



## **Executive Summary**

### **Fallon 365 Care Health Quality and Equity Strategic Plan**

#### **About Fallon 365 Care**

Fallon 365 Care is a MassHealth Accountable Care Organization (ACO) Partnership Plan. It's made up of Reliant Medical Group, Fallon Health and other select community providers. All are health care leaders who have been caring for MassHealth members for decades.

#### **Commitment to Equity**

Equity does not mean equal, but instead means equitable, where everyone is provided what they need to succeed which may be different, more, or less for each person. Fallon 365 Care defines health equity as:

*“The attainment of the highest level of health for all people, where everyone is provided what they need to attain their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language, and other factors that affect access to care and health outcomes.”*

#### **Our Approach**

Our plan is a dynamic document which recognizes that as we continue to grow and strengthen our understanding of the community we serve, our priorities may adjust to meet their needs. We recognize the importance of addressing health equity within each organization, the Fallon 365 Care population, and our community in a way that is both intentional and sustainable.

#### **Key Priorities**

We've identified opportunities for growth and a continued and evolving understanding of the needs of our members and our communities. Our plan demonstrates our commitment to those we serve to ensure that our work has long-lasting, positive impacts within our workforce, members, and communities.

Key areas of focus related to health quality and equity are:

1. Improve data collection and analytics of social risk factor data including race, ethnicity, preferred spoken language, preferred written language, self-reported disability, sexual orientation, and gender identity (RELD SOGI), and/or social drivers of health (SDOH).
2. Increase staff awareness and engagement in disparities reduction efforts.
3. Identify health outcomes that vary by social risk factors and develop interventions to address and effectively reduce disparities.

#### **Engaging our Community and Members**

Fallon 365 Care continues to identify opportunities for member and community feedback on health equity interventions and initiatives. This feedback is a key component of the strategic planning process and will ensure Fallon 365 Care member/patient voices are represented in the development and monitoring of our plan. 2 forums through which we engage members who



represent diverse member and community experiences include the Community Quality and Health Equity Committee and Patient Family Advisory Council.

### **Conclusion**

Health inequities are caused by multiple and complex factors, and the resources to solve these problems are limited without strong, collaborative partnerships. Our plan reflects growth and an eagerness to continue expanding our understanding of the members and communities served. It also demonstrates our commitment to how strategies can and will adapt to ensure that the work has long-lasting, positive impacts within the workforce, members, and communities.