



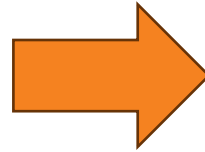
Health Equity

Member Advisory Committee
June 26

Health Disparities to Health Equity

HEALTH DISPARITIES

Health disparities are preventable differences in health from one person to another due to social determinants of health. (These are conditions in the environments where people are born, live, learn, work, play, worship, and age.)



HEALTH EQUITY

Health equity is the idea that everyone should have a fair and just opportunity to achieve their best possible health, regardless of factors like:

- Race
- Ethnicity
- Disability
- Gender identity
- Socioeconomic status
- Geography

Effects of Health Equity

- Health equity affects:
 - Length of life
 - Quality of life
 - Rates of disease, disability, and death
 - Severity of disease
 - Access to treatment
- Health inequities often affect racial and ethnic minority groups.

Sunflower Health Plan Earns NCQA Health Equity Accreditation



- Earned accreditation in 2023.
- NCQA Health Equity accreditation gives healthcare organizations an actionable framework for improving health equity.

“Sunflower Health Plan is proud to be recognized by NCQA with this prestigious accreditation. We are not only meeting the needs of our diverse population but affirming our commitment to serve all members with equitable and effective care. Earning this accreditation is emblematic of our team’s ongoing dedication to removing barriers, so we can contribute to making healthcare equitable for all in the state.”

*Michael Stephens
Sunflower Health Plan President and CEO*



CLAS Annual Evaluation

- “CLAS” means “Culturally and Linguistically Appropriate Services in Healthcare.”
- Sunflower provides services that are easy to access for all members. This includes for members who:
 - Speak languages other than English.
 - Have different cultural and ethnic backgrounds.
 - Have different health beliefs.
 - Have disabilities.
- Activities in our annual evaluation reflect our commitment to provide services sensitive to the cultures of our members.
- **The Member Advisory Committee helps to identify cultural competency and/or language service-related issues, provides feedback on service needs of the community, and promotes health equity services to community members.**



Languages Spoken in Kansas

The top 5 (non-English) languages spoken in Kansas are Spanish, Vietnamese, Chinese, German and Korean.

Rank	Language	Estimate
1	Spanish	83,374
2	Vietnamese	7,435
3	Chinese	5,876
4	German	2,202
5	Korean	2,022

Languages Spoken by Our Members

- For both 2022 and 2023, we recorded many “unknown” languages. ***We need YOUR help! When you call Customer Service, let them know your primary language.***

Language	2022 Members	2023 Members
English	158,626	133,664
Spanish	6,894	5,762
Unknown	2,970	2,410
Arabic	159	137
Vietnamese	122	103
Chinese	94	84
Somali	50	36
Russian	46	94
French	39	41
Lao	33	--

Member Reported Race and Ethnicity

- Update your information by calling Customer Service.
- Knowing more about our members helps us build better programs and services to meet your needs. The information also helps us make sure we don't discriminate based on race or national origin when addressing disparities in healthcare.
- ***We need YOUR help! When you call Customer Service let them know your race & ethnicity!***

2023 Membership Stats

Race		
1 - American Indian and Alaska Native alone, not Hispanic or Latino	6,742	1.8%
2 - Asian alone, not Hispanic or Latino	8,845	2.3%
3 - Black or African American alone, not Hispanic or Latino	31,802	8.4%
4 - Native Hawaiian or Other Pacific Islander alone, not Hispanic or Latino	355	0.1%
5 - White alone, not Hispanic or Latino	172,550	45.4%
6 - Unknown/Not reported	159,885	42.1%
Ethnicity		
1 - Hispanic or Latino	4,386	1.2%
2 - Non-Hispanic or Latino	58,455	15.4%
3 - Unknown/Not reported	317,338	83.5%

Sunflower Health Plan Language Services

- We offer free interpreter services, including sign language. Call Customer Service for telephone and face-to-face interpreter services. **1-877-644-4623 (TTY: 711)**.
- Members should call at least two business days before a doctor visit to request a face-to-face interpreter.
- We also have qualified sign language interpreters. For sign language services, call Customer Service. **1-877-644-4623 (TTY: 711)**.
- People with hearing or speech disabilities can dial 711 for TTY service.
- Member materials are available in English and Spanish. Request these in other languages through Customer Service.
- Member materials can be found on www.sunflowerhealthplan.com. For a paper copy of anything on our website, call Customer Service at **1-877-644-4623 (TTY: 711)**.

