justice** requires us to continuously examine the <u>data</u>.



Health Disparity Reduction Core (HDRC)

Using Data to Define the "Health of the Health System"



REAL-D AND SOGI DATA VERACITY

Advancing **Health Equity** — Justice requires us to continuously examine the <u>data</u>.

- Improving health takes more than healthcare
- Contextual equity requires the recognition of the influence of social determinants of health.
 - The conditions in the environment where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality of life.*

^{*&}quot;Leading Health indicators for Healthy people 2030". Consensus Study Report of the National Academies of Sciences, Engineering, Medicine. 2020



"Leading Health Indicators for Healthy people 2030" National Academy of Science Engineering and Medicine

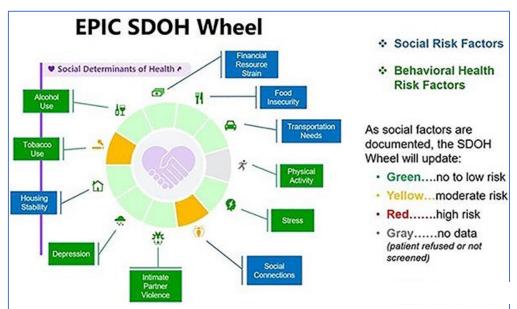
life expectancy child health self rated health physical disability mental disability substance use unintentional injury death all cancer death, suicide firearm related mortality maternal mortality rate oral health access reproductive health care services HIV incidence

tobacco use obesity alcohol use immunization status hypertension rate ambulatory care availability medical insurance coverage affordable housing environmental factors education level poverty food insecurity civic engagement social environment



Epic Social Determinants of Health Wheel

- Alcohol Use
- Depression (or Postpartum Depression)
- Financial Resource Strain
- Food Insecurity
- Housing Stability
- Intimate Partner Violence
- Physical Activity
- Social Connections
- Stress
- Tobacco Use
- Transportation Needs







Language Services



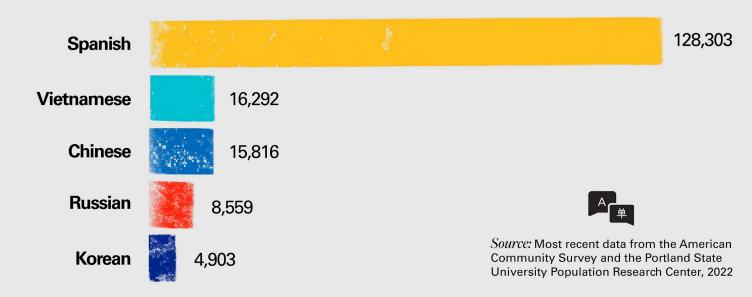
Language Access at OHSU

• OHSU has approximately 15,000 encounters per month with patients who prefer to communicate in a language other than English.

• Top languages other than English are Spanish (4.1%), Russian (0.4%), Vietnamese (0.3%), Chinese (0.3%), and Arabic (0.1%).

• OHSU Language Services uses a combination of in-house staff and contracted language services providers to support language access needs at OHSU.

Five Most Common Languages in the State of Oregon



Estimated Number of Limited English Proficient Individuals Who Speak the Language

Language



OHSU Language Services

OHSU Language Services department provides interpretation, written translation, captioning, bilingual proficiency screening for staff, staff education, and consultation for OHSU patients, their families, caregivers, and employees with limited English proficiency or who are deaf or hard of hearing.

Mission: To provide comprehensive programs and services to facilitate accurate, effective, and culturally appropriate communication among those who do not share a common language.

Vision: An OHSU where everyone has an equal opportunity to communicate in any language.



OHSU Language Services

- Interpretation Services for all OHSU members, patients, families and their caregivers
 - Onsite interpreters available pre-scheduled or on-demand
 - Video Remote Interpretation (VRI) available in all clinics and units
 - o Phone and video interpretation available in all areas
- Captioning Services for deaf and hard of hearing patients who need to read transcribed text
- Bilingual Screening for employees & students
- Education and coaching for OHSU Members
- Written Translation Services



What makes us special?

