



HealthPartners®

Health Equity

Moving from Information to Action

March 2019

Nance McClure

Chief Operating Officer, Care Group

Overview

- Background
- Our history on health equity
- How we've created momentum
- What we've done
 - Framework for our work
 - Data collection
 - Actions taken
- Takeaways



HealthPartners®

Health Plan

- 1.8 million health and dental members

Care Group

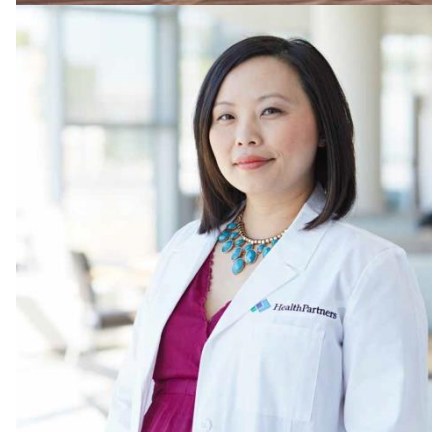
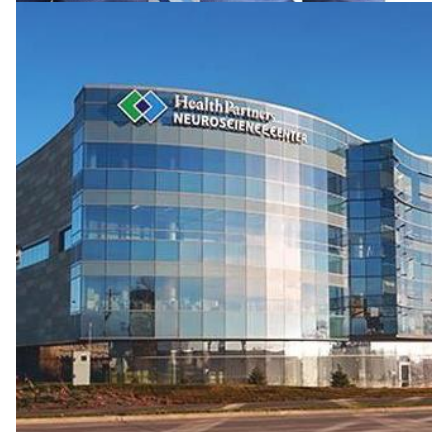
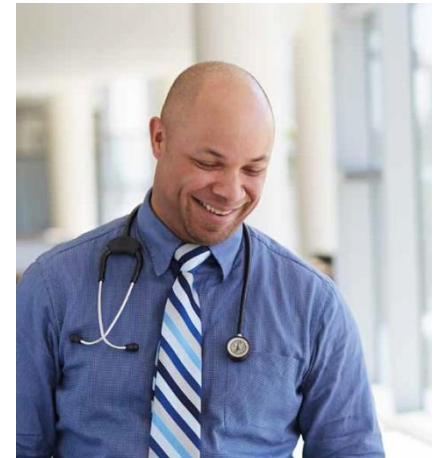
- 1.2 million patients
- 1,800 physicians
 - **Park Nicollet**
 - **HealthPartners Medical Group**
 - **Stillwater Medical Group**
- 55+ medical and surgical specialties
- 50+ primary care 22 urgent care locations
- 70 dentists
- TRIA Orthopedic Center
- Physicians Neck & Back Center
- virtuwell.com

Eight Hospitals

- Regions: 454-bed level 1 trauma and tertiary center
- Methodist: 426-bed acute care hospital
- Lakeview: 97-bed acute care hospital
- Hutchinson Health: 66 bed acute care hospital
- Amery, Hudson, and Westfields: Western WI hospitals
- St. Francis: 86-bed community hospital (partial owner)

HealthPartners Institute

- 400+ research studies each year; 550+ medical residents and fellows





HealthPartners®

Mission

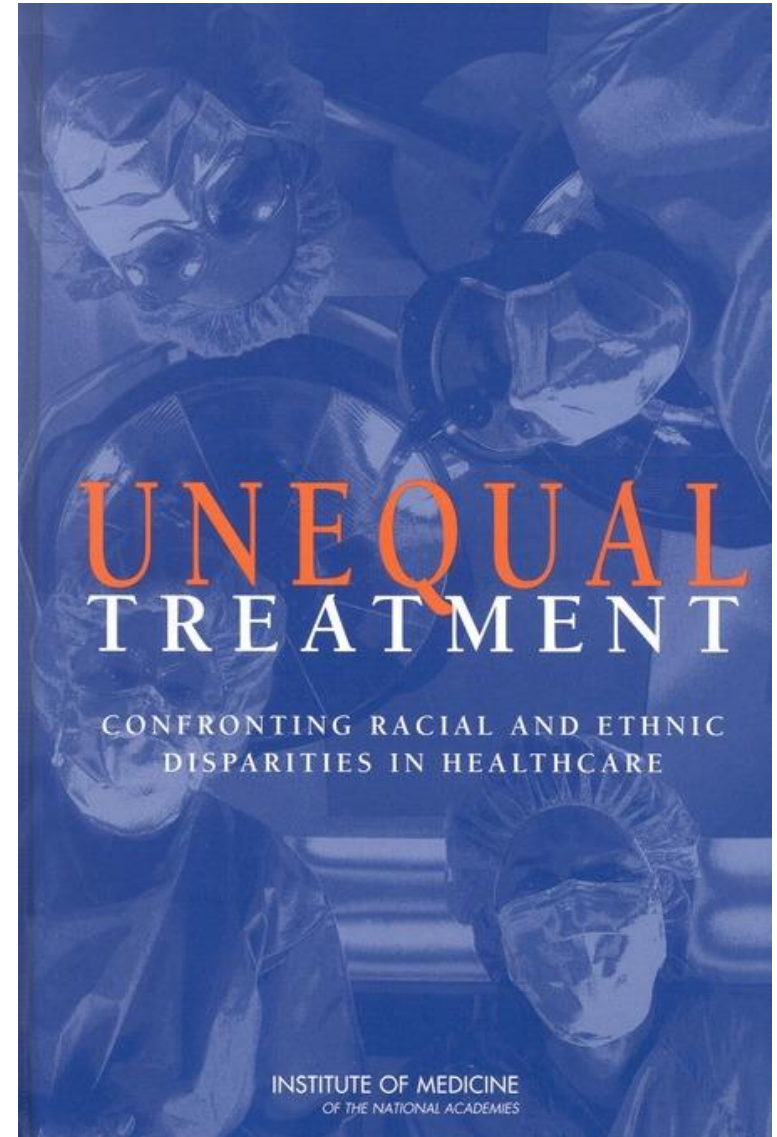
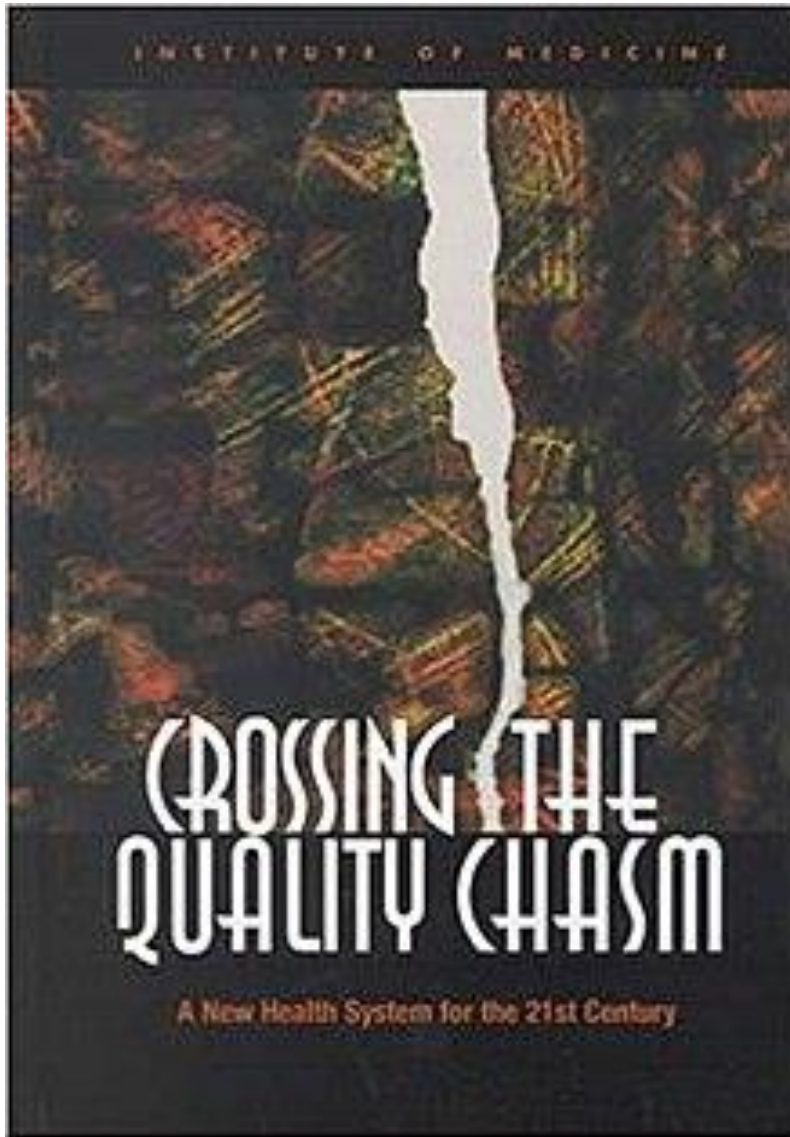
To improve health and well-being in partnership with our members, patients and community

