

Connecticut State Innovation Model (SIM) Project
Healthcare Innovation Steering Committee & Workgroups
Office of the Healthcare Advocate, Hartford CT

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My name is Supriyo B. Chatterjee and I reside in West Hartford Connecticut. I would like to submit my comments for your consideration. The Connecticut State Health Innovation Plan has stated the will to eliminate health disparities. This is reflected well in the 'Area of Emphasis' Survey that was released in February by the SIM PTF group. It showed the high importance of providers being knowledgeable about culturally appropriate services and health disparities within the patient population they serve. To attain objectives, SIM programs such as Team-based Care plans to apply the 'Culturally and Linguistically Appropriate Services' (CLAS) Standards. While CLAS has its merits, adding more enhanced standards & frameworks such as the NCQA Multicultural Health Care Distinction Program (MHC) and the NQF's Healthcare Disparities and Cultural Competency Project (HDCC) would be harmonious with SIM's goals.

The "Gold Standard" NCQA MHC Program is comprehensive and shows how to address and even exceed, the CLAS standards. Providers who attain the MHC Distinction perform with distinction. Comparable is the NQF's HDCC Project measurements which includes the AMA's C-CAT Communication Toolkit and the AHRQ's CAHPS Cultural Competence Set. The NQF has also commenced upon addressing the difficult question of should provider performance measures be risk-adjusted for socio-demographic factors?

While all three – CLAS, NCQA and NQF have converging goals but having a provider select one from the portfolio would raise the bar in competency in eliminating health disparities.

Thank you.

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