- It starts with data: identifying and anticipating language access needs through REALD data is key.
- Dispatchers: act as air-traffic controllers for language access needs.
- Multi-source model: this allows us to maximize our probability of securing a certified/qualified interpreter.
- Inpatient rounding: our staff interpreters round daily at inpatient units, rotations make it possible for the same interpreter to support patients for high complexity cases.



Accomplishments

- Launch of MyChart Spanish Phase 1
- Translation services program integration staff linguists in translation workflows
- Dispatch capacity building
- Expansion of Services Russian/Vietnamese interpreters and after-hours support
- Re-structure under Health Equity Organization
- House Bill 2359 compliance: New interpreter documentation workflow

Jan. 1 – Dec. 31, 2023

Translation

5.4

million words translated

Interpretation

5.3

million minutes of interpretation



Looking Ahead

- Centralizing Language Services across health system partners, Hillsboro Medical Center, Adventist Health Portland, and Adventist Health Columbia Gorge.
- OHSU website redesign: Designing a public website that facilitates efficient translation and availability of content in other languages. Language Services is a key stakeholder in the website redesign initiative.
- Institutional Language Access Plan: Formal document outlining community needs, training/orientation, policies and procedures related to language access.
- Meaningful language access in digital health: Non-English-speaking patients are less likely to utilize our digital health services. As a tool for self-scheduling digital health services, we anticipate MyChart Spanish will improve access to health services for Spanish-speakers and pave the way for additional languages.
- Software interfaced with Epic and vendors to streamline workflows for interpreter coordination, documentation, and reporting.



Building a Library for Health Equity Projects within OHSU Health

DONN SPIGHT, MD, FACS, VP OF HEALTH EQUITY, OHSU HEALTH

8/7/24

Home Grown Health Equity Initiatives

Ensure

Health equity is engrained into the fabric of the health system as "the work of all."

Advance

Meaningful community partnerships through codesigned & -implemented activities.

Identify

Local health disparities and inequities unrecognized by traditional quality tracking processes.

Sponsor

A collective learning environment about health disparities and inequities.

Foster

Opportunities to connect health equity/DEI expertise across OHSU through intentional facilitated collaboration.

Facilitate

The cataloging of meaningful health equity activities, best practices and resources across the institution.

Broaden

Leadership awareness of structural barriers preventing the delivery of optimal health for patients cared for by OHSU Health.

Engage

OHSU Foundation and the philanthropic community on impactful funding opportunities to advance health equity.

Create

Opportunities for recognition of work aligned with other institutional DEI initiatives.

Articulate

How meaningful health equity activities at OHSU are vital to attracting a diverse learner and workforce community.

Reinvigorate

The passion for system wide, mission-aligned collective volunteerism that is accessible to all.

Propel

OHSU toward becoming an exemplar of health equity and justice locally, regionally and nationally.

OHSU_Notice_00439

Thematic Clusters

Workforce Diversity

Create upstream and downstream pathways.

Workforce Training

To improve knowledge and action

Participation

Develop volunteer pathways for greater participation of OHSU's workforce.

Connection

Utilize central institutional resources to catalyze existing work.

Sources of Data

Learn sources and collection processes related to disparities and inequities.

Patient Data

Analyze existing data to quantify health disparities or inequities.

Increase Access

For clinical care needs unmet by OHP or Medicaid. Expansion of mobile outreach and screenings.

Investigate Bias and Inequities

Of specific clinical conditions and scenarios.

Track, Monitor, Measure

Influence of SDOH on patient populations and thinical outcomes.

Legislative Advocacy

Patient Safety

Understanding and improvement of patient sreporting measures.

Programmatic Support

For existing health equity focused efforts .

