We looked inwards to find disparities in our care management program. Here is some of what we found:

**14,000**
Adult Patients

**1,500**
Pediatric Patients

**258**
Staff across a widespread complex system

**Hispanic and Asian patients had significantly lower odds of being validated into iCMP compared to White patients.**

Female patients have 1.18x the odds of being successfully engaged in iCMP compared to male patients.

Patients who speak a language other than English or Spanish had 13% fewer encounters per month compared to English speaking patients.

On average, Medicaid patients were less likely to have a care plan completed compared to Medicare patients.

**Agents of Change**

Our actions steps following the project.

- **Publication**
- **Re-evaluation**
- **Patient Focus Group**
- **Diverse Staff Recruiting**
- **Increased Language Accessibility**
- **Education and Training**

The Integrated Care Management Program (iCMP) at Mass General Brigham cares for chronically ill patients with multiple medical conditions. We provide the specialized care and services patients need to stay healthy and avoid hospitalizations.