



Executive Summary

BFHC Health Quality and Equity Strategic Plan

About BFHC

BFHC is a MassHealth Accountable Care Organization (ACO) Partnership Plan. It's made up of Berkshire Health Systems (BHS), Community Health Programs, several Berkshire County community physician practices and Fallon Health. Fallon Health is a leading health care services company that has been caring for MassHealth members for over 40 years. BFHC's mission is to *make our communities healthy*.

Commitment to Equity

Berkshire Fallon Health Collaborative (BFHC) recognizes the importance of addressing health equity within our organization, our membership, and our community in a way that is both intentional and impactful. Our commitment to diversity, equity, and inclusion (DEI) guides all aspects of our work.

Our Approach

As an ACO with multiple contributing organizations, we're committed to advancing health equity in and out of the walls of our respective facilities. To do this, we define DEI and health equity not as standalone initiatives, but as the lens that we can and must apply to everything we do.

Overall wellness is the result of healthy families, healthy environments, and healthy communities, not just excellent medical care. Therefore, we support our patients beyond the hospital, clinic, or medical office in the following ways:

- We recognize that each of our patients has unique needs and challenges.
- We strive to make each member experience one that's welcoming, personalized, and convenient; and
- We make connections and promote community services that give members the tools to live healthier lives.

Key Priorities

Our plan reflects opportunities for growth and eagerness to continue expanding our understanding of our stakeholders. It also demonstrates our commitment to those we serve and how we adapt our strategies to ensure that our work has long-lasting, positive impacts within our workforce, members, and communities.

BFHC identified and continues to refine our long-term goals related to health quality and equity. Key priorities include:

1. **Strengthening member social risk factor data collection.**

Improving health outcomes depends on having access to information and data that allow BFHC the opportunity to identify specific health needs and populations that require the most attention. BFHC continues to prioritize improving collection, storage, and use of individual-level demographic and social drivers of health (SDOH) data through the *We Ask Because We Care* campaign.



2. **Using data to identify inequities and demonstrate positive changes in health outcomes for populations within the ACO.**

Through ongoing data collection efforts, BFHC intends to maintain robust structures that identify and understand inequities and support the implementation of evidence-based interventions to improve the health of our members.

3. **Supporting system-wide change through workforce engagement, training and education.**

To promote a culture of diversity and inclusion across all levels of the organization, BFHC prioritizes respect, fairness, cultural competence, and advocacy through trainings for all staff on topics related to health equity, implicit bias, anti-racism, and disability competent care. These trainings empower our workforce to meet the unique needs of those we serve and enables us to recognize staff for their positive and effective contributions.

Engaging our Community and Members

Our plan incorporates ideas from internal and external sources that align with the mission of each partnering organization within the Collaborative. Member participation in the health equity efforts is valuable in the development and ongoing monitoring of the strategic plan. Several opportunities have been identified at both Fallon Health and BFHC that provide members, patients, and communities opportunities to share their experiences.

Conclusion

BFHC acknowledges that health inequities are caused by multiple and complex factors, and the resources to solve these problems are limited without the ability to mobilize and pool diverse resources and approaches. Strong, collaborative partnerships will ensure that BFHC advances strategies that proactively sustain, enhance, and improve the health of the community and shared membership.