

Eliminating Racial and Ethnic Healthcare Disparities: Two and a Half Case Studies

2nd Annual CMS Medicaid/CHIP Quality Conference
June 14-15, 2012

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Background

- Collecting and reporting quality measures by Race and Ethnicity since 1997
 - HEDIS and state unique measures
 - Race/ ethnicity in MMIS since 1986
- Conducted Consumer Assessment of Health Plans and Systems (CAHPS) since 1998
 - State Medicaid program contracts to do CAHPS for each of the managed care plans and FFS (80% Managed Care, 20% FFS)
 - Over-sampled by race and ethnicity in 2004, 2008, and 2011
 - Reweighted and reported results for all questions by plan, by race
 - Included Children with Chronic Conditions module in '08 and '11

Case One

- CAHPS, plan level results stratified by Race and Ethnicity
- Observed Between Plan Variation on Customer Service
 - Looked at differences by race and ethnicity
 - One plan with poor rating among Hispanic/Latino members
 - Problem: after-hours call in number did not have “For Spanish press 2” option
 - Plan is now above average in overall rating, including customer service

Case Two

- Followed the Centers for Health Care Strategies, Best Clinical and Administrative Practices (BCAP®) Quality Framework
- Formed a Community Partnership with the African American Health Care Coalition and volunteer Medicaid Managed Care Plans
- Identified All Diabetic African Americans (on Medicaid in Oregon)

