



**CenCal**HEALTH®  
Local. Quality. Healthcare.



# CAHP: *Role of Health Equity Officers Panel*

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***“What can we accomplish together?”***

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# OUR MEMBERSHIP

235,786+ Medi-Cal members

1 in 4

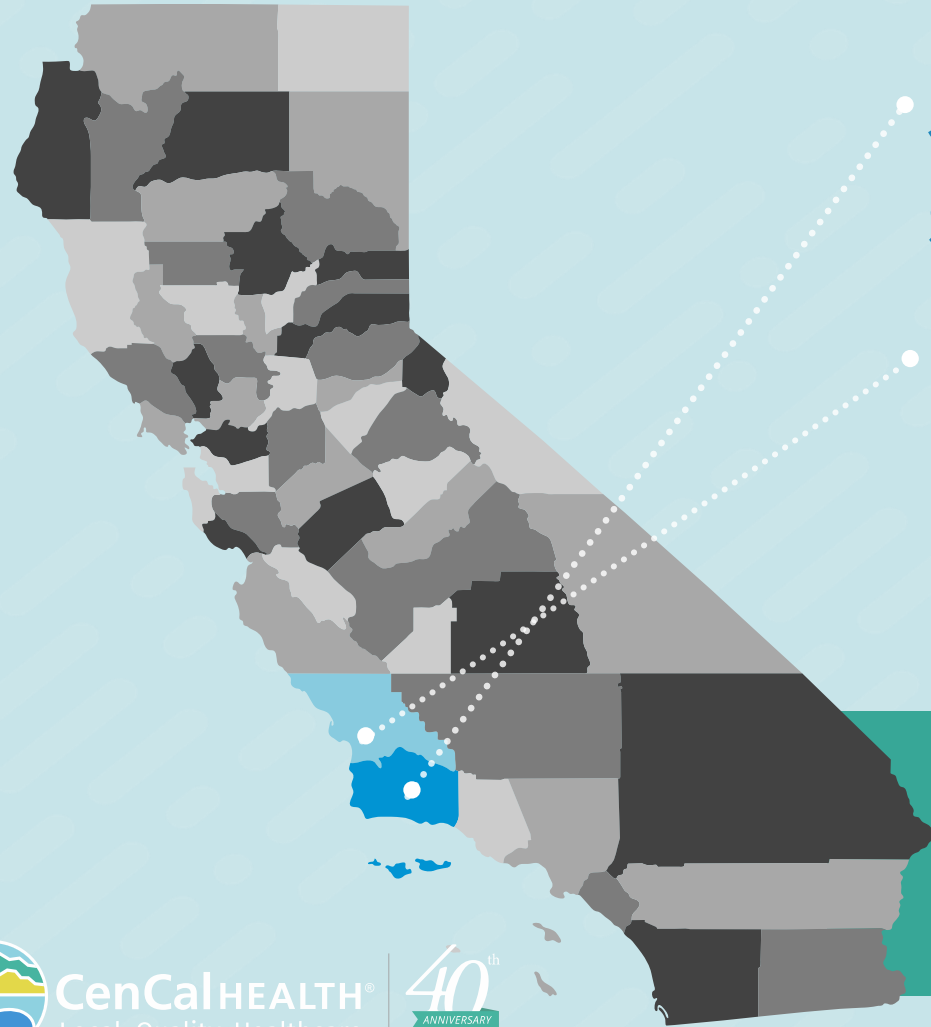
residents of  
Santa Barbara  
County

1 in 5

residents of  
San Luis Obispo  
County



# WHO WE ARE



Serving Santa Barbara County  
**since 1983.**

Serving San Luis Obispo County  
**since 2008.**



Headquartered in Santa Barbara  
with San Luis Obispo & Goleta offices.

# OUR GOVERNANCE



**Overseen by**  
a 13-member Board of Directors

## Comprised of:

- members of the respective county board of supervisors
- local government representatives
- physicians
- hospital representatives
- member representatives
- other health care provider representatives
- business representatives

## Guided by multiple advisory Committees including:

- community/member
- provider
- quality improvement
- and others

## Our Mission:

To improve the health and well-being of the communities we serve by providing access to high quality health services, along with education and outreach, for our membership.

## Our Vision:

To be a trusted leader in advancing health equity so that our communities thrive and achieve optimal health together.



# Strategic Plan Framework

2023 – 2025

## Objectives

## Priorities

## Vision

Facilitate community collaboration to strengthen the health system

Engage locally on health equity

Exceed quality standards and expectations

Reduce health disparities in our populations

Prepare to serve new members

Develop new Medi-Cal programs and benefits

Advance organizational readiness to support strategy

Foster employee growth and inclusion towards a diverse culture

Leverage and adapt technology and analytics to enable transformation

Ensure financial performance to support sustainability

Cultivate  
Community  
Partnerships

Advance  
Quality  
and Health  
Equity for All

Expand our  
Service Role  
and Reach

Organize for  
Impact and  
Effectiveness

To be a trusted leader in  
advancing health equity  
so that our communities  
thrive and achieve  
optimal health together

# Role of CHEO at CenCal Health

1

Support achievement of Strategic Priorities & Objectives to advance health equity.

2

Collaborate with CMO and Quality Officer to meet 2024 contract requirements.

3

Cultivate community partnerships to advance health equity initiatives.

# Role of CHEO

- Organizational influence as member of Executive Leadership Team, reporting to CEO
- Oversight of Provider Services, Claims, Member Services, Communications & Community Relations, and Program Development Departments
- Partnership with CMO on QIHETP & NCQA HE efforts
- Executive Sponsor of health equity initiatives internally & externally
  - ACAP Health Equity Cohort
  - Health Equity Roadmap
  - 2024 DHCS Contract
  - Community Conversations





# Reflections from LHPC-CHEOs

## Diversity in organizational structure and resources dedicated to health equity

CHEO is an emerging role and function for MCPs, thus there is opportunity and necessity to collaborate with health care and public health systems, who may be further ahead on the health equity journey.



# Reflections from LHPC-CHEOs

Practice patience and seek peer support, as most CHEOs do not have a lot of direct reports and need time to demonstrate credibility and success.

Collaborate with DHCS and other MCPs to ensure connection between health equity and QI, CalAIM, provider network, and other efforts.

Collaborate locally to define goal and metrics and track health equity work by counties





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