

Arizona Complete Health (AzCH) infuses health equity in everything we do. AzCH works to advance health equity so that all have fair and just opportunities to attain their highest level of health and independence regardless of age, race, ethnicity, disability, sexual orientation, gender diversity, socioeconomic status, geography, preferred language, cultural diversities, and all other factors that affect access to health care and health outcomes. AzCH acknowledges that focusing on improving essential drivers of health (DOH) have a direct impact on health outcomes and are a part of Whole Person Care. The DOH approach provides a comprehensive lens to member care and ensures health and care services are engaging, effective, relevant, and culturally responsive. Screening for risk factors related to DOH can improve health outcomes, identify, and address care gaps, and increase resilience.

Why Health Equity Matters:

Health equity is important because it ensures that everyone can be as healthy as possible, regardless of their social position or other circumstances. Health equity is achieved by addressing the underlying issues that prevent people from being healthy. The main goal of health equity is ensuring equitable services and infrastructure in all geographical areas to ensure everyone can lead healthy lives and continuing to monitor health inequalities and the impact of action.

Health Equity Program:

Includes the elements of diversity-equity-inclusion-belonging-acceptance, adjusting obstacles, social determinants of health, health related social needs, health disparities, health care disparities, care provider actions, culturally and linguistic appropriate services, cultural competence, health literacy, health care access, protected health information, personally identifiable information, equitable engagement, inclusive experience, social justice, health equality.

Diversity-Equity-Inclusion-Belonging-Acceptance (DEIBA)	
Are concepts that are important for creating a fair and equitable environment. Diversity definition simply means the differences between people, and equity is about securing everyone's access to the same opportunities and resources. Inclusion creates a welcoming and respectful environment; belonging is the feeling of being accepted and part of a community.	
Adjusting Obstacles	Social Determinants of Health (SDOH)
Health equity requires adjusting and-or removing obstacles to health, such as poverty, discrimination, and their consequences.	Are the conditions in which people are born, grow, live, work, and age. These circumstances are shaped by the distribution of money, power, and resources, at the global, national, and local levels. These are the broader social conditions and non-medical factors that influence health outcomes, such as income, education, housing, and working conditions.
Health Related Social Needs (HRSN)	Health Disparities
Are social and economic factors that can negatively impact a person's health and well-being. These include needs such as employment, affordable and stable housing, healthy food, personal safety, transportation, and affordable utilities. These are more intimate, non-medical, and immediate needs impacted by the broader conditions that can affect a person's health and well-being	These are differences in health outcomes, such as life expectancy, mortality, and prevalence of health conditions.
Health Care Disparities	Care Provider Actions
These are differences in health care, such as health insurance coverage, affordability, and quality of care.	Health equity is advanced when care providers identify health disparities and define goals to address them.
Culturally & Linguistically Appropriate Services (CLAS)	Cultural Competence
Is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity. CLAS is about respect	Is the ability to communicate and interact effectively with people from different cultures, languages, and

and responsiveness: Respect the whole individual and Respond to the individual's health needs and preferences.	backgrounds. It's also known as intercultural competence.
Health Literacy	Health Care Access
Is the degree to which individuals can find, understand, and use information and services to inform health-related decisions and actions for themselves and others.	Is the ability to obtain healthcare services such as prevention, diagnosis, treatment, and management of diseases, illness, disorders, and other health-impacting conditions. For healthcare to be accessible it must be affordable and convenient.
PHI: Protected Health Information	PII: Personally Identifiable Information
Is any information in the medical record or designated record set (date of birth, medical certificates, license information, vehicle registration details) that can be used to identify an individual and that was created, used, or disclosed while providing a health care service such as diagnosis or treatment.	Is any type of data that can be used to identify someone, from their name and address to their phone number, passport information, and Social Security numbers. This information is frequently a target for identity thieves, especially over the internet.
Equitable Engagement	Inclusive Experience
Is a process that aims to ensure that all people have an equal opportunity to participate in informed-decision-making processes that affect their health, neighborhoods, and communities. It's based on the idea that everyone's lived experience is valuable and that historically marginalized groups should be prioritized.	Is one that is designed to be accessible and welcoming to people from all backgrounds and abilities. Inclusive experiences are created by intentionally considering the needs and perspectives of a diverse group of people, and then taking steps to meet those needs.
Social Justice	Health Equality
Is the idea that everyone should have equal access to rights, opportunities, and responsibilities, regardless of physical traits, beliefs, or behaviors. It's an international issue that aims to improve the treatment and equality of people.	Is the idea that everyone should have equal access to healthcare services and opportunities. Is equal treatment and availability of health care services for all people. The goal of equality is to promote fairness.
Language Access	Limited English Proficiency (LEP)
Means that people who don't speak English very well or at all, are able to use and benefit from a wide range of services. Is important because it allows people to access services like education, legal services, and health care, which can be a matter of life or death. For example, members need to be able to communicate with their care team(s) in a language they prefer and understand to avoid confusion about their diagnosis, treatment, or prescription.	Is a term used to describe people who have a limited ability to speak, read, write, or understand English, and who do not speak English as their primary language. LEP can be due to a person's culture or place of birth.
Drivers of Health (DOH)	Health Prover vs. Care Provider
<p>Drivers of health (DOH) are the social, economic, and environmental factors that affect a person's health. DOH can also be referred to as social determinants of health (SDOH).</p> <p>DOH can include:</p> <ul style="list-style-type: none"> • Education: Access to education and educational support • Housing: Safe and affordable housing • Food: Food security and access to healthy food • Transportation: Reliable transportation • Income: Income level and financial stability 	While "health provider" and "care provider" are often used interchangeably, however, a "health provider" specifically refers to a licensed medical professional/agency/organization who delivers healthcare services like diagnosis and treatment, etc., and a "care provider" can encompass a broader range of individuals/agencies/CBOs/organizations providing assistance with personal needs, including those without formal medical training, like home care aides, peer support, CHW, who may not be licensed to provide medical care, but rather wrap-a-round supports.

