

SOCIAL DETERMINANTS OF HEALTH

THE HEART OF CLAS (CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES)

According to the Centers for Disease Control and Prevention (CDC), social determinants of health (SDOH) are the nonmedical factors that influence health outcomes. SDOH are one of three priority areas for Healthy People 2030, along with health equity and health literacy. Health literacy is the degree to which individuals have the ability to find, understand and use information and services to inform health-related decisions and actions for themselves and others.

“Location, Location, Location”

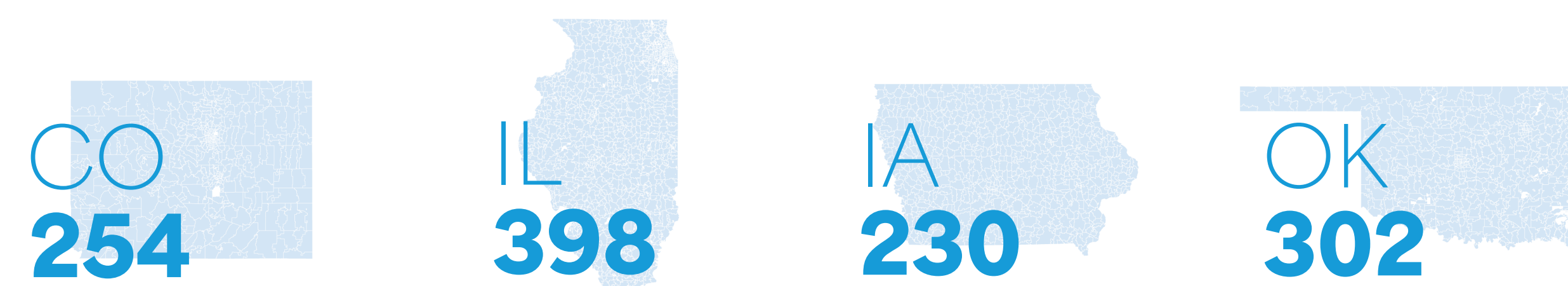
 Up to **60%** of your health is determined solely by your ZIP code.

This is largely due to the nature of the communities people reside in, such as whether it has wealth, whether or not there is strong community investment, and whether hospitals and health centers are present, among others. Some U.S. counties have larger populations of residents with limited health literacy.

Priority ZIP Codes

The Centers for Medicare & Medicaid Services (CMS) identified geographic ZIP codes for communities with the greatest need for targeted health disparity reduction.

The number of priority ZIP codes identified for each state in the Telligen QIN-QIO region:



The following criteria were utilized to identify the priority ZIP codes:

- ✓ Area Deprivation Index (ADI) created by the Health Resources and Services Administration (HRSA)
- ✓ Social Vulnerability Index (SVI) theme 3 (minority status and language) developed by the CDC
- ✓ Food access developed by the United States Department of Agriculture (USDA)

Tracking Progress

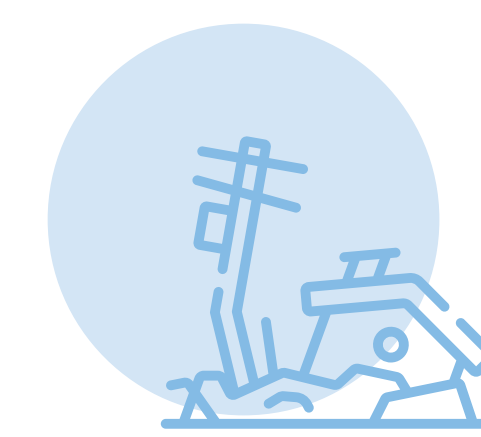
LAN Activities: Telligen will track the number of participants, evaluate pre and post test results and monitor the number of organizations implementing CLAS and requesting enhanced technical assistance or follow-up.

Social Media: Telligen will track engagement on Facebook, LinkedIn and Twitter.