Vision

Health as it could be, **affordability** as it must be, through **relationships** built on trust

Values

Excellence | Compassion | Partnership | Integrity



Partners for Better Health Goals 2020

Health as it could be,

Care and coverage are:

- Compassionate
- Safe
- Coordinated
- Equitable
- Based on individual needs, well-informed decisions and what works
- Best-performing in quality for all
- Integrated to link good oral, mental and physical health

Members and patients have support, education and engagement for healthy lifestyles.

Community partnerships support social, economic and environmental health and well-being.

Annual Plan 2018

“Measurably improve health equity by decreasing racial and financial class disparities”

“Every patient and member will be guided with empathy and feel supported”

“Accelerate diversity, inclusion and respect strategies”

Why?

**Right
thing to
do**

**Business
case**

Equality



Equity



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Business Case on Many Levels

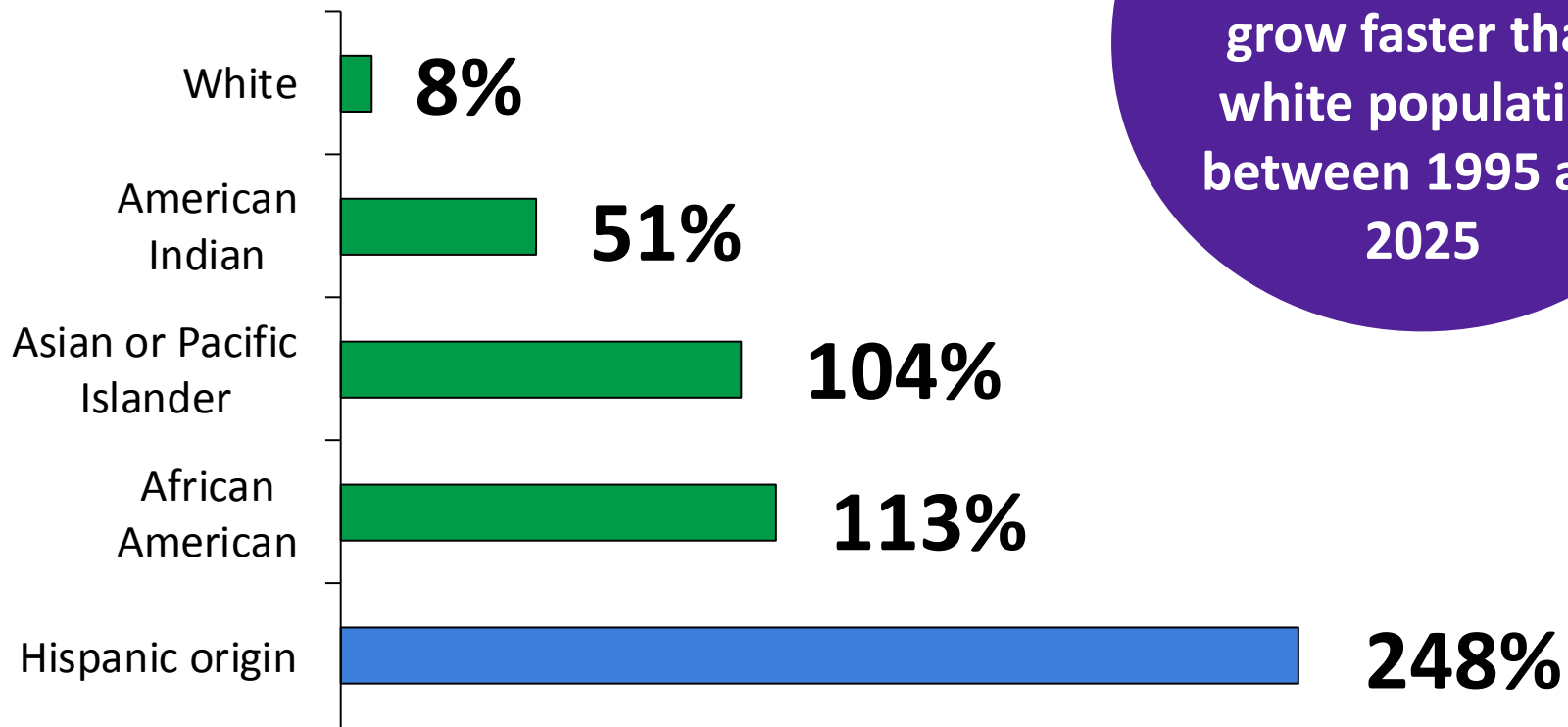
Return on investment to society

Better care/outcomes lead to lower cost of care

Improving overall quality results

Attracting patients in changing demographic

Minnesota Trends



Communities of color in MN will grow faster than white population between 1995 and 2025

