Conduent Overview

Health Equity and Disease Tracking Solutions

Agenda

- Introductions
- Overview of Conduent
- How Conduent supports Health Equity
- Next Steps

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Conduent's Breadth of Experience

51 Years Government Healthcare Experience Nationwide

- **19** Public Health/Disease Surveillance
- **15** Community Health Improvement/Health Equity
- **22** Long-Term Care (LTC) and Home and Community Based Services (HCBS)
- **30** Pharmacy Benefits Management
- **27** Care Management/ Case Coordination Disease Management
- **51** Medicaid Management Information Systems (MMIS)
- **41** Medicaid Eligibility Systems
- **39/38** Healthcare Enrollment Broker (Medicare/Medicaid)
- **23** Health Analytics and Reporting
- **23** Data Warehouse (DW) and Decision Support Services (DSS) Technology
- **38** Fraud, Abuse, Audit and Compliance
- **26** Primary Care Case Management (PCCM)
- **51** Health Information Technology (HIT)
- **9** Health Insurance Exchanges (HIX)
- **40** Claims Processing
- **16** Payment Method Development (PMD)
- **40** Fiscal Agent Services (FAS)
- **40** Contact Center Services
- **17** Health Information Exchange (HIE)/ Electronic Health Records (HER)

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Conduent in Virginia

Health Equity and Disease Tracking Solutions

Maven

Public Health/Disease surveillance, tracking, and reporting

- Statewide infectious disease surveillance

HCI Platform

online hub for community health improvement and collaboration

- Arlington County
- Fairfax County
- Loudoun County
- Fredericksburg area health system
- Greater Hampton Roads

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Anticipated Outcomes

Clear and actionable **insights** to advance health equity

Deepened community **partnerships** to sustain action

Improved community health **outcomes**

Multi-sector strategy **alignment**

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Our Approach to Health Equity

Examine disparities: break out data by gender, race/ ethnicity, neighborhood

Analyze social determinants of health and the root causes of health inequities

Foster community engagement and multi-sector collaboration

Integrate health, social, and economic data for a comprehensive understanding of barriers and needs

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HCI Platform

- 200+ health, social, and economic indicators
- Dashboards for quick comparisons
- Interactive downloadable charts, maps, storytelling tools
- Ability to add local data and resources

Health and Quality of Life Data

Health Behaviors, Outcomes, and Access

- Chronic Diseases
- Cancer
- Maternal and Infant Health
- Mental Health and Substance Abuse
- Health Behaviors
- Health Insurance and Access

Social Determinants of Health

- Education
- Economy
- Housing
- Transportation
- Income
- Public Safety
- Environment

