

Overview of Five-Year Plan for Reducing Health and Health Care Disparities 2007-2012

Activities

Integrate diversity, and c/l competency into existing initiatives

- CCRMC System Redesign (safety/quality)
- CCHP Quality Improvement Project
- Mental Health Services Act (improve services to underserved)
- Health Coverage Initiative (increase access for underserved)

Develop/implement departmentwide policies, procedures and accountability mechanisms

- Service Excellence
- Personnel
- Language Access
- RHD
- Data collection & reporting
- Oversight committees

Develop and implement division-specific strategies

Develop and implement mechanisms for community engagement and partnership (AAHI, Health Conductors, Promotoras, System Redesign, Division-specific)

Develop and support leaders and champions in each division (e.g. leadership training, training of trainers, committee development & commitment)

Promote internal communications and dialogue (e.g. cross-division sharing best practices, RHD roundtables, diverse communities served)

Training & Education

(e.g. customer service, communications guidelines, community engagement, department policies, diversity films)

Outcomes

Consumers/Clients/Patients/Customers:

- ↑ appropriate utilization of CCHS services by underserved groups
- ↑ satisfaction
- ↓ disparities in health outcomes

Community:

- ↑ active partnerships with community leaders and organizations (i.e. CBOs and faith-based)
- ↑ advocacy by community residents to reduce health and health care disparities
- ↑ number of community leaders engaged in strategic planning processes

Staff:

- ↑ staff satisfaction
- ↑ improve respectful communications throughout CCHS
- ↑ dialogues around socio-cultural difference within CCHS
- ↑ knowledge, awareness skills and engagement (c/l appropriate & responsive services, diverse communities served, RHD issues & activities)

Systems:

- ↑ diversity of staff at service and management levels
- ↑ staff and managers held accountable for departmental policies
- ↑ collection and reporting of race/ethnicity data and monitor progress in reducing health/health care disparities
- ↑ ongoing mechanisms for community input and feedback in evaluation and planning of CCHS activities
- ↑ access to quality spoken language access services for LEP & ASL clients/customers
- ↑ access to quality written materials & signage in threshold languages
- ↓ conflicts and discrimination complaints
- ↑ positive resolution of conflicts
- ↑ cross-division information and resource sharing
- ↑ leadership skills of RHD champions

Overview of Five-Year Plan for Reducing Health and Health Care Disparities 2007-2012

Goals

Consumers/ Clients/ Patients/ Customers:

Improve experience in utilizing CCHS services. (respect/ responsiveness)

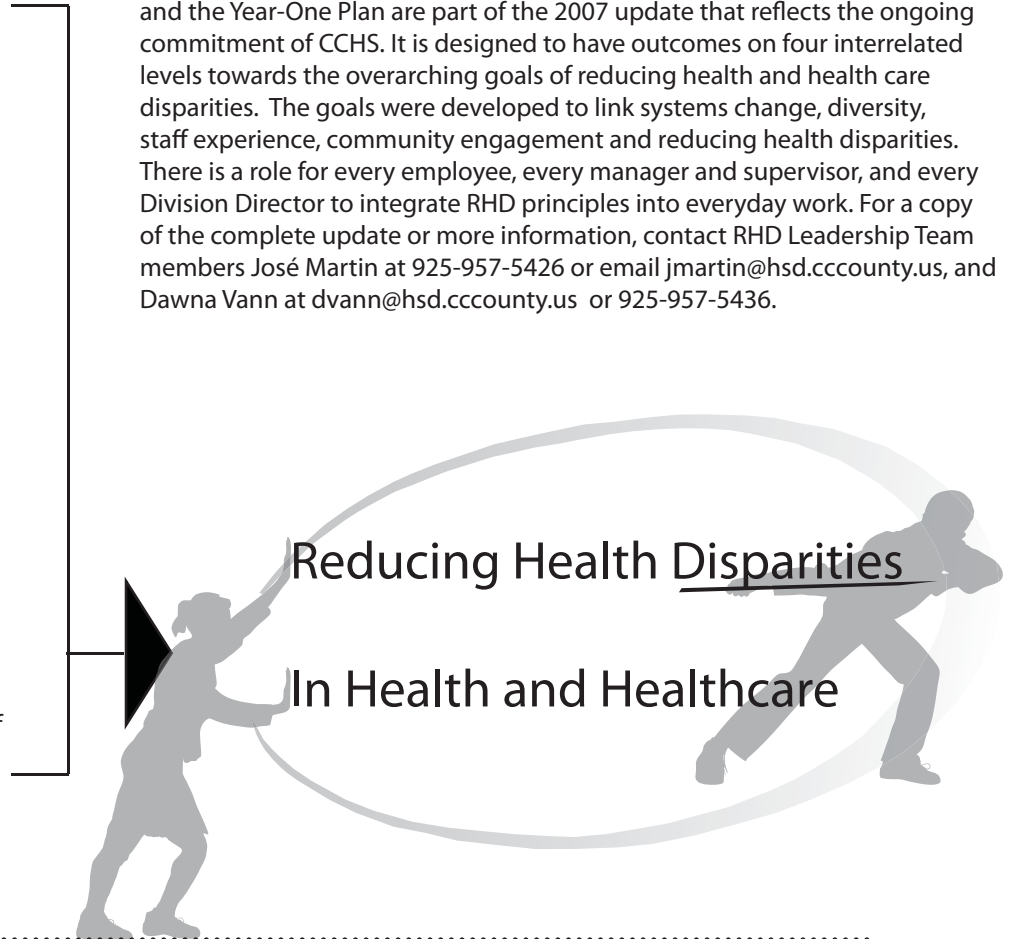
Community:

Engagement and partnership with community and public entities to support healthier environments, c/l appropriate services & behaviors

Staff: Improve respect, responsiveness & cultural sensitivity in all staff internal and external interactions

Systems: Systems that support & promote access & respectful delivery of services

In 2003, Contra Costa Health Services (CCHS) formalized work on reducing health disparities in Contra Costa County. The Overview of the Five-Year Plan and the Year-One Plan are part of the 2007 update that reflects the ongoing commitment of CCHS. It is designed to have outcomes on four interrelated levels towards the overarching goals of reducing health and health care disparities. The goals were developed to link systems change, diversity, staff experience, community engagement and reducing health disparities. There is a role for every employee, every manager and supervisor, and every Division Director to integrate RHD principles into everyday work. For a copy of the complete update or more information, contact RHD Leadership Team members José Martin at 925-957-5426 or email jmartin@hsd.cccounty.us, and Dawna Vann at dvann@hsd.cccounty.us or 925-957-5436.



Five-Year Overview and Year-One Plan

The following pages include the overview of the plan for 2007-2012 as well as the Year-One plan for 2007-2008. The following is a list of acronyms/abbreviations used in these documents:

AAHI	African American Health Initiative
AC	Ambulatory Care
ASL	American Sign Language
CBOs	Community Based Organizations
CEI	Community Education and Information
CCHP	Contra Costa Health Plan
CCRMC	Contra Costa Regional Medical Center
CHAPE	Community Health Assessment, Planning and Evaluation
C/I	Cultural/linguistic OR culturally/linguistically
LEP	Limited English Proficient
RHD	Reducing Health Disparities
RHDLT	Reducing Health Disparities Leadership Team
↑	Increase/Improve
↓	Decrease/Reduce