**HEALTH NET DISPARITY PROJECT**

Problem: Black pediatric members are less likely to access non-emergency provider visits compared to other racial and ethnic groups.

Members without Office Visit (MWOV) Rate by Race/Ethnicity and age category (2019)

- **AI/AN**
- **API**
- **Black**
- **Hispanic**
- **White**

More Black children and adolescents of every age went without a visit.

**METHODOLOGY**

**PREDICTIVE MODELING**

A statistical model will predict members unlikely to visit a provider’s office in the coming year. Members Without Office Visit (MWOV) will be sampled for participation in a focus group.

**PLAN**

**IDENTIFY & DISCOVER**

Conduct in-depth analysis to discover barriers that prevent black pediatric members from achieving health status levels comparable to other ethnic groups. This information will be used to develop an intervention that will address this disparity.

**DO**

**DEVELOPMENT & OUTREACH**

Develop and implement a tailored outreach program using focus group outcomes to engage target members and increase PCP utilization.

**ACT**

**REFINE & READJUST**

Refine program based on lessons learned and/or expand if successful.

**STUDY**

**ANALYZE & EVALUATE**

Evaluate effectiveness of pilot program to increase volume of office visits among children and adolescents, reduction in the racial/ethnic disparities in office visit utilization, and a subsequent increase in compliance rates for the applicable HEDIS well-child measures.

**FOCUS GROUPS**

Members without office visit (MWOV) Rate by Race/Ethnicity and age category (2019)

- **≤2**
- **3-11**
- **12-17**
- **18-21**

**OUTCOMES**

Measurable outcomes include an overall increase in volume of office visits among children and adolescents, a reduction in the racial/ethnic disparities in office visit utilization, and a subsequent increase in compliance rates for the applicable HEDIS well-child measures.

Methodology

VISIT

OUTCOMES

Measurable outcomes include an overall increase in volume of office visits among children and adolescents, a reduction in the racial/ethnic disparities in office visit utilization, and a subsequent increase in compliance rates for the applicable HEDIS well-child measures.

- **VISIT**
- **NO VISIT**