



Provider Cultural Competency Plan

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Overview

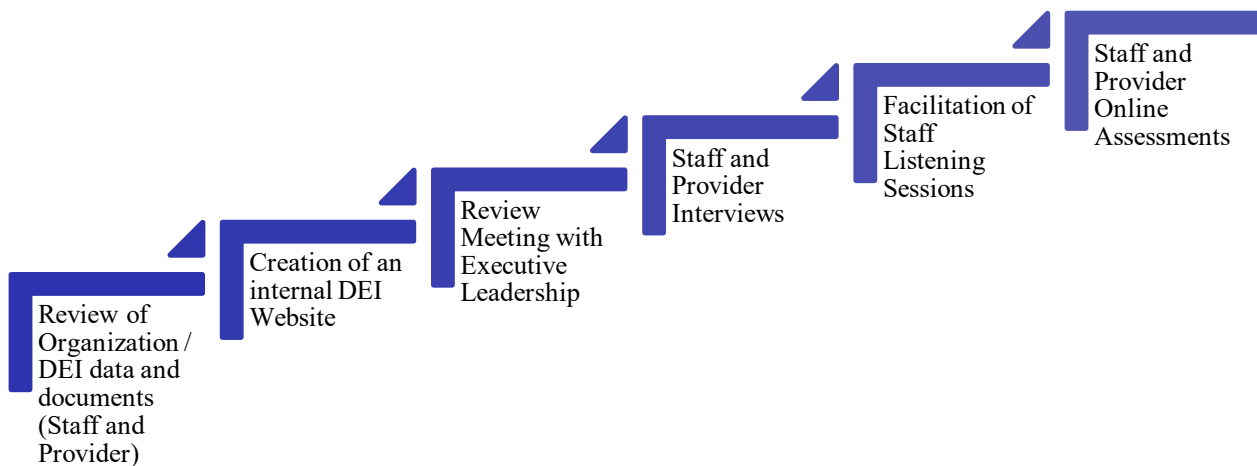
Alliance Health, a leading organization in North Carolina in transforming the delivery of whole-person care in the public sector, seeks an effective strategy to ensure a diverse, equitable, and inclusive (“DEI”) environment within its workforce and to ensure the cultural competency of its providers. The Barthwell Group, a certified woman and minority owned strategic management consulting firm, collaborated with Alliance Health, beginning in October 2020, to develop this DEI and Provider Cultural Competency Plan.

Alliance’s DEI and Provider Cultural Competency Plan aims to support the organization’s mission statement. By enhancing DEI throughout the organization, Alliance will be able to embody the values of diversity, equity, and inclusion, and advance a talented, diverse workforce that is reflective of the communities it serves. Provider Cultural Competency enhancement will assist the organization by creating a provider network that is able to meet members’ needs and preferences. The DEI and Provider Cultural Competency Plan will support Alliance’s mission to improve the health and well-being of the people it serves.

Alliance Health Mission Statement

Our mission is to improve the health and well-being of the people we serve by ensuring highly effective, community-based support and care.

Alliance Health engaged in a comprehensive DEI planning process. Collaborating with The Barthwell Group, Alliance Health’s DEI planning process included a robust assessment phase:





After completing the assessment phase, Alliance and The Barthwell Group developed a comprehensive DEI and Provider Cultural Competency Plan in an interactive and iterative process. The process included the engagement of a DEI Planning Committee and a group of Provider Liaisons. Alliance’s Executive Leadership Team reviewed and provided feedback for the DEI Plan and Provider Cultural Competency Plan. As Alliance transitions, and grows, the DEI Plan, and Provider Cultural Competency Plan will provide opportunities for Alliance to address any new challenges. The Provider Cultural Competency Plan includes Alliance Health’s Provider Cultural Competency Charge, Goals, Objectives, and Metrics, and Staffing recommendations. All Goals, Objectives, and Metrics follow Alliance Health’s fiscal year (“FY”) timeline.

Provider Cultural Competency Charge

The Provider Cultural Competency Charge describes how Provider Cultural Competency will assist Alliance Health in achieving its overall mission.

Provider Cultural Competency Charge

Alliance Health’s mission is to meet the unique needs of our populations and communities, to reduce health disparities, and to improve member’s outcomes and experiences. Our goal is to create a provider network that meets all members’ needs and preferences, including but not limited to culture, ethnicity, race, language, and diverse abilities.



Provider Cultural Competency Goals, Objectives, and Metrics

Alliance’s Provider Cultural Competency Goals, Objectives, and Metrics work together to realize substantive change throughout its behavioral health services. They have been prepared to meet NCQA and DHB requirements. Goals are broad aims which are paired with a set of actionable objectives. Metrics provide quantifiable actions and timelines for each objective, which are ultimately paramount to realizing each goal.