OHSU_Notice_00440



Opportunities for Language Services

- Internal Medicine
- Knight Cancer Oncologic Treatment Services
- Neurosurgery
- Surgery
- Urology
- School of Nursing I-CAN



Opportunities for Place Based Health*

- Casey Eye Institute
- Dentistry
- Dermatology
- Diagnostic Radiology
- Family Medicine
- Interventional Radiology

- Otolaryngology
- Pathology
- Pediatrics
- Pharmacy
- Surgery
- School of Nursing I-CAN

^{*}Place Based Health are the clinical operations of Health Equity Org.

Opportunities to connect to spaces where health equity is already underway

- Adventist Slavic Navigation Program
- Bridges Collaborative
- Casey Eye Mobile Outreach
- Center for Reproductive Health Equity
- Center for Women's Health
- Doernbecher Children's Hospital (DCH)
- DCH NICH Program
- DCH Noutish Program
- DCH Patient Partnerships
- Department of Family Medicine
- Department of Dermatology: Frontline Community Screening Initiative
- Healing Hurt People
- Health Literacy/Center for Ethics In Healthcare
- Hospital at Home
- Hillsboro Medical Center (HMC)
- HMC DEI Committee
- isiashud

- KCVI: Integrated Cardiology
- Knight Cancer: Community Partnerships, outreach and engagement
- OHSU Language Services
- MEDPEX
- OHEP Structural Design
- Nursing I-CAN
- OHSU Age Friendly Health System Initiatives
- OHSU Center for Evidence-Based Policy
- OHSU Office of Strategic Outreach
 Oregon Rural Practice Based
- OHSU Office of Population Health
- OHSU Community diabetes related vascular foot clinic
- OHSU Ethics Committee
- OHSU Foundation/Ignite News Publication
- OHSU Health System Management
 Social Determinants of Health Team
- OHSU Improving Financial Performance Committee

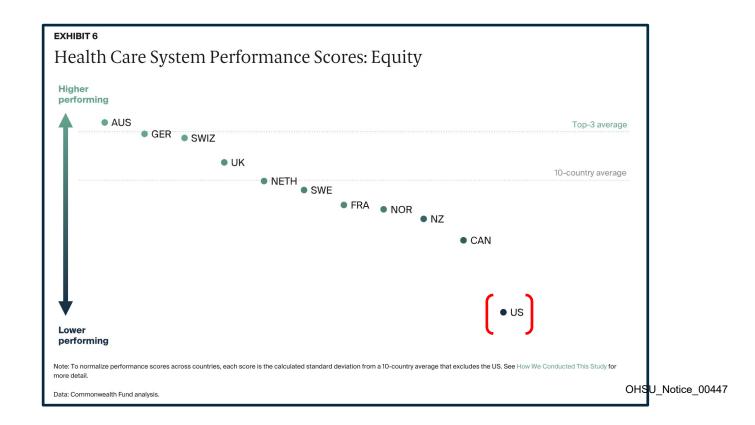
- OHSU Long Covid Clinic
- OHSU Northwest Native American Ceneter of Excellence
- OHSU Office of Digital Health
- OHSU Patient Experience
- OHSU Patient Relations
- OHSU Payor Strategy Council
- OHSU Poison Control Center
- · Oregon Behavioral Health Coordination Center
- Oregon Clinical and Translational Research Institute
- Research Network
- Pathology Department "See, test, treat"
- PRIMER Lab
- Quadruple Aim Committee
- RELATE Lab
- Committee
- Trauma Informed Care Program
- Tuality Health PlantServinceS00443



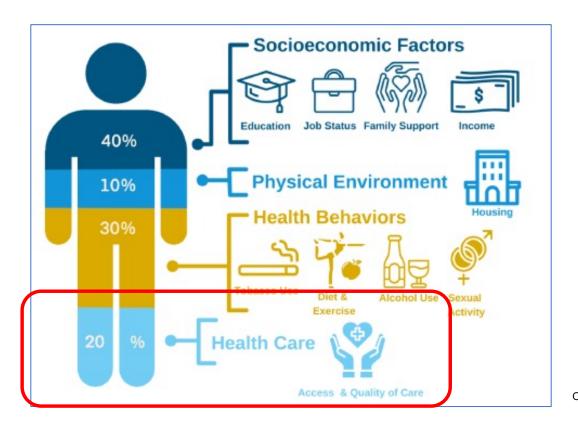
THE PROBLEM (OR: THEWORLDASIT IS)



Our healthcare system creates injustice



Health and health equity? It's far more than healthcare.