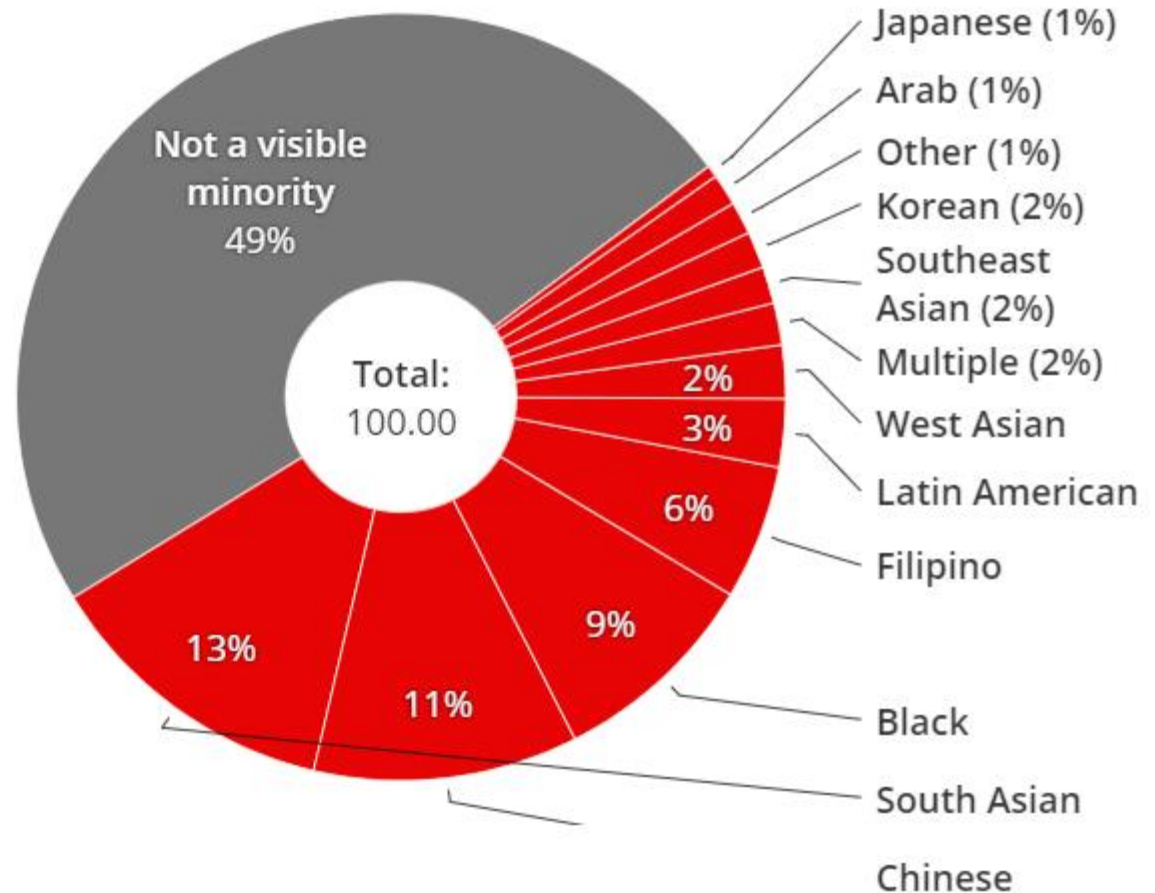
Source: State Demographic Center at Minnesota Planning

Percentage of people of color in MN:
19% (2015) → 25% (2035)

Toronto Trends

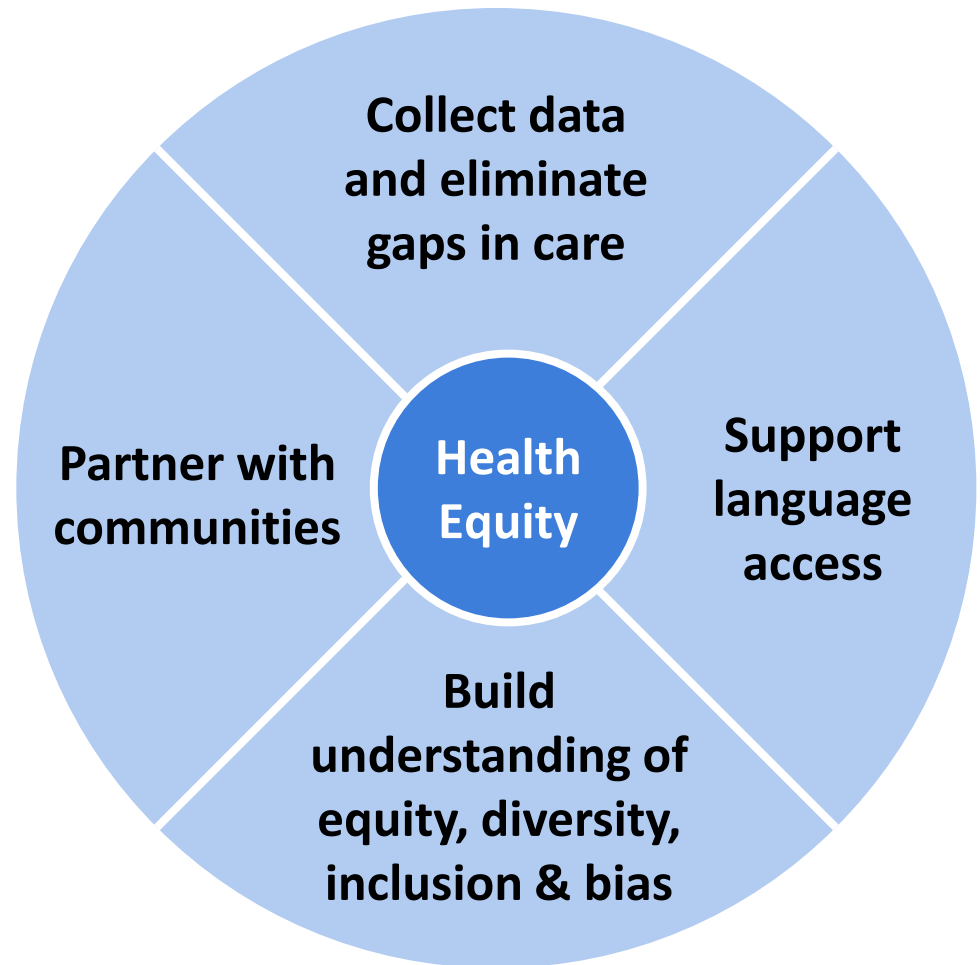
The visible minority population in Toronto is projected to grow from **51.5%** in 2016 to **68.6%** in 2036

