

Reducing Racial and Ethnic Disparities: Quality Improvement in Medicaid Managed Care Toolkit

Organization: Center for Health Care Strategies (CHCS)

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This toolkit details the experiences of a collaborative workgroup of Medicaid managed care organizations (MCOs), Improving Health Care Quality for Racially and Ethnically Diverse Populations directed by CHCS and funded by the Robert Wood Johnson Foundation (RWJF) and The Commonwealth Fund. The workgroup implemented innovative strategies to identify and address disparities in three areas: birth outcomes and immunizations, asthma care, and diabetes care. The toolkit provides an overview of the kinds of problems workgroup members identified, their strategies for addressing barriers to care specific to racial and ethnic minorities, and the results of their efforts. The key lessons identified provide workable and implementable strategies that other managed care organizations can implement.

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