OUR VISION (OR: THEWORLDASWEIMAGINE)

PUBLIC

Paradigm Shift towards PEOPLE: Amplify leaders of not only **professional expertise**, but also of **lived expertise**

POLICY INSIGHT | COMMUNITY HEALTH

HEALTH AFFAIRS > VOL. 41, NO. 12: EQUITABLE SOCIAL SUPPORTS & MORE POLICY INSIGHT

Building Community Power To
Dismantle Policy-Based Structural
Inequity In Population Health

Anthony Iton, Robert K. Ross, and Pritpal S. Tamber

AFFILIATIONS

https://doi.org/10.1377/hlthaff.2022.00540

"Our core belief is that those most affected by health inequity should take the lead in crafting and prioritizing the solutions.

... the work of health equity requires enhancing the quality of democracy to change the status quo power balance in communities throughout the US."

Paradigm Shift towards PLACE: Understand and enhance not only **individuals**, but also **neighborhoods**



Social Science & Medicine 65 (2007) 809-821



Individual and neighborhood socioeconomic status and progressive chronic kidney disease in an elderly population:

Sharon Stein Merkin^{a,*,1}, Ana V. Diez Roux^b, Josef Coresh^a, Linda F. Fried^c, Sharon A. Jackson^d, Neil R. Powe^a

The Cardiovascular Health Study

"Community-level socioeconomic status predicts individual health beyond individual-level socioeconomic status."

PUBLIC

Paradigm Shift towards POWER: Embrace not only **deficit**-based but also **asset**-based approaches

Literature Review

Collective Well-Being to Improve Population Health Outcomes: An Actionable Conceptual Model and Review of the Literature American Journal of Health Promotion 2018, Vol. 32(8) 1800-1813

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DOI: 10.1177/0890117118791993
journals.sagepub.com/home/ahp

Brita Roy, MD, MPH, MHS¹, Carley Riley, MD, MPP, MHS^{2,3}, Lindsay Sears, PhD⁴, and Elizabeth Y. Rula, PhD⁵

"Our primary aim should be to promote positive health and well-being, not reacting to negative health outcomes."

Paradigm Shift towards PEOPLE-PLACE-POWER

HEALTH AFFAIRS > VOL. 43, NO. 2: HOUSING & HEALTH

OVERVIEW

Neighborhoods And Health: Interventions At The Neighborhood Level Could Help Advance Health Equity

Mariana C. Arcaya, Ingrid Gould Ellen, and Justin Steil

AFFILIATIONS V

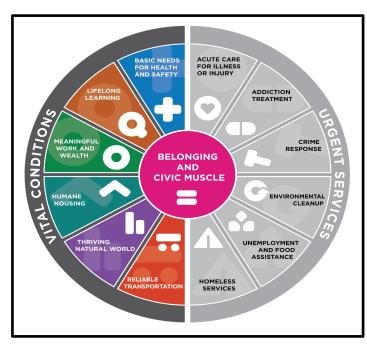
https://doi.org/10.1377/hlthaff.2023.01037

"Community-led actions are important complements to public programs and policies designed to make neighborhoods healthier and eliminate health disparities...

... Community-driven efforts to shift power to historically marginalized neighborhoods, dismantle structural racism, or otherwise challenge oppressive social structures address fundamental causes of poor health and health inequities." OHSU_Notice_00453

Paradigm Shift towards PEOPLE-PLACE-POWER

"... the most inspiring champions of the vital conditions are showing us how to counter racism and other forms of inhumanity with love—coupled with the civic muscle necessary to establish systems that are fair by design."