Source: Statistics Canada



Our Approach to Health Equity

Race/ Ethnicity	Language
Income	Sexual orientation
Gender	Age
Physical ability	Religion

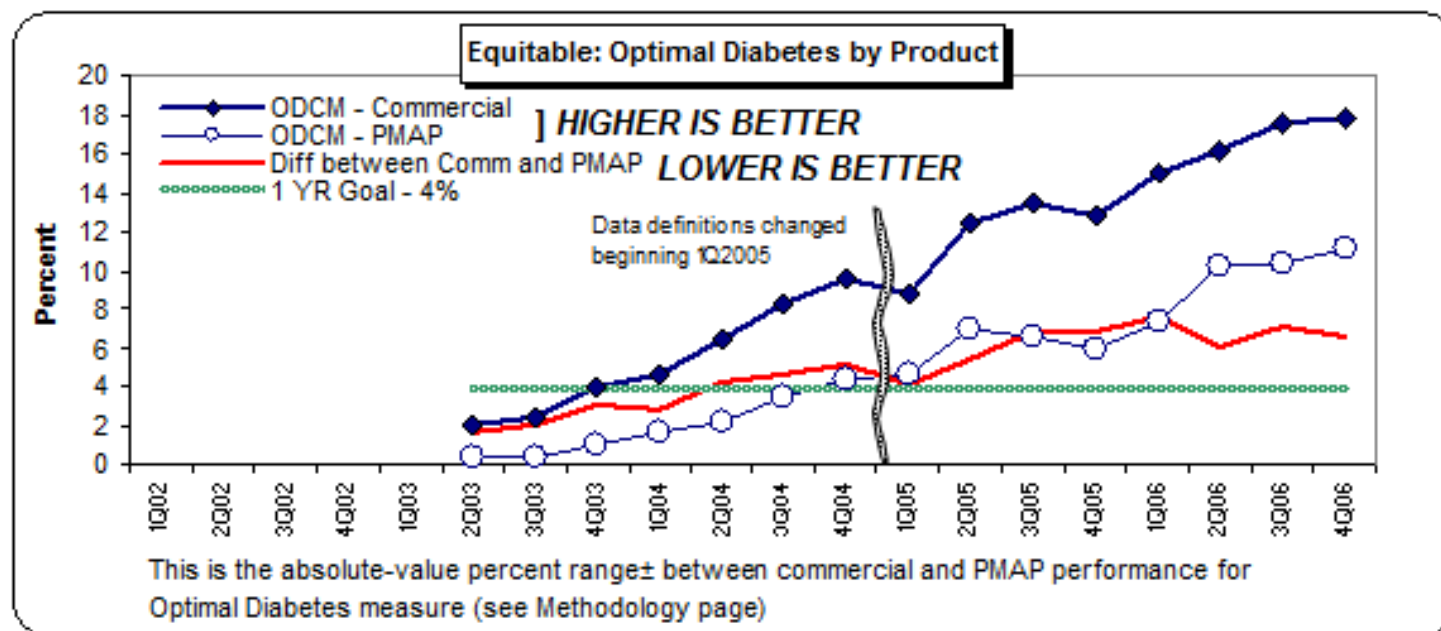


Data Collection

- **2003:** Began measuring economic disparity gaps
- **2005:** Began asking patients to share their race, country of origin, and language preferred for care (now have for over 90% of patients)
- **Identify gaps:**
 - Typically didn't see gaps in process measures
 - Largest gaps exist where additional visits or additional preparation required
 - Beliefs and perceptions about preventive medicine may also be at play