Questions for You: Language Services

- Did you know Sunflower Health Plan offers free language interpreter services?
- Have you or someone you know used our language interpreter services? How did it go?
- Have you received information from Sunflower Health Plan in the mail? Was the information in your language? Did you understand the information?

Our Network of Doctors and Providers

We collect information on the languages spoken by doctors. See these in the Provider Directory on our website, www.sunflowerhealthplan.com/find-a-doctor.html.

	Members	Primary Care	Specialist	Behavioral
Spanish	11,115	484	485	134
Arabic	221	113	97	12
Vietnamese	184	45	50	2
Chinese	104	29	39	1
Russian	74	9	16	2
Somali	63	7	5	0
Lao	45	0	0	0
French	37	86	83	10
Korean	37	6	9	4
Croatian	35	2	3	2
Hindi	32	112	112	17
Urdu	27	23	19	13
Portuguese	24	7	10	2
Persian	15	10	7	0

Helping Doctors Support Members

- We support our doctors. We offer free language services for our doctors to help them communicate with members. This includes telephone, sign language and face-to-face language services.
- Sunflower Health Plan reminds providers each year of their responsibility to take cultural competency training. The training gives doctors helpful tips to recognize and address the unique cultures and languages of our members.
- Doctors and providers can also take trainings elsewhere to help them meet your needs.
- We can help match you with a doctor who is like you.



Questions For You: Your Diverse Community

- Do you think Sunflower Health Plan understands what you and your community need to be healthy?
- What would you like Sunflower Health Plan to know about you, your family and your community?
- What would you like your doctors to know about you, your family and your community?
- What community groups, community centers, churches, schools or other organizations would you like Sunflower Health Plan to work with?



Our 2024 Health Equity Goals

2024 Health Equity Goals

Our Readiness. Build a diverse and inclusive staff.

- **Goal** - Conduct a staff survey. Review feedback on satisfaction with the Sunflower's promotion of diversity, equity, inclusion and cultural humility.
- **Goal** - 95% of health plan staff will complete Cultural Humility and Health Equity Training.

Race/Ethnicity, Language, Gender Identity and Sexual Orientation Data.

Collect members' race, ethnicity, language, gender identity and sexual orientation data.

- **Goal** - Analyze the top non-English languages spoken in the community to identify trends.

2024 Health Equity Goals

Access and Availability of Language Services. Provide materials and services in the language of members.

- **Goal** - Report and disclose language-needs findings to members and providers to improve language services.
- **Goal** - Assess member data for race, ethnicity and language from public data sources.
- **Goal** - Explore training staff on how to request interpretation services for members.

2024 Health Equity Goals

Practitioner Network Cultural Responsiveness. Have a practitioner network that can serve diverse people and is responsive to their needs and preferences.

- **Goal** - Assess non-English languages spoken by practitioners to compare with member needs.
- **Goal** - Assess whether language services available through the practitioner office meet our membership's reported language.
- **Goal** - Increase provider participation in Cultural Sensitivity/Humility training.
- **Goal** - Reduce “unknown” category of member race, ethnicity and language.

2024 Health Equity Goals

Programs that Match Member Culture and Language. Improve our services to meet the needs of multicultural groups.

- **Goal** - Distribute culturally and linguistically proper resources in areas that have an unequal burden.

Reducing Healthcare Disparities. Use race/ethnicity, language, gender identity and/or sexual orientation data to gauge disparities. Focus on improvement of culturally and linguistically appropriate services.

- **Goal** - Identify and reach underserved people with gaps in care to reduce illness and death from preventable diseases.

Importance of Getting to Know our Members

Getting to know our members helps us provide better care and programs.

- More staff that better represent our members and their languages.
- Sunflower staff gender and race stats:
 - 85.96% (343) are female.
 - 12.78% (51) are male.
 - 16.04% are People of Color (POC).
 - 82.71% are White.
- Doctors that know our members and their culture.
- A health plan that better understands our community.
- Services that help members get healthier and stay healthier.



Questions for You: Our Goals

- Do our goals seem like they will help you and your community?
- Do you think our goals show we understand you and your community? If not, what could we do differently?
- If you were making a health equity goal for us this year, what might it be?
- Is there anything we didn't talk about today that you would like us to know about your experience with our language services or cultural awareness?



Thank You
for Your Time!
