



Advancing health equity

Taking action to improve health outcomes through our values of compassion, dignity, justice, excellence, and integrity.





Advancing health equity for all



Our vision, Health for a Better World, is driven by a belief that health is a human right. Every person deserves the chance to live their healthiest life.

At Providence, we recognize that long-standing inequities and systemic injustices exist in the world. This has led to health disparities among communities that have been marginalized because of their race, ethnicity, gender, sexual orientation, age, ability, religion or socioeconomic status.

Each year, we serve more than 6 million people from every walk of life. We value each member of our diverse communities for their identities, journeys and experiences. And we commit to doing the personal and institutional work needed to live the values of Providence, which call us to welcome all and serve one another with respect and dignity.

Our commitment to advancing health equity has three main components – **our members, our communities, and our caregivers**. We are building on existing work throughout the organization and implementing new business practices with positive results along the way.



Expanding access and tailoring support for our members

We're committed to raising awareness and taking action to reduce and eliminate health inequities and disparities across the members, providers, caregivers and communities we serve. At Providence, we:

- + Accommodate financial challenges faced by low-income workers by providing access to resources such as medical and pharmacy cost calculators, telehealth services, and discount programs.
- + Provide access to the care needed to help members live their healthiest lives through programs such as health coaching, diabetes prevention, care management, and behavioral health.
- + Offer plans to fit members diverse needs. Services are also available to educate members of plan offerings, so they can make informed decisions.
- + Offer a provider directory with search capabilities that provide transparency of relevant personal characteristics and attributes as well as filters for cultural sensitivity and competency.
- + Provide support navigating the health care system so members can get the right care at the right time at the right place.
- + Educate members on the benefits and perks through print and digital media throughout the year, including a member website, secure member portal, resource guide, webinars, podcasts, preventive care reminders, and wellness newsletters.
- + Break down barriers to access by providing affordable, high-quality virtual care options through services such as ExpressCare Virtual and Behavioral Health Concierge. Members also have convenient access to medication at more than 36,000 preferred retail, mail order and specialty pharmacies.
- + Provide employer reporting to help our partners understand their population's health status and utilization of medical care.



Improving the health of the communities we serve



We have a long history of partnering with local organizations to improve everything from food insecurity, affordable housing and neighborhood safety to access to health care, education and financial wellness.

Since announcing our \$50 million commitment to address racial disparities in health care in 2020, we have collaborated with more than 500 partner organizations to touch the lives of more than 457,000 individuals. We're focused on addressing access to care, improving behavioral health, reducing and caring for chronic conditions and health-related social determinants to help people gain stable housing, nutritious food, living-wage jobs and dependable transportation. Some of our key initiatives in Oregon and Southwest Washington include:

- + Resources and staffing support for Federally Qualified Health Center partners.
- + Doula program, prioritizing Black, Indigenous and People of Color (BIPOC) populations.
- + Mobile COVID-19 vaccine clinics, prioritizing Black and Latinx populations.
- + Community health worker program focused on hypertension and diabetes, prioritizing the Black population.

We're committed to amplifying the voices of all people and advocating to reform the drivers of health, social and economic disparities. We prioritize opportunities to collaborate with lawmakers and communities to address social justice and equity issues. During Oregon's 81st legislative session, we advocated for more equitable policies and systems, which led to the passing of key bills such as:

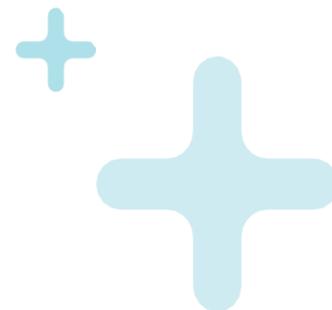
- + Race, ethnicity, language and disability (REALD) and sexual orientation and gender identify (SOGI): The bill requires community care organizations, health care providers, and health insurers to collect from patient, client or member data on race, ethnicity, preferred spoken and written languages, disability status, sexual orientation and gender identity.
- + Racism and public health: Resolution declares racism to be a public health crisis in Oregon.
- + Juneteenth: Establishes Juneteenth as legal state holiday.
- + Clean energy: Requires retail electricity providers to rely on non-emitting electricity in accordance with clean energy targets and to eliminate greenhouse gas emissions associated with serving Oregon retail electricity consumers by 2040.

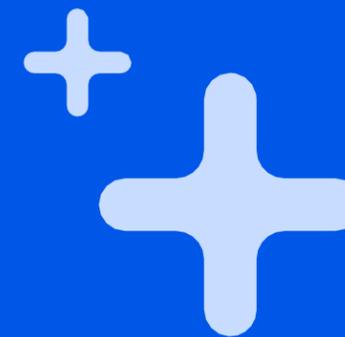


Promoting diversity, equity and inclusion in our workforce

Diversity, equity and inclusion principles are imbedded into our mission and strategic plan, and these values are no different for our Providence caregivers. We're focused on growing a diverse workforce that reflects the communities we serve. From our hiring practices to creating work environments where caregivers can live their healthiest lives, we're constantly working at fostering safety and well-being, as well as a sense of inclusion and equity for our workforce. Here's a snapshot of some of the ways we support our caregivers:

- + Named a chief diversity, equity, and inclusion officer and created a team of caregivers dedicated to support our health equity initiatives
- + Monthly webinars to build a baseline level of health equity understanding across the organization
- + Diversity, equity and inclusion educational modules through our learning platform
- + Implicit bias training for leaders and caregivers
- + Tuition discounts and reimbursement
- + Retirement contribution
- + Caregiver resource groups
- + Commuter programs
- + Helping hand fund
- + Back-up child care
- + Discount programs
- + Caregiver assistance program
- + Behavioral health concierge
- + Above market contribution for health insurance
- + ChooseWell incentive program
- + Locker rooms and showers
- + Cafes with healthy food options and break rooms with kitchen appliances
- + Flu shot and COVID-19 vaccination events
- + Smoke-free campus
- + Inclusive restrooms





When you're healthy, you can feel inspired to do great things for your community and the world at large. We believe healthcare is a human right — everyone has a right to quality healthcare. We're dedicated to the health and care of every member of our community, no matter where they live or who they work for.

Because everyone's well-being matters.

Want support for your employee well-being program? Contact your Health Management Consultant, or email our team at workplacewellness@providence.com

ProvidenceHealthPlan.com