Data Collection – 2003

Payer Type



% met commercial

2003 – 2%

2019 – 48%

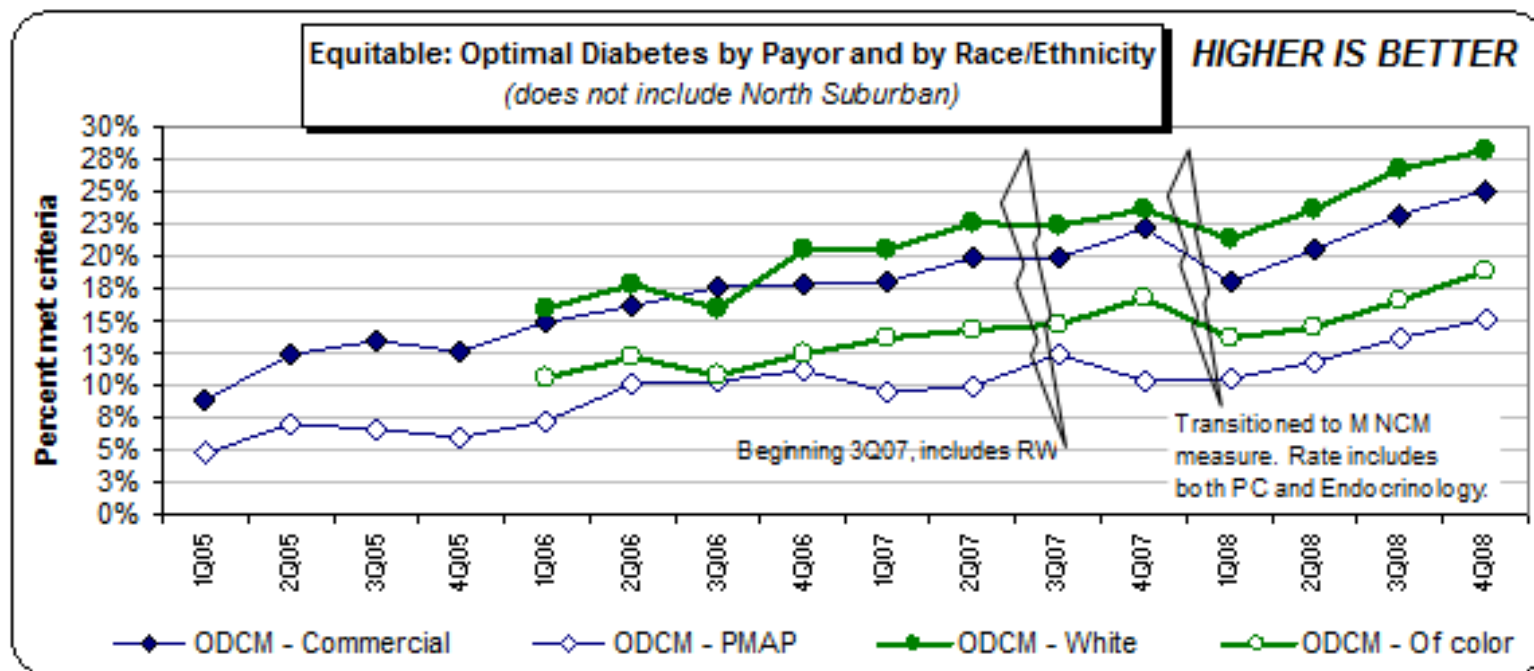
% met Medicaid

2003 – .05%

2019 – 38%

Data Collection – 2006

Race and Payer Type



% met white

2006 – 16%

2019 – 51%

% met of color

2006 – 11%

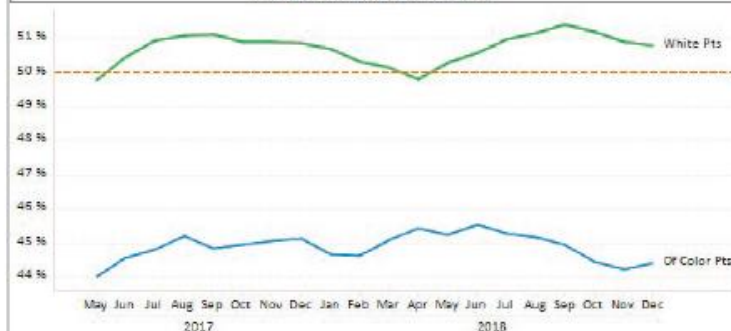
2019 – 45%



Results by Family

Family of Care	Eligible Of Color	% Of Color	Eligible White	% White	Point Difference
Amory	29	27.59 %	960	48.23 %	-20.64
HPCMC	210	40.95 %	960	50.10 %	-9.15
HPMG	5,978	43.23 %	12,739	49.77 %	-6.54
Hudson	9	44.44 %	198	36.68 %	7.76
Lakeview - SMG	113	44.25 %	2,895	51.64 %	-7.39
PNHS	5,424	45.96 %	16,760	52.06 %	-6.10
Westfields	21	33.33 %	670	43.43 %	-10.10
Grand total	11,784	44.40 %	35,133	50.79 %	-6.39

Monthly Trend by Race Category



Monthly Trend - Point Difference



Results by HP/Valley Location

Location	Elig Of Color	% Of Color	Elig White	% White	Point Diff
RW CLINICS - BLK RIVER	24	66.67 %	527	48.20 %	18.47
HP NSFP HUGO	10	60.00 %	153	44.44 %	15.56
HP NSFP LIND LAKES	11	63.64 %	325	49.62 %	15.02
HP HUDSON	9	44.44 %	199	36.68 %	7.76
HP MIDWAY CLINIC	457	41.45 %	204	38.24 %	3.21
HP ARDEN HILLS CLINIC	185	58.92 %	581	56.28 %	2.64
HP COOM RAPIDS CLINIC	203	51.72 %	713	50.35 %	1.37
HP WHITE BEAR LAKE CLINIC	75	48.00 %	587	47.70 %	0.30
HP CENTER INTERNATIONAL HE...	380	44.10 %	25	44.00 %	0.10
HP EAGAN CLINIC	110	43.64 %	247	43.72 %	-0.09
HP WEST CLINIC	196	54.08 %	480	55.63 %	-1.54
HP BLOOMINGTON CLINIC	317	47.95 %	530	50.94 %	-2.99
HP APPLE VALLEY CLINIC	177	39.55 %	465	43.87 %	-4.32
HP HLTH CTR FOR WOMEN	119	44.54 %	257	49.03 %	-4.48
SMG CURVE CREST	104	47.12 %	2502	52.52 %	-5.40
HP RIVERSIDE CLINIC	449	49.67 %	238	55.48 %	-5.80
HP HIGHLAND PARK CLINIC	28	35.71 %	53	43.40 %	-7.68
HP INVER GROVE CLINIC	119	33.61 %	399	41.85 %	-8.24
HP NOKOMIS CLINIC	59	44.07 %	112	52.68 %	-8.61
HP BROOKLYN CENTER CLINIC	522	47.82 %	458	56.55 %	-8.66
HP WOODBURY CLINIC	511	41.49 %	1137	50.48 %	-9.00
HP CENTRAL MN CLINICS	210	40.95 %	960	50.10 %	-9.15
HP NSFP ROSEVILLE	71	42.25 %	430	52.09 %	-9.84
WESTFIELDS HOSPITAL	21	33.33 %	670	43.43 %	-10.10
RW CLINICS - ANDOVER	33	42.42 %	631	52.61 %	-10.19
HP ST PAUL CLINIC	860	36.97 %	582	47.25 %	-10.28
HP UNIVERSITY AVENUE CLINIC	249	40.55 %	355	51.55 %	-10.99
HP COMD CLINIC	333	39.64 %	881	51.22 %	-11.57
HP MAPLEWOOD CLINIC	362	34.25 %	769	46.03 %	-11.78
TURTLE LAKE MEDICAL CLINIC	7	28.57 %	100	41.00 %	-12.43
HS Specialty Ctr I	132	31.05 %	437	45.05 %	-14.02
RW CLINICS - ANOKA	89	27.08 %	1051	51.38 %	-14.30
HP COTTAGE GROVE CLINIC	42	38.10 %	130	53.08 %	-14.98
AMERY CLINIC	22	27.27 %	710	49.44 %	-22.16
SMG SOMERSET	9	11.11 %	388	45.71 %	-34.60
ALC MEDICAL CLINIC	0		105	49.52 %	
CLEAR LAKE MEDICAL CLINIC	0		45	42.22 %	
HP NURSING HOME	0		2	50.00 %	
SMG MAHTOMEDI	0		8	62.50 %	