<ul style="list-style-type: none"> • Healthcare: Access to quality healthcare and preventive care • Safety: Interpersonal safety and neighborhood crime levels • Social connectedness: Social attitudes and exposure to intimate partner violence • Jobs: Job opportunities and skills training 	
Some examples of health equity in action include:	
<ul style="list-style-type: none"> • Providing low-cost healthcare services to low-income neighborhoods. • Offering mobile health screenings to people without transportation. • Providing free health seminars for minority groups. 	

Universal Precautions to Achieving Health Equity: a universal precautions approach to achieving health equity is a trauma informed practice with a culturally responsive approach to providing culturally relevant care.

Universal Precautions to Achieving Health Equity
<p>Culturally Responsive Care: enables individuals and organizations to respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, disabilities, religions, genders, sexual orientations, and other dimensions of diversity in a manner that recognizes, affirms, and values their worth. Being culturally responsive requires having the ability to understand cultural differences, recognize potential biases-stigmas, and look beyond differences to work productively with children-youth, adults, families, and communities whose cultural contexts are different or vary from one's own.</p>
<p>Cultural Programming: is culturally responsive education, teaching and-or care services in which the curricula-learning environments use the members' customs, characteristics, experiences, and perspectives (or better known as cultural identities) as tools for effective learning and instruction, which increases cognitive behavioral change.</p>
<p>Cultural Humility: involves an ongoing process of self-exploration and self-critique combined with a willingness to learn from others. It means entering a relationship with another person with the intention of honoring their beliefs, customs, and values; and this involves cross-culture interpretations of health equity.</p>
<p>Inclusive Language: is a way of communicating that avoids bias and discrimination against groups of people based on race, gender, disability, or other personal attributes. It emphasizes respect and equality and ensures everyone feels valued and acknowledged.</p>
<p>Trauma Informed Care: is a way of providing welcoming and engaging services for staff and service recipients. It's based on the understanding that trauma can impact a person's physical, emotional, and mental health, and that current service systems can cause further trauma.</p>
<p>Whole Person Care: is a healthcare approach that considers the many dimensions of a person's well-being, rather than just treating specific symptoms or diseases. It's a person-centered approach that aims to improve health and well-being by coordinating health, behavioral health, and social services. Is based on the idea that health and disease are not separate, but instead occur on a continuum that can move in either direction. It focuses on restoring health, preventing disease, and promoting resilience throughout a person's life</p>
<p>ICD-10 Z-Codes: Z codes are a set of codes in the ICD-10-CM used to identify non-medical factors that may affect a member's health. They can be used to describe a range of issues, including: education and literacy, employment, housing, access to food and water, occupational exposure to toxic agents, dust, or radiation, stressful situations that may negatively impact mental health, and bed confinement status.</p>
<p>Closed-Loop Referral System (CLRS): is a process that ensures members receive the right resources at the right time to meet their needs. It's a communication model that coordinates and refers members to community resources, such as community-based organizations (CBOs), and ensures that services are provided, and follow-up (wrap-around) is completed.</p>
Some examples of universal precautions in action include:

- **Holistic approach:** acknowledges the interconnectedness of physical, mental, emotional, and social well-being.
- **Collaboration:** emphasizes collaboration between providers and members.
- **Integrative medicine:** is rooted in integrative medicine, which aims to resolve dysfunction before it becomes a disease.
- **Member-centered:** respects members' treatment, language, and cultural choices.
- **Find the common language:** offer interpreters for non-English-speaking members. Have written materials available in their language. Refer them to other resources where they can get additional assistance, such as advocacy or peer/family support services.
- **Provide services, understanding and patience for persons with disabilities or special assistance needs:** allow extra time when interacting with members, aid with filling out forms and offer a TTY line for members who are deaf or hard of hearing.
- **Connect members with resources in their community:** be aware of the organizations in your community and other resources that offer financial assistance, transportation, meals, counseling and activities that can help clear the path to good health for your members.
- **Respect differences:** to achieve health equity, all members need to feel as if they are being treated with respect and their health concerns are being met, regardless of their race, cultural background, religious beliefs, gender diversity, income, or education level.

References:

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Think Cultural Health. <https://thinkculturalhealth.hhs.gov/clas>

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