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HCI National Data Sources

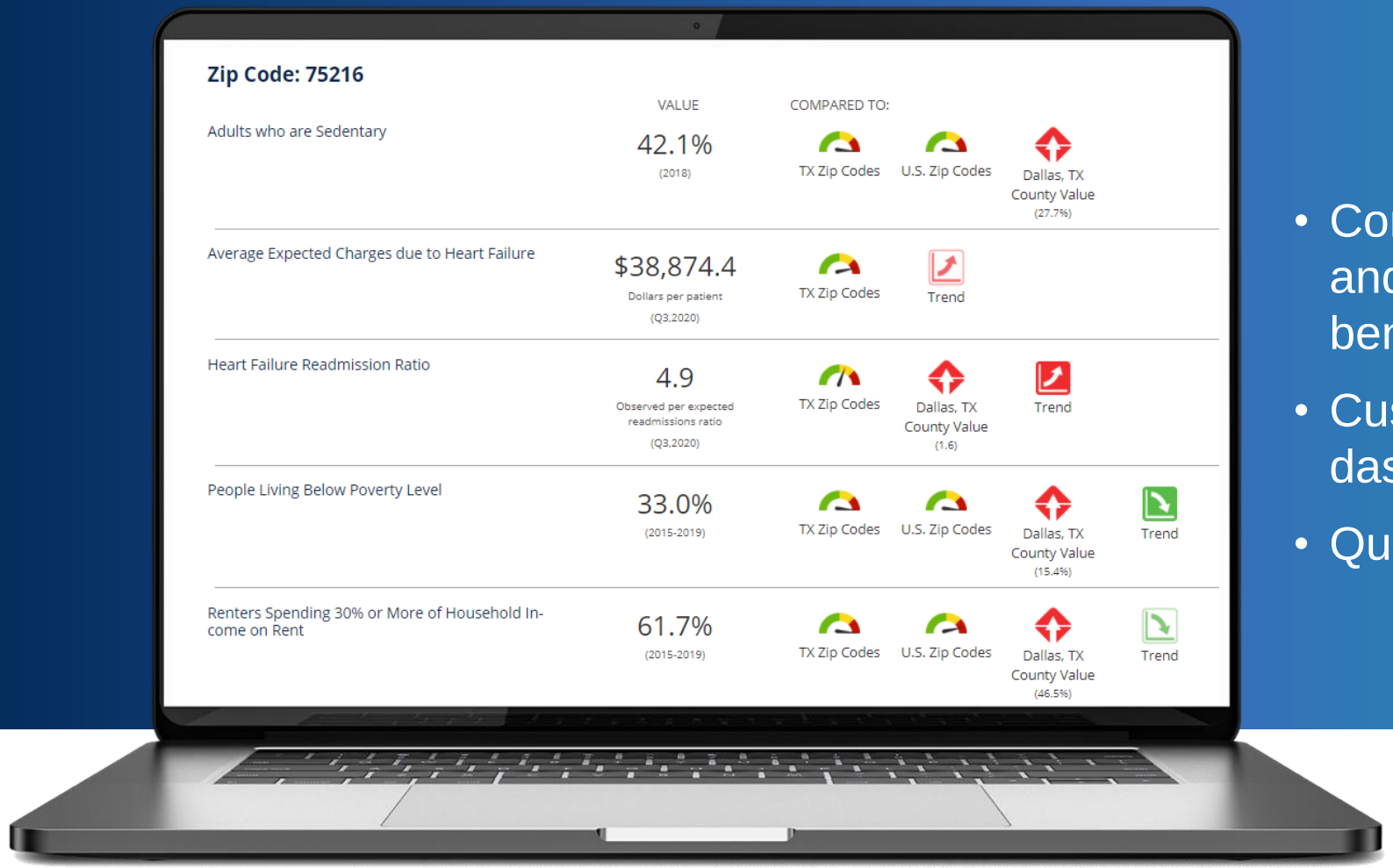
200+ core indicators and 250 demographic data elements

- American Community Survey
- Annie E. Casey Foundation
- Brookings Institute
- Centers for Medicare & Medicaid Services
- County Health Rankings
- Centers for Disease Control and Prevention
- Claritas Consumer Buying Power
- Feeding America
- National Cancer Institute
- National Center for Education Statistics
- National Environmental Public Health Tracking Network
- The Dartmouth Atlas of Health Care
- U.S. Bureau of Labor Statistics
- U.S. Census - County Business Patterns
- U.S. Census - Small Area Health Insurance Estimates
- U.S. Chamber of Commerce Institute of Legal Reform
- U.S. Department of Agriculture - Food Environment Atlas
- U.S. Environmental Protection Agency
- U.S. Small-Area Life Expectancy Estimates Project (USALEEP)
- United Way ALICE Project