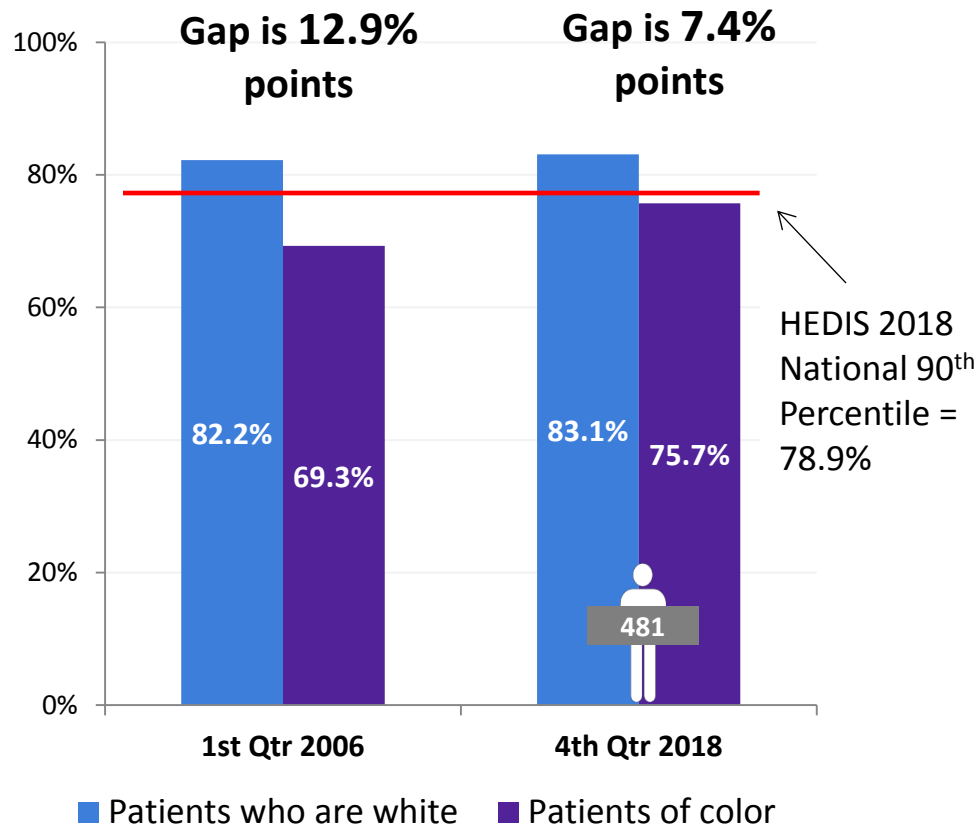
Results by PNHS Location

Location	Elig Of Color	% Of Color	Elig White	% White	Point Diff
PNC LAKEVILLE CLINIC	39	61.54 %	101	43.56 %	17.97
PNC CHAMPLIN CLINIC	66	57.58 %	257	45.14 %	12.44
PNC PRIOR LAKE CLINIC	42	52.38 %	398	47.24 %	5.14
PNC CARLSON CLINIC	97	58.76 %	872	57.11 %	1.65
PNC SMARTCARE	30	50.00 %	153	49.02 %	0.98
PNC GOLDEN VALLEY CLINIC	104	59.62 %	627	59.65 %	-0.03
PNC EAGAN CLINIC	242	57.05 %	853	57.51 %	-0.06
PNC CHANHASSEN CLINIC	204	48.04 %	1117	49.24 %	-1.20
PNC ROGERS CLINIC	32	46.88 %	182	48.44 %	-1.56
PNC SHAKOPEE CLINIC	435	51.26 %	949	53.11 %	-1.84
PNC BURNSVILLE CLINIC	569	50.09 %	1893	53.17 %	-3.08
PNC PLYMOUTH	242	42.15 %	815	46.26 %	-4.11
PNC BLOOMINGTON CLINIC	177	48.02 %	671	52.16 %	-4.14
PNC EDEN PRAIRIE CLINIC	124	52.42 %	470	56.60 %	-4.18
PNC ST LOUIS PARK-FAMILY MED	481	43.66 %	1387	50.83 %	-7.17
PNC CREEKSIDE CLINIC	75	30.67 %	124	37.90 %	-7.24
PNC MINNEAPOLIS CLINIC	635	35.75 %	465	43.23 %	-7.48
PNC WAYZATA MEDICAL CLINIC	47	46.82 %	505	54.85 %	-8.04
PNC MAPLE GROVE	236	45.34 %	859	53.55 %	-8.21
PNC BROOKDALE CLINIC	1018	44.99 %	1048	54.20 %	-9.21
PNC ST LOUIS PARK-INTERNAL MED	328	46.20 %	1720	56.34 %	-10.14
PNC 3600 ST LOUIS PARK CLINIC	243	28.67 %	1218	41.95 %	-13.28
PNC SHOREWOOD CLINIC	33	39.39 %	316	56.65 %	-17.25
PNC TARGET NORTH	7	28.57 %	13	46.15 %	-17.58
PNC TARGET DOWNTOWN	8	37.50 %	19	84.21 %	-46.71
PNC EXECUTIVE HLTH	1	0.00 %	18	55.56 %	-55.56

Eliminate Disparities

While improving care for all...