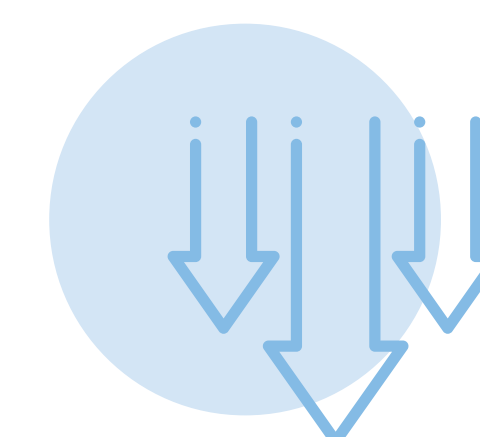
Enhanced Technical Assistance: Telligen will track the number of encounters, CLAS assessments and interventions implemented within Telligen’s four-state region and priority ZIP codes.

Staff Education: Telligen will track external CLAS trainings and disaster response CLAS trainings.

Recognizing and Responding to Disparities in Healthcare



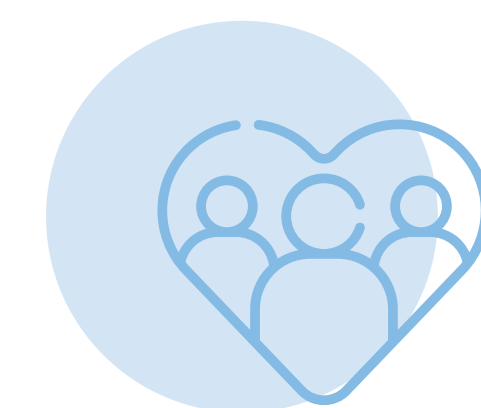
Racial and ethnic minority groups **suffer disproportionately** during every phase of a disaster.



Minority groups are **more likely to experience a decline** in their standard of living and higher rates of death, illness and injury after a disaster.



The estimated cost of health disparities and subsequent deaths due to inadequate or inequitable care is **over \$1 trillion dollars**.



Health inequities are not only an individual concern but also a public health concern. Individuals with limited health literacy are at greater risk for poorer health outcomes and higher costs. On average, spending per Medicare beneficiary is \$700 less in counties with the highest health literacy levels compared to all other counties.¹

Telligen’s Health Equity Framework

At Telligen, we envision thriving communities where every person has access to equitable, quality healthcare and the opportunity to reach their highest potential for health. Based on the CMS Framework for Health Equity,² Telligen developed a **Culturally and Linguistically Appropriate Services (CLAS)** Standard framework, which provides a hands-on guide to implement incremental, measurable short-term and long-term goals using Continuous Quality Improvement (CQI) methodologies over time.

Learning & Action Network

Telligen promotes learning through:

- On-demand bite-sized learning videos for CLAS Standards
- CLAS Standards social media asset package
- Learning series - Bridging the Gap in Patient Communication or Health Literacy

Technical Assistance & Coaching

Telligen integrates new CMS inpatient hospital and Joint Commission Accreditation standards requirements to educate and provide enhanced technical assistance in developing CLAS action plans.

Staff Education & Collaboration

Telligen offers a variety of staff education opportunities, including:

- The CLAS disaster preparedness and crisis response facilitator train-the-trainer program (as of Feb. 24, 11 participants are enrolled)
- Training for critical access hospitals, acute care hospitals, ACOs and provider practices (developed in collaboration with HQIC)

Communication & Resource Development/Dissemination

Telligen disseminates tools and resources, including:

- National CLAS Standards (HHS)
- Framework for Health Equity (CMS)
- Health Equity Guide (CDC)
- Making Health Literacy Real (CDC)
- An Implementation Checklist for the National CLAS Standards (HHS)
- Health Literacy Universal Precautions Toolkit (AHRQ)

Data Collection, Reporting & Analysis

Telligen supports data collection, reporting and analysis through:

- Tracking **interventions** selected and implemented by providers, such as:
 - Ask Me Three® (IHI)
 - I Speak Cards (CDSS)
 - Teach Back (AHRQ)
 - CLAS Toolkit (CMS)
 - PRAPARE Implementation and Action Toolkit (AAPCHO)
 - The Share Approach (AHRQ)
- Performing initial and subsequent gap analysis and needs assessment of CLAS implementation
- Measuring CLAS implementation progress

¹ Improving Health Literacy <https://www.unitedhealthgroup.com/content/dam/UHG/PDF/About/Health-Literacy-Brief.pdf>
² CMS Framework for Health Equity (2022-2023). <https://www.cms.gov/files/document/cms-framework-health-equity-2022.pdf>