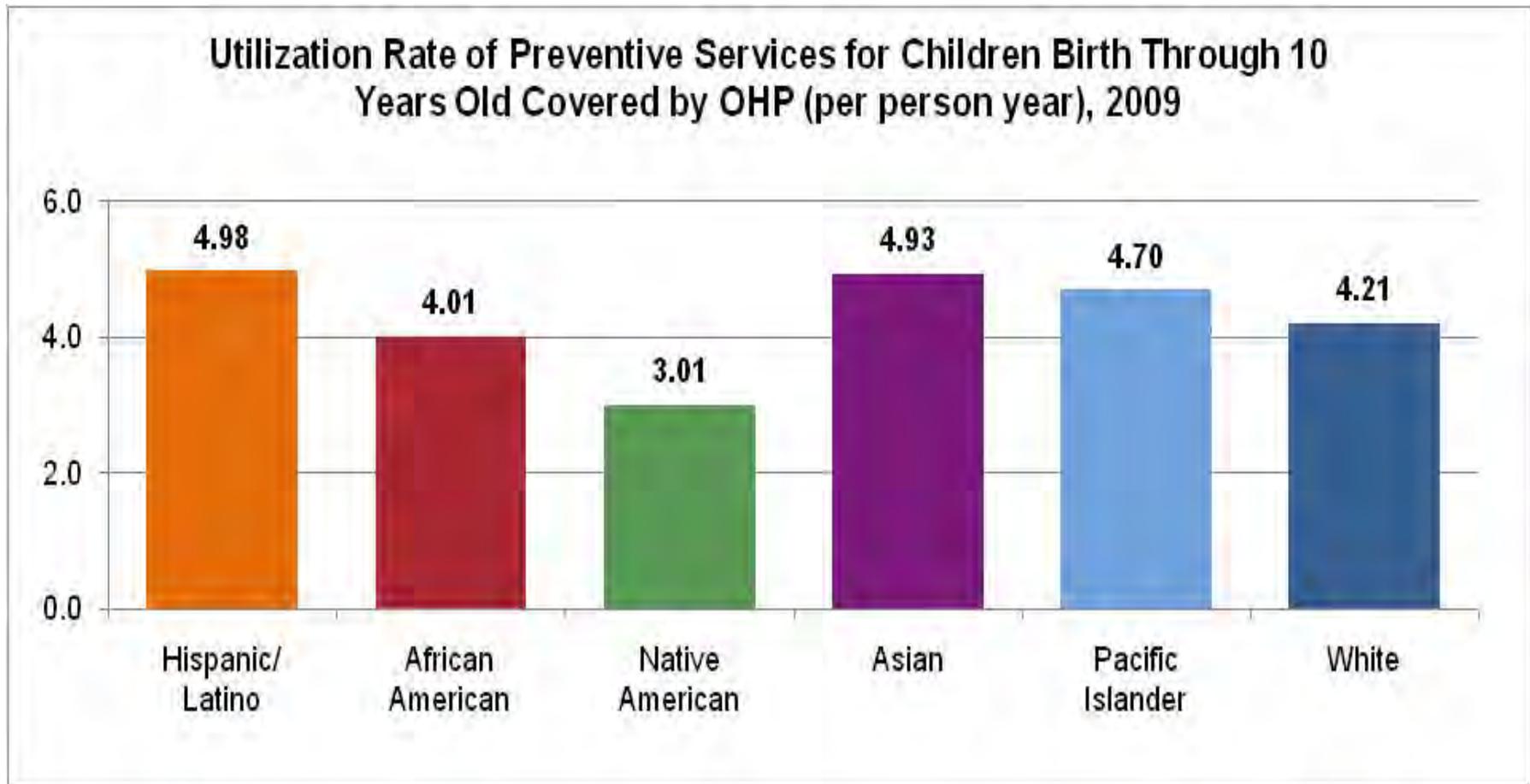
Case Two *(continued)*

- **Action**
 - Used administrative data, identified those without an indication of HbA1c, or LDL in past year
 - Concurrent outreach barbers, beauticians, and churches; specially designed printed materials and telephone outreach
- **Results**
 - Year over year, a 27% improvement
- **Lesson**
 - Tried same approach only with those identified as Hispanic or Latino
 - Results were not the same

Case: Two point five

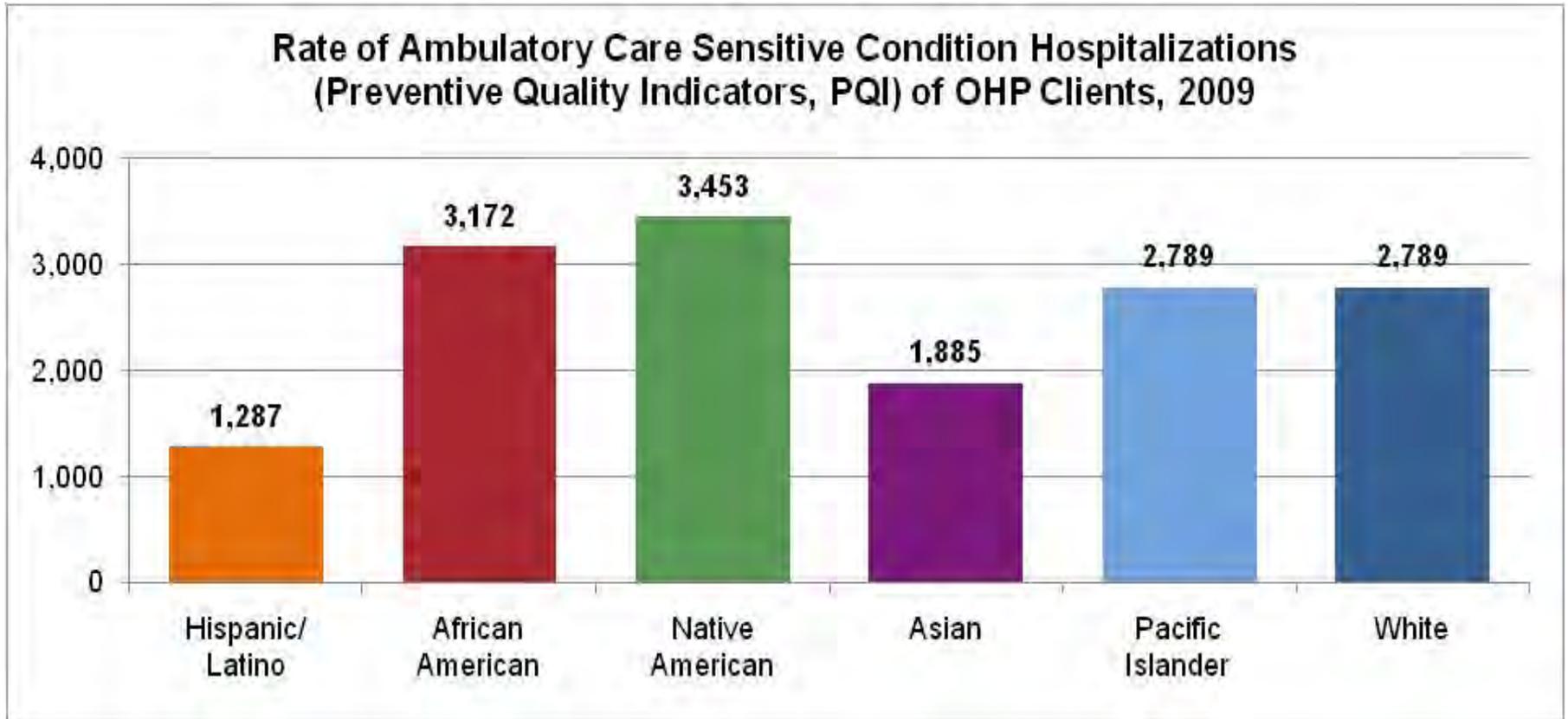
- Using the provision of preventive services by race and plan
- Using Prevention Quality Indicators (PQIs) by race and plan