Breast Cancer Screening by Race



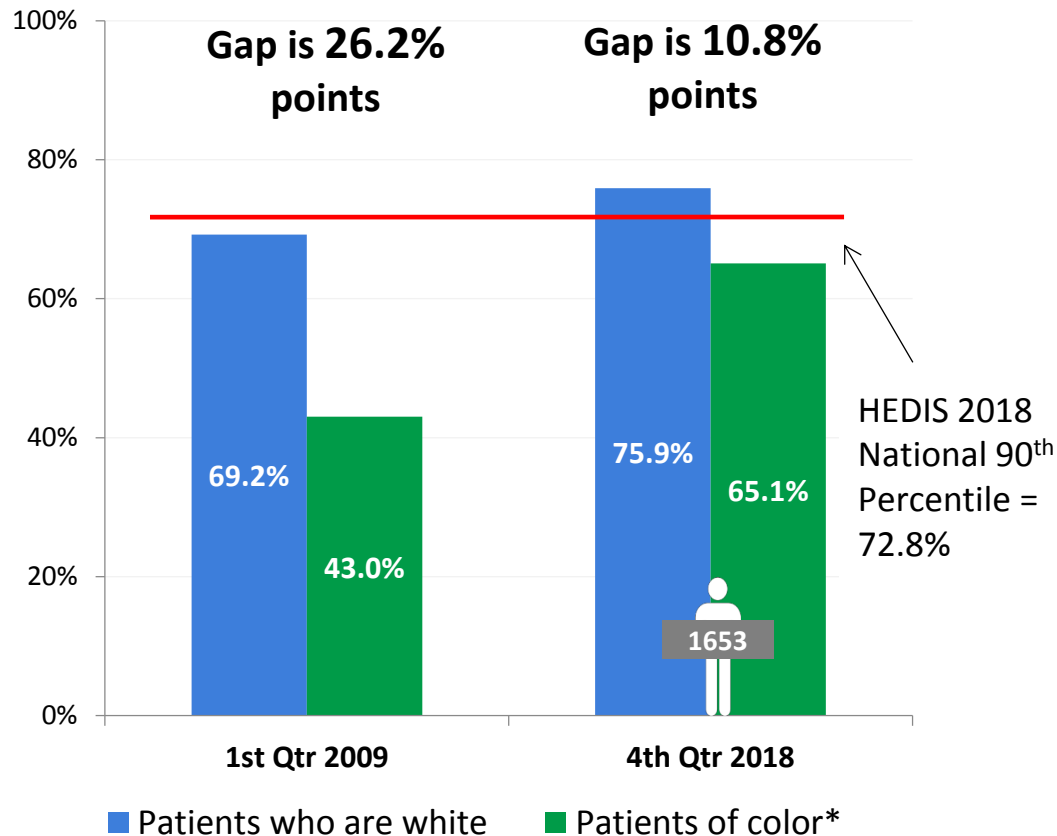
Interventions

Same day access

Customized messages
based on consumer
insights data

Community
outreach

Colorectal Cancer Screening by Race



Interventions

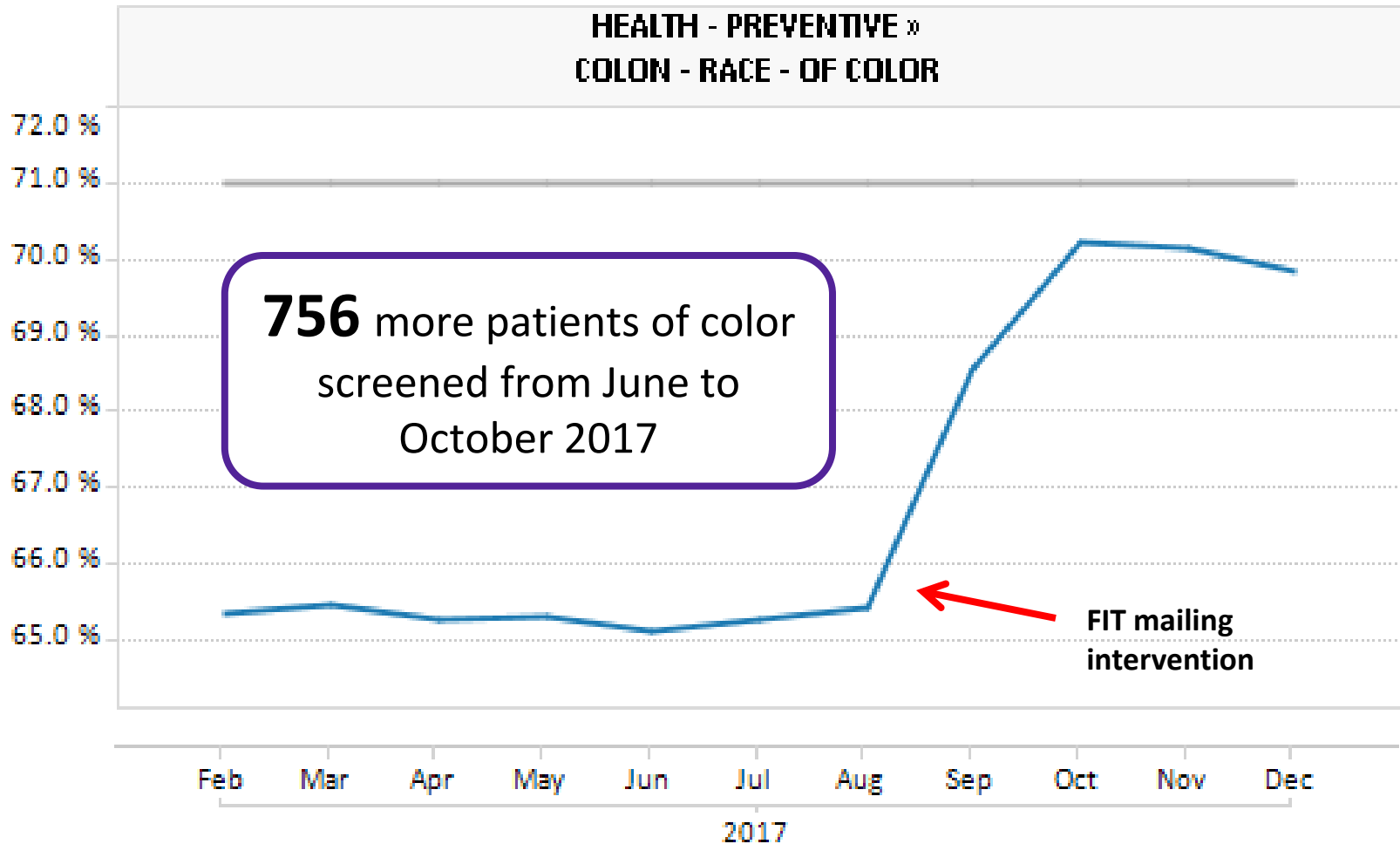
Decision supports in the electronic record

Shared decision making (FIT/colonoscopy)

Addressing clinician unconscious bias (FIT/colonoscopy)

Patient outreach

FIT Mailing Results



Addressing Unconscious Bias



Equitable Care Champions
Culture Roots Newsletter

Introduction

Culture Roots is a bimonthly series of short articles focused on equitable care topics. Equitable care is generally defined as a state in which every person can achieve their highest possible level of health. These articles can help us improve the culture of health care for patients and members who may face discrimination or marginalization in society. Each article presents a scenario, provides background on its related concepts and suggests action steps toward removing the barriers to fair and equitable care.

