

REDUCING DISPARITIES IN CARE

In recent years, the overall health within the United States has improved. However, racial and ethnic minorities continue to experience lower quality of care. These patients are less likely to seek routine medical care and face high rates of morbidity and mortalities than non-minorities.

As a primary care provider, you play an important role in providing equitable care to your patients. McLaren Health Plan (MHP) wants to assist you with these efforts. It's important to understand the diversity of your patients and their needs. MHP's goal is to not have any disparities between any given race or ethnicity.

IDEAS FOR IMPROVEMENT:

- Provide easy-to-understand materials in a variety of languages to fit the demands of your patients
- Use interpreter services when needed with a patient with limited English proficiency
- Ask your patients to repeat the information you provided to ensure they understand
- Include your patients in decision making processes when appropriate
- Assist patients with filling out applications, forms, etc. when they are unable to
- Use your monthly HEDIS® report which includes your disparity rates by race and ethnicity for each applicable HEDIS measure

MHP Medicaid quality measures with a 5% disparity or greater:

Quality Measure
Adult Access to Preventive/Ambulatory Health Services (20 - 44 years)
Breast Cancer Screening
Children's Access to Primary Care Health Services (25 months - 6 years)
Comprehensive Diabetes Care - HbA1c Testing
Chlamydia Screening - Total
Childhood Immunization Status - Combo 3
Lead Screening in Children
Prenatal Postpartum Care - Postpartum Care
Well Child 3 - 6 years

If you have questions, would like to see your disparity report or would like more information, please email us at MHPOutreach@mclaren.org.

Remember to talk to your patients about tobacco cessation. MHP has a free tobacco cessation program for MHP Community and Medicaid members. Call 800-784-8669 for more information.

Thank you for the quality care you deliver!

PCP Feedback (Please print)	Comments, requests, questions, etc.: FAX to 810-600-7985
PCP Name/Office Name _____	
Name _____	Phone _____
Email _____	

HEDIS® is a registered trademark of the National Committee for Quality Assurance.

tel 888-327-0671 • fax 833-540-8648

McLarenHealthPlan.org