

# Year-One Plan for Reducing Health and Health Care Disparities July 2007-June 2008

Activities	Completion Date	Lead/Facilitate	Participate/Support	Major Outcomes (Over 5 years)
<b>Systems</b>				
<b>Increasing Staff Diversity</b>				
• Profile existing staff demographics	• 12/07	• Personnel	• RHDLT	• Increase diversity of CCHS staff at service and management levels
• Develop succession plans for key leadership roles	• 06/08	• RHDLT	• CEI	
<b>Recruitment, Retention and Mentoring</b>				
• Identify best practices around recruitment, retention, performance review and mentoring	• 12/07	• Personnel	• RHDLT	• Staff and managers held accountable for personnel policies that support c/ appropriate services and recruitment, retention, promotion and leadership development of diverse staff
• Develop recommendations around recruitment, retention, performance review and mentoring	• 03/08			
<b>Service Excellence Implementation</b>				
• Revise service excellence policy	• 08/07	• Personnel	• Senior Staff, RHDLT	• Staff and managers held accountable for service excellence policy that includes diversity and RHD focus
• Revise service excellence curriculum	• 12/07	• Personnel	• RHDLT / CEI	
• Train supervisors/managers on new policies	• 03/08	• Personnel	• Supervisors/managers	
• Develop service excellence expectations with staff	• 05/08	• Personnel, Supervisors/ Managers	• All staff	
		• Personnel	• All staff	
• Implement accountability mechanisms including performance evaluations	• 06/08			
<b>Collaboration with Divisions and Initiatives</b>				
• Establish a liaison person who works closely with the division director, to monitor and report on RHD activities	• 08/07	• Division Directors	• RHDLT	• Cooperation, coordination, collaboration between RHD and Divisions' ongoing work
• Continue/develop partnerships on existing initiatives:				
◦ CCRMC System Redesign (safety/quality)	• Ongoing	• CCRMC	• RHDLT	• All divisions will collect and report race/ethnicity data and monitor progress in reducing health/health care disparities
◦ CCHP Quality Improvement Project		• CCHP	• RHDLT	
◦ Mental Health Services Act (improve services to underserved)		• Mental Health	• RHDLT	
◦ Health Coverage Initiative (increase access for underserved)		• Finance	• RHDLT	
<b>Race/Ethnic Data Collection</b>				
• Establish data committee to work with divisions	• 08/07	• CHAPE, RHDLT	• Division data person	• All LEP & ASL clients/customers will have access to quality spoken services in the preferred language at all key points of contact
• Assess current capacity to collect race/ethnicity data for user satisfaction respect for cultural differences, quality, standards of service, utilization, and outcomes	• 12/07	• CHAPE, RHDLT	• Division data person	
• Identify gaps in data collection and develop strategies to fill those gaps	• 06/08	• CHAPE, RHDLT	• Division data person	
<b>Language Access Policy Implementation</b>				
• Implement and report on language access policy for interpretation services, written material and signage	• Quarterly	• Divisions	• Language Access Oversight committee members	• All LEP & ASL clients/customers who speak threshold languages will have access to quality written materials and signage at all key points of contact
• Conduct three trainings for managers/supervisors on language access policy implementation	• 06/08	• RHDLT	• Managers/supervisors, RHD trainers	
• Conduct six trainings for providers on working with interpreters	• 06/08	• RHDLT	• Providers, RHD trainers	• Increase cross-division information and resource-sharing related to diversity and reducing health and health care disparities
• Provide/coordinate resources for policy implementation	• Ongoing		• Language Access Oversight committee members	
<b>Cross-Division Sharing</b>				
• Post RHD-related division activities on iSITE	• Ongoing	• RHDLT	• Divisions (optional), RHDLT	• Increase leadership skills of RHD champions in each division
• Include division activities in RHD page in Director's Report	• Ongoing	• CEI		
<b>Develop RHD Leaders</b>				
• Identify leaders in each division	• 08/07	• Divisions	• RHD leaders from Divisions	• Increase leadership skills of RHD champions in each division
• Conduct leadership retreat	• 03/08	• RHDLT, Consultant	• RHDLT	