Colorectal Cancer Screening: Challenging Our Biases Around Screenings

The scenario

Each year, Allen, a 55-year-old African American, goes to the clinic for a preventive exam and labs required to refill his cholesterol-lowering medications. At each of these visits, his primary care clinician reviews his medical history and reminds him that he is due for a colonoscopy to screen for colorectal cancer. Allen has never had a colonoscopy. He works two jobs, has three kids, and has limited paid time off. This time, when the clinician tells him that it takes a few days to prepare for the procedure, Allen asks if there is any other test he could have to see if he might have colorectal cancer. The clinician briefly describes the fecal immunochemistry test, (or FIT), which Allen can take home as a kit, but his clinician quickly turns the conversation back to the colonoscopy. "The colonoscopy is just better because if polyps are found, we can remove them right then. The colonoscopy is what we call the 'gold standard.' That means it's really the best choice, so that's the screening I recommend." Allen listens to the doctor intently. In his mind, he feels the FIT test would be a better option for him, but he doesn't want to argue. "I guess I need to try to make this work," Allen thinks. He sets up the colonoscopy for the following month.

***"Gold
standard"
language***



HealthPartners®

Equitable Care Champions

“It has expanded my knowledge of and dedication to reducing disparities and working with other cultures.”

- Grassroots program of champions to support education, awareness at local level
- Over 170 Champions across the organization since 2003, expansion in 2016



Conversations about Race & Racism

2,000+ leaders engaged and charged to facilitate conversations with teams



it's time to talk™
FORUMS ON RACE

eliminating racism
empowering women
ywca

Post Nation




**Minnesota officer charged with
manslaughter for shooting Philando Castile
during incident streamed on Facebook**

TEAM TALKS



 **HealthPartners®**

Community Partnerships

Healthy Children	 The logo for 'little moments count' features a circular arrangement of colorful icons representing various activities: a book, musical notes, a rocket, a person, and geometric shapes. To the right of the icons, the text 'little moments count' is written in a playful, rounded font, with 'little' in blue, 'moments' in purple, and 'count' in green. little moments count
Healthy Eating	 The logo for 'powerup' is written in a bold, lowercase, sans-serif font. The letters 'p', 'o', 'w', 'e', 'r' are green, and the letters 'u', 'p' are orange. powerup
Mental Health	 The logo for 'Make It OK.org' features the text 'Make It' in a bold, black, sans-serif font, followed by 'OK' in white inside a green circle, and '.org' in a bold, black, sans-serif font. Make It OK.org

Emerging Areas of Work

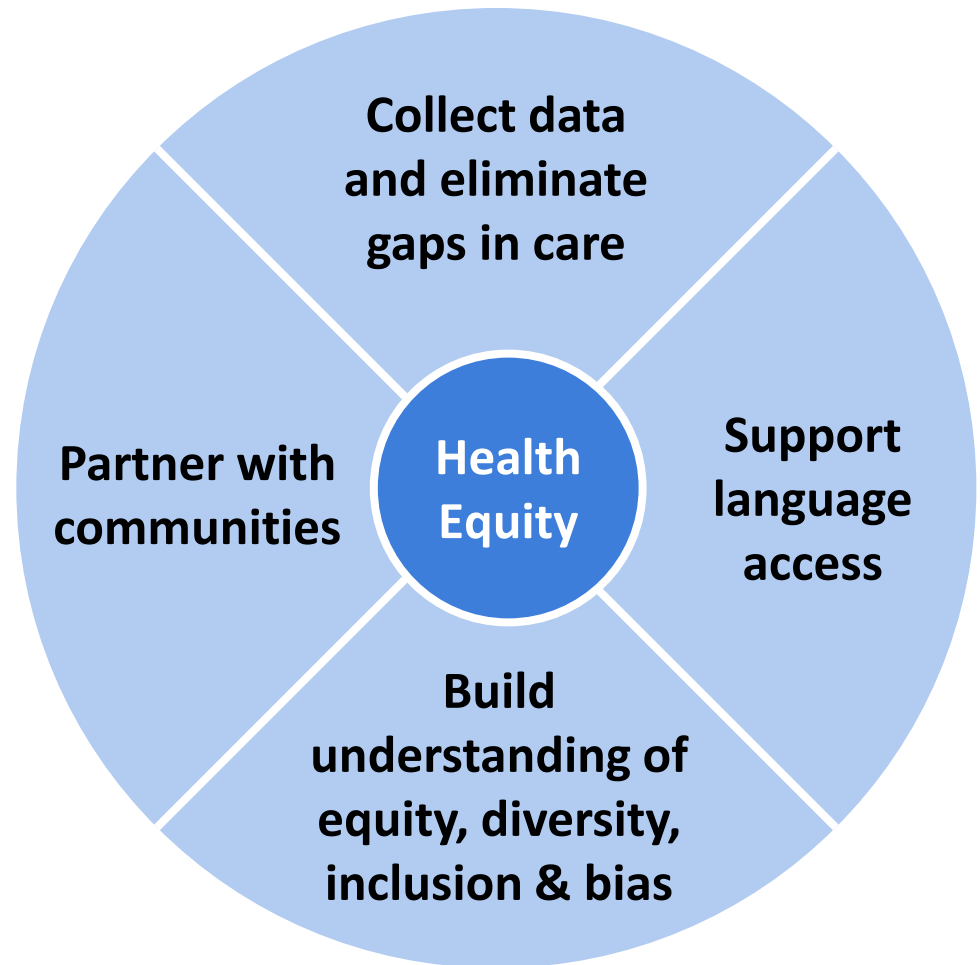
**Maternal
& Infant
Health**

**LGBTQ
Health**

**Screening and
Referring for
Social
Determinants
of Health**

Our Approach to Health Equity

Race/ Ethnicity	Language
Income	Sexual orientation
Gender	Age
Physical ability	Religion



Takeaways

- Emphasize importance of health equity
- Integrate health equity into overall strategic and annual plans
- Involve Board and senior leaders in the work
- Collect data and regularly and transparently share results
- Focus on clinical improvements and culture
- Engage with patients and the community
- Do something! Don't wait for perfection