Milstein, B., Payne, B., Kelleher, C., Homer, J., Norris, T., Roulier, M., & Saha, S. (2023). Organizing Around Vital Conditions Moves The Social Determinants Agenda Into Wider Action. *Health Affairs Forefront*.

OHSU_Notice_00454

OUR WORK AT OHSU'S HEALTH EQUITY ORGANIZATION





Place-Based Health

 Health is more than healthcare

- Community members are experts of their own neighborhoods
- Where one lives predicts health far better than individual behaviors

- Deliver health and social services where people are already convening and feel they belong
 - Co-create health solutions with and in communities

Create solutions that address neighborhood drivers of inequity and poor health

OHSU Notice 00458



PLACE-BASED HEALTH: OPPORTUNITIES!





"Love and justice are not two.
Without inner change,
there can be no outer change.
Without collective change,
no change matters."

- angel kyodo williams

Clusters of Opportunities... Collective Change (Generational Change) Outer Change (Community Partnerships) Inner Change (OHSU) PUBLIC OHSU Notice 00462

Cluster 1a: Inner Change

Description

 Support existing OHSU initiatives to apply an equity and place-based lens for systematically-harmed community members

Potential Partnerships

- "Homegrown Initiatives"
- "Sweet 16" Metrics
 - Diabetes, colorectal cancer screening, 30-day readmissions
- Community Health & Racial Justice (CHARJ) initiative

Collective Change (Generational Change)

Inner
Change
(OHSU)
OHSU_Notice_00463

Cluster 1b: Inner Change

Description

 Support existing OHSU initiatives that address significant gap for oppressed/marginalized communities

Potential Partnerships

- OHSU Human Rights Clinic
- OHSU Intercultural Psychiatry Clinic
- OHSU Health Equity Fair
- OHSU Pride Festival

Collective Change (Generational Change)

Outer Change

Partnerships)

Inner Change (OHSU)

OHSU_Notice_00464

Cluster 2a: Outer Change

Description

 Partner with community-based organizations for specific on-site healthcare services

Potential Partnerships

- Equitable Giving Circle
- Adelante Mujeres
- Miracles Club

Collective Change (Generational Change)

Outer Change

(Community Partnerships)

Inner Change (OHSU)

OHSU Notice 00465

Cluster 2b: Outer Change

Description

 Partner with community-based organizations to co-create new primary care services

Potential Partnerships

- "Healing Justice Center"
 - Care for justice- involved individuals re-entering the community
 - Lines For Life
 - REAP
 - POIC @ RAHS

Collective Change (Generational Change)

Outer Change

(Community Partnerships)

Inner Change (OHSU)

OHSU_Notice_00466

Cluster 3: Collective Change

Description

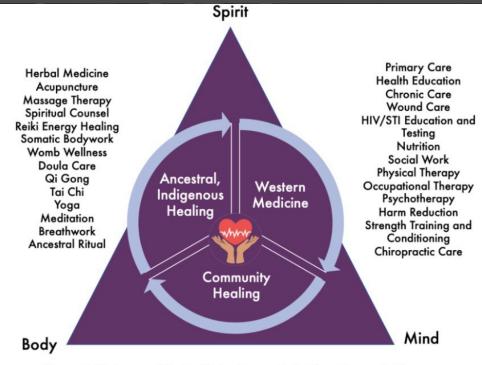
- Partner with community-based organizations to radically re-imagine what health looks like for systematically-harmed communities
- Potential Partnerships
 - 1803 Fund
 - Metro Social Innovation Council

Collective Change (Generational Change)

> Inner Change (OHSU)

OHSU_Notice_00467

Example: Freedom Community Clinic



Community Dialogue and Healing Circles, Community Trainings, Community Dinners,
Community Healing Pre-Games, Art Therapy, Music Therapy, Group Counseling,
Writing Groups, Ancestral Ceremony and Rituals, Screen-Printing, Zine-Making,
PUBLIC Communal Nap and Resting Spaces, Street Outreach

A new paradigm that honors and uplifts the wisdom of Ancestral Medicine with the strengths of Western medicines and technologies...