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<b>Clients/Patients/Consumers/Customers</b>				
<b>Identify Baseline Data on Users</b> <ul style="list-style-type: none"> <li>Collect and review existing data on utilization, satisfaction and outcomes</li> </ul>	<ul style="list-style-type: none"> <li>09/07</li> </ul>	<ul style="list-style-type: none"> <li>Division data person</li> </ul>	<ul style="list-style-type: none"> <li>Data Committee, CHAPE</li> </ul>	<ul style="list-style-type: none"> <li>Increase appropriate utilization of CCHS services by underserved groups</li> <li>Increase in client/patient/consumer/customer satisfaction (more respected, better engaged, quality and cultural appropriateness of service and trust of system and providers)</li> <li>Decrease disparities in health outcomes</li> </ul>
<b>Community</b>				
<b>Community Partnerships</b> <ul style="list-style-type: none"> <li>Identify existing partnerships, community leaders &amp; advocacy efforts</li> </ul>	<ul style="list-style-type: none"> <li>03/08</li> </ul>	<ul style="list-style-type: none"> <li>AAHI, Health Conductors (PH, AC), Promotoras (PH, AC), System Redesign (CCRMC), Divisions (optional)</li> </ul>	<ul style="list-style-type: none"> <li>RHDLT</li> </ul>	<ul style="list-style-type: none"> <li>Increase active partnerships with community leaders and organizations (i.e. CBOs and faith-based)</li> <li>Increase advocacy by community residents to reduce health and health care disparities</li> <li>Increase number of community leaders engaged in strategic planning processes</li> </ul>
<b>Staff</b>				
<b>Staff Satisfaction Survey</b> <ul style="list-style-type: none"> <li>Develop staff satisfaction survey</li> <li>Conduct staff satisfaction survey</li> </ul>	<ul style="list-style-type: none"> <li>12/07</li> <li>03/08</li> </ul>	<ul style="list-style-type: none"> <li>CHAPE</li> </ul>	<ul style="list-style-type: none"> <li>Personnel, Divisions, RHDLT</li> </ul>	<ul style="list-style-type: none"> <li>Increase staff satisfaction (respect, responsiveness, engagement, appreciation and acknowledgement, opportunities for growth)</li> </ul>
<b>Communication Guidelines Training</b> <ul style="list-style-type: none"> <li>Pilot curriculum on communication guidelines/group facilitation in multi-cultural settings</li> <li>Conduct trainings on communication guideline/group facilitation as requested</li> </ul>	<ul style="list-style-type: none"> <li>12/07</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>RHDLT and Consultant</li> <li>RHDLT</li> </ul>	<ul style="list-style-type: none"> <li>RHD Trainers, Divisions (optional)</li> <li>Divisions (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Improve respectful communications throughout CCHS</li> </ul>
<b>Cultural Difference and Customer Service Training</b> <ul style="list-style-type: none"> <li>Provide training and facilitation as requested (diversity films, socio-cultural difference, health disparities, etc.)</li> <li>Continue customer service training (per request)</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>RHDLT</li> <li>RHD Trainers, RHDLT</li> </ul>	<ul style="list-style-type: none"> <li>Divisions (optional)</li> <li>RHD Trainers, Consultant(s)</li> <li>Divisions (optional) RHD Trainers, Consultant(s)</li> </ul>	<ul style="list-style-type: none"> <li>Increase the number of dialogues around socio-cultural difference within CCHS.</li> <li>Increase staff knowledge, awareness and skills in providing respectful, c/l appropriate &amp; responsive services</li> </ul>
<b>Publicize Community Events</b> <ul style="list-style-type: none"> <li>Identify and publicize information about community gatherings/events to staff</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>RHDLT, CEI</li> </ul>	<ul style="list-style-type: none"> <li>Divisions (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Increase knowledge and awareness of CCHS service community</li> </ul>
<b>Communication about RHD Activities/Issues</b> <ul style="list-style-type: none"> <li>Post information about RHD on iSITE</li> <li>Post quarterly reports about RHD on iSITE</li> <li>Provide annual update on division RHD activities</li> <li>Continue RHD page in Director's Report</li> <li>Communicate RHD information to staff at all levels</li> <li>Conduct annual meeting to report on/acknowledge RHD achievements</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Quarterly</li> <li>03/08</li> <li>Ongoing</li> <li>Ongoing</li> <li>04/08</li> </ul>	<ul style="list-style-type: none"> <li>RHDLT</li> <li>RHDLT</li> <li>Divisions</li> <li>CEI</li> <li>Divisions</li> <li>RHDLT</li> </ul>	<ul style="list-style-type: none"> <li>Divisions (optional)</li> <li>RHDLT</li> <li>RHD participants. Divisions (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Increase staff knowledge of and engagement with RHD issues, activities</li> </ul>