HCI Data Sources for Virginia

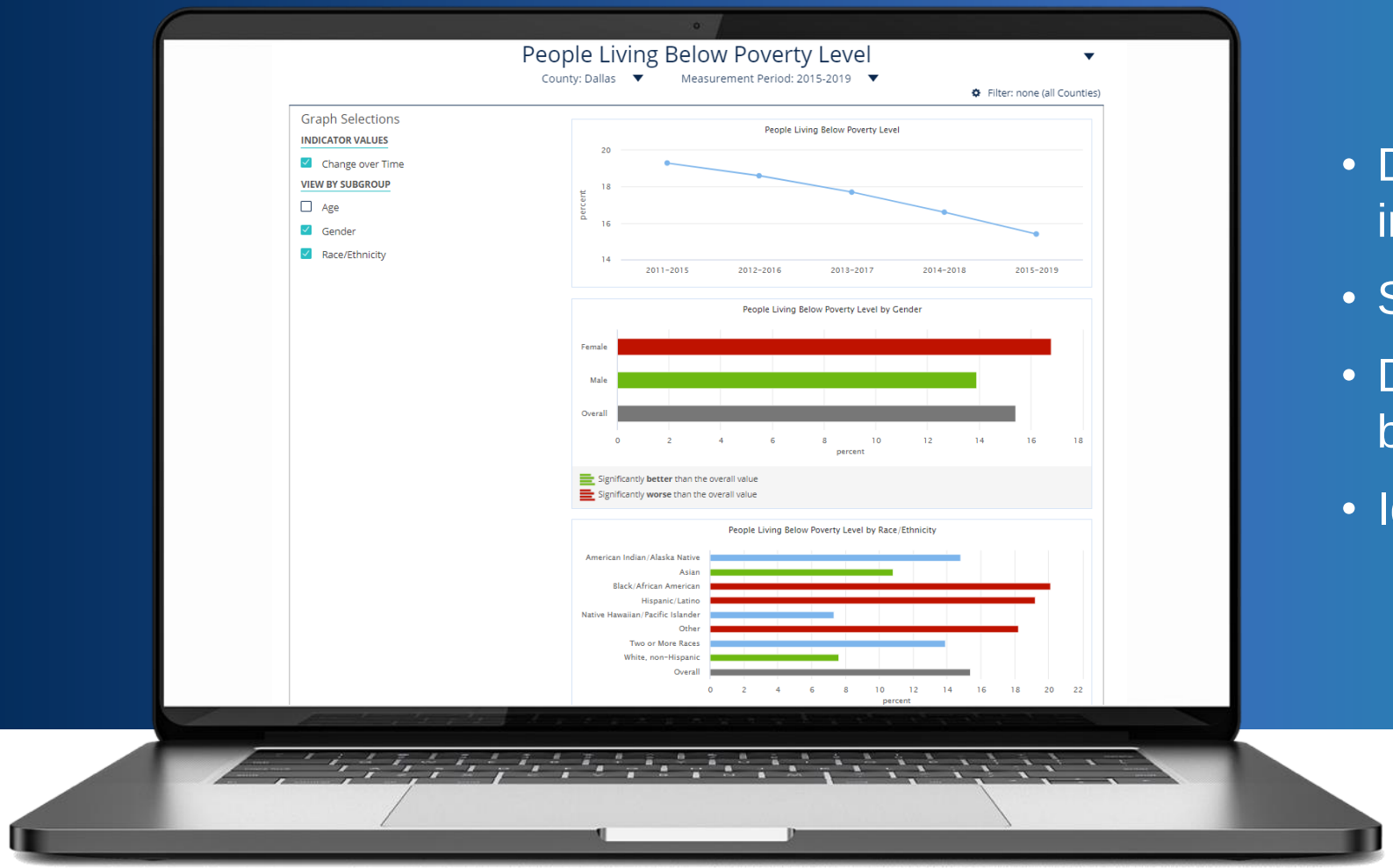
- Virginia Atlas of Community Health
- Virginia Behavioral Risk Factor Surveillance System
- Virginia Department of Education
- Virginia Department of Health
- Virginia Health Information (VHI)
- Virginia Labor Market Information
- Virginia State Board of Elections
- Virginia Youth Survey