Goal 1: Work with the Provider Network to ensure a holistic approach to cultural competency.

Objective	Metrics
1. Develop and adopt a universal definition of cultural competency for the Provider Network	During the first quarter of FY22, collaborate with the provider network to develop a universal definition of cultural competency
	During the first quarter of FY22, disseminate the definition of cultural competency to the provider network
	During the first quarter of FY22, distribute a brief pulse survey to the provider network for additional feedback on the definition
2. Provide resources and training to support providers with the creation, implementation, and measurement of their cultural competency plans (the DEI toolkit)	During the first quarter of FY22, collaborate with the provider network to identify resources, trainings, and relevant metrics, etc., for a toolkit
	During the second quarter of FY22, disseminate the toolkit
	Annually, as part of the network adequacy analysis report, measure the effectiveness and use of the toolkit
3. Assist the Provider Network in enhancing collaborations to address social determinants of health	By the fourth quarter of FY22, collaborate with the provider network to develop strategic partnerships to address social determinants of health in coordination with the Health Equity Subcommittee
	During the third quarter of FY23, develop metrics to assess the impact of the strategic partnerships and establish a baseline



G 2: Enhance the system of care to meet the needs of our members through collaboration.

Objective	Metrics
1. Develop an efficient way to routinely poll members to identify and understand their individual needs and preferences, in order to impact health equity among populations served	<p>During the second quarter of FY23, collaborate with the provider network to develop strategies to poll members regarding their individual needs and preferences</p> <hr/> <p>By the third quarter of FY23, implement the polling strategy throughout the provider network</p> <hr/> <p>During every third quarter, repeat polling within the Network Adequacy</p> <hr/> <p>During every first quarter, review the polling strategy and adjust as necessary</p>
2. Continually assess capacity of the Provider Network and other programs to address the needs of our members, and impact health equity among populations served	<p>Beginning in the third quarter of FY22, and continuing annually, assess the capacity of the Provider Network and other programs to meet member needs</p> <hr/> <p>Beginning in the first quarter of FY23, and in the first quarter of each following year, develop a plan to ensure the provider network continues to meet the needs of members</p>
3. Collaborate with the Provider Network and stakeholders to set, implement, and measure annual Provider Network cultural competency and health equity goals	<p>By the third quarter of FY22, develop a strategy to include providers in the cultural competency, and health equity goal planning process</p> <hr/> <p>During the third quarter of FY23, integrate other stakeholders into the process</p>
4. Identify other stakeholders (e.g., recovery support networks, homeless shelters, etc.) that can help meet the need of our members and our health equity goals	<p>Beginning in the first quarter of FY23 and continuing annually, collaborate with the provider network to identify stakeholders who will assist regarding cultural competency and health equity goals</p> <hr/> <p>By the third quarter of FY23, develop metrics to measure the impact of the stakeholders' efforts and establish a baseline</p> <hr/> <p>During the third quarter of each year, reassess the effectiveness of the relationships with other stakeholders and adjust as necessary</p>



GOAL 3: Work towards health equity in our communities.

Objective	Metrics
1. Identify substantive gaps impeding health equity for members and infuse health equity measures into our population health strategy	<p>During the second quarter of FY22, review internal and external data to identify substantive gaps impeding health equity (e.g., claims data, academic reports, etc.)</p> <hr/> <p>By the third quarter of FY22, develop a bi-annual health equity survey for the provider network to disseminate among members (continuing every other year)</p> <hr/> <p>By the first quarter of FY23, assess the results of the survey and develop measures to infuse into the population health strategy</p>
2. Provide resources and implement strategies enabling members to connect with providers meeting their needs	<p>By the second quarter of FY23, develop accessible resources for members to enhance their connection with providers and strategies that help members to best meet their needs</p>
3. Facilitate a system by which the cultural competency of the Provider Network is evaluated using metrics related to stratified health outcomes, member engagement and satisfaction, and cultural competency to ensure health equity is being achieved	<p>During the third quarter of FY23, measure the effectiveness and use of the resources, and stratified health outcomes, among members to establish a baseline</p> <hr/> <p>By the second quarter of each fiscal year, update the resources based upon the feedback received</p>
4. Develop annual goals for cultural competency based on the results of the Provider Network assessments and other feedback loops	<p>During the first quarter of FY23, and continuing annually, develop annual goals for cultural competency, utilizing the results from all assessments (including the Network Adequacy report)</p>

Appendix



The Provider Planning Committee

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DEI Planning Consultant

The Barthwell Group, a Certified Woman-Owned, Minority, Small Business Enterprise, www.barthwellgroup.com, is a Detroit-based strategic management consultant firm with consultants throughout the United States and Subject Matter Experts in the United States and Africa. The Barthwell Group has assisted organizations, including health care corporations, to address complex DEI issues throughout the United States.