... imagining beyond the limitations of the dominant disease-focused and profitcentered Western medical system.

Structural Care

(power building, wealth building, legislative/policy change)

Social Care

(housing, food, income, education, social connection)

Health Care

Structural Care

(power building, wealth building, legislative/policy change)

Social Care

(housing, food, income, education, social connection)

Health Care

- Integrated behavioraldental-medical care
- Herbal medicine
- Somatic trauma therapy
 - Doula care 00470

Structural Care

(power building, wealth building, legislative/policy change)

Social Care

(housing, food, income, education, social connection)

Health Care

- Social work
- Nutrition
- Writing groups
- Group healing circles
- Community dinners
- Integrated behavioraldental-medical care
- Herbal medicine
- Somatic trauma therapy
- Doula care

Enhances neighborhoods, culture, and belonging GENERATIONALLY

Structural Care

(power building, wealth building, legislative/policy change)

Socia

(housing, food, income, education, social connection

Health Care

Created FOR, BY, and WITH community members

- Leadership trainings
- Community organizing
- Employment opportunities
- Career development
- Social work
- Nutrition
- Writing groups
- Group healing circles
- Community dinners
- Integrated behavioraldental-medical care
- Herbal medicine
- Somatic trauma therapy
- Doula care 0047

Our commitment to community-led health...





HEALTH EQUITY STRATEGIC PLAN: GOALS AND TACTICS

GOAL 1

Effective and Equitable Policies, Processes, and Operations

Enable the delivery of effective and equitable health care for all people through OHSU Health's policies. processes and operations.

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GOAL 2

Inclusive Clinical Experience

Provide an optimal and inclusive clinical experience for all who are cared for by OHSU Health.

- 2.1 Develop a branding strategy for Health **Equity Organization**
- 2.2 Reimagining Language Access
- 2.3 Amplify models of inclusive care
- 2.4 Racial, ethnic, cultural identity and accessibility informed care practices
- 2.5 Navigation toolkits for patients
- 2.6 Health Equity sponsored engagement activities
- 2.7 Health Equity communication plan
- 2.8 Advance Native American/Indigenous health via Office of Tribal Affairs

GOAL 3

Exemplar of Health Justice

Establish sustainable health system-community partnerships that serve as an exemplar of health justice locally, regionally and nationally.

- 3.1 Roadmap for community engagement
- 3.2 Expansion of traditional worker institutional identity
- 3.3 Innovation grant program
- 3.4 Health equity internship/fellowship
- 3.5 Philanthropy strategy
- 3.6 Learning collaborative for OHSU Health members
- 3.7 Community benefit strategy
- 3.8 Creation of standard community advisory board policies and practices
- 3.9 Recognition program
- 3.10 Amplify Medico-Legal partnerships

initiatives to advance health equity:

MISSION

To fulfill the vision for health equity in OHSU Health, the Health Equity Org will:

- Evaluate data to define new strategic
- •Lead the integration of health equity efforts across OHSU Health; and
- Build and support transformational partnerships between OHSU members and community members to advance health equity and access to inclusive, culturally-responsive health services.

VALUES

- •We are committed to becoming an anti-racist institution. This is all our responsibility and is integral to the health system's ability to deliver the most effective and highest quality care.
- •We seek to amplify and accelerate existing OHSU programs in the health equity space - particularly those that already have strong ties to communities of color and other historically marginalized groups.
- •We seek to develop a shared vision for health equity with input from community groups and work to create new programs as needed to address community-described gaps in health and health care.
- •We will **listen to the community first**, then build solutions as our community **notice_00475** partners gain trust in our enduring commitment; this is a new approach or **Notice_00475** OHSU and an important departure from our actions historically.