Rate of Preventive Services for Children Birth to 10



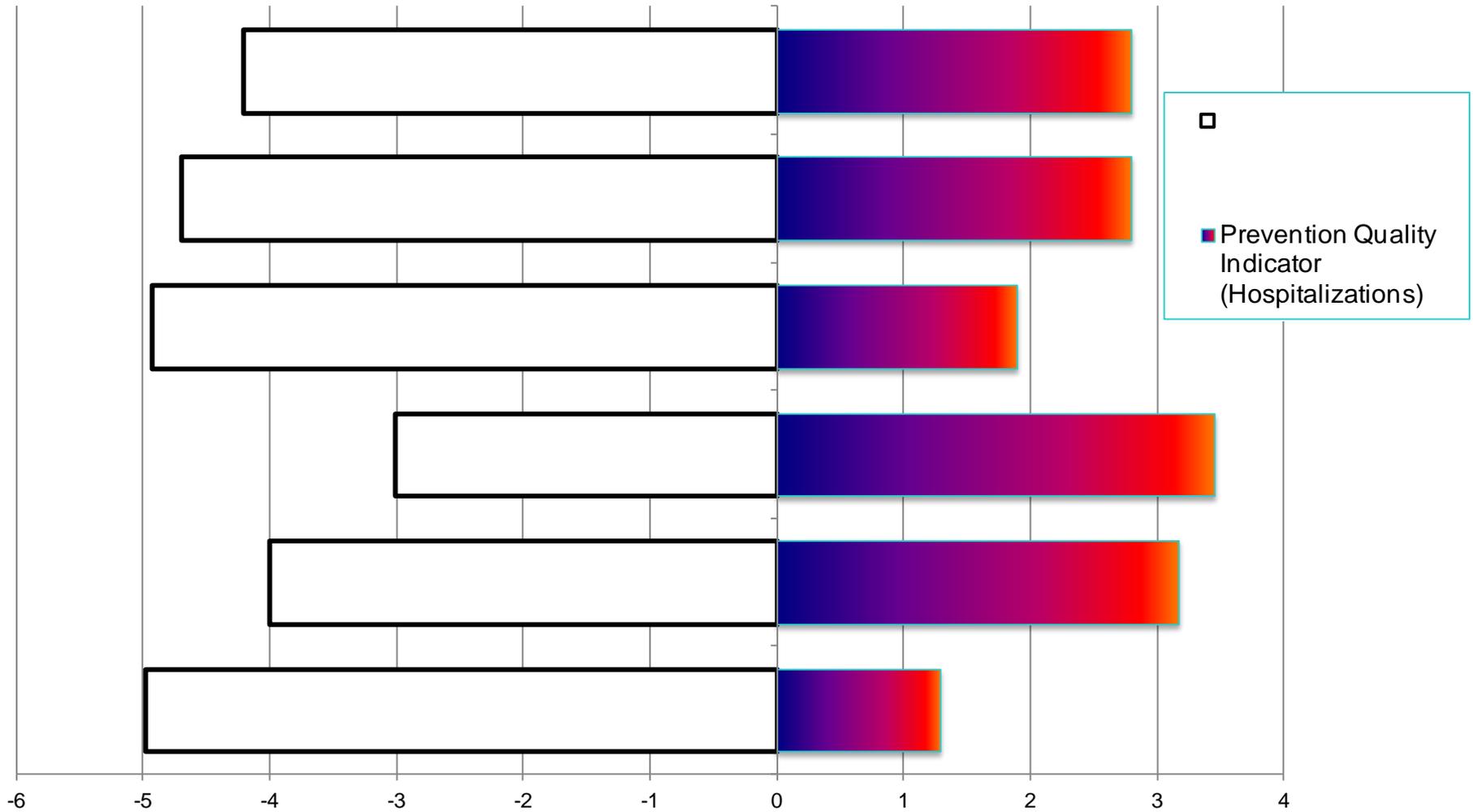
Source: Oregon Medicaid Management Information System

Adult Aggregate Rate: Prevention Quality Indicators



Source: Oregon Medicaid Management Information System

Next Steps: Explore, Discuss and Change



Source: Oregon Medicaid Management Information System

Contact information

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