Dashboards for Quick Comparisons and Insights



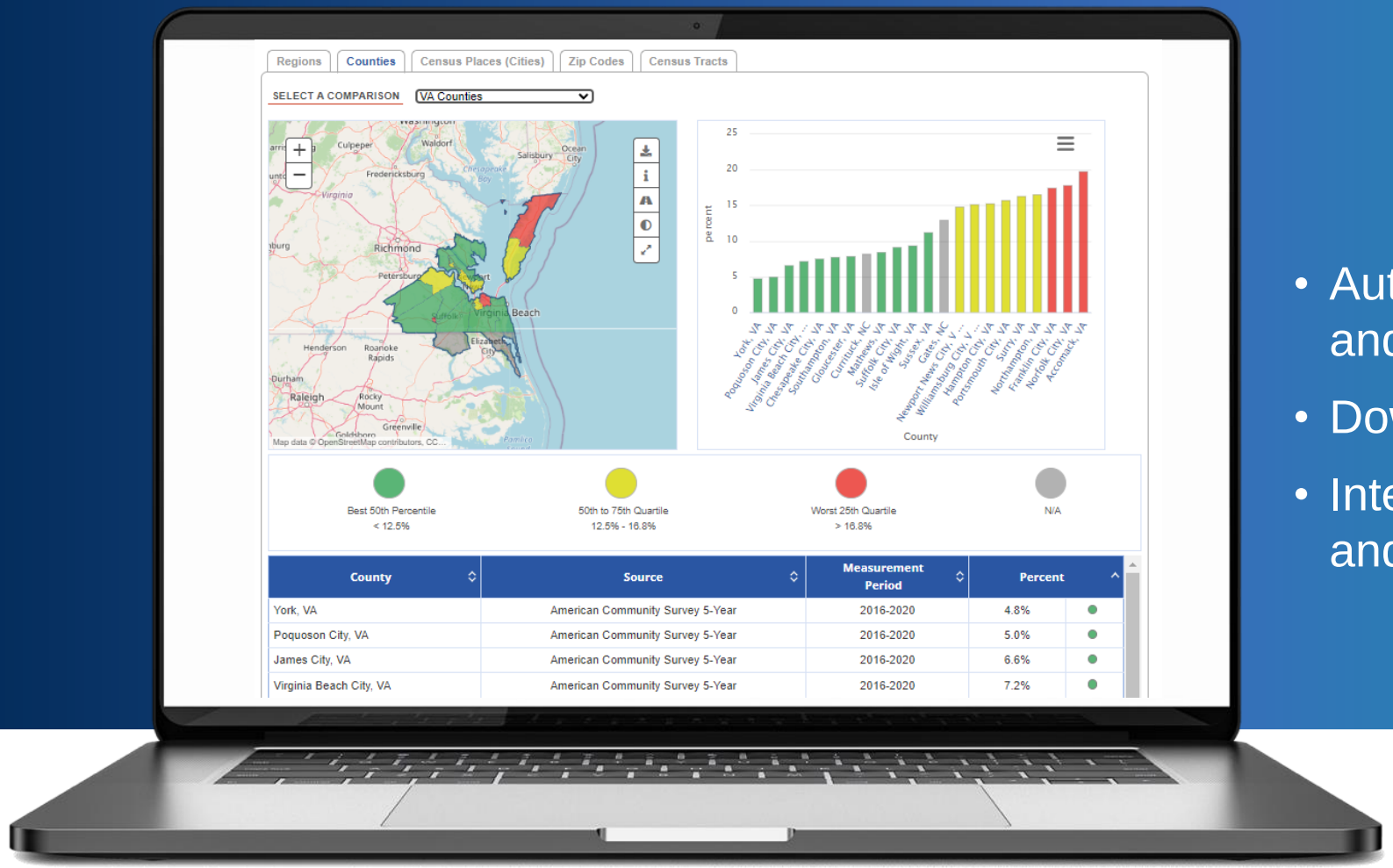
- Compare local values to targets and state and national benchmarks
- Customizable and curated dashboards
- Quick insights and visualizations

Indicator Pages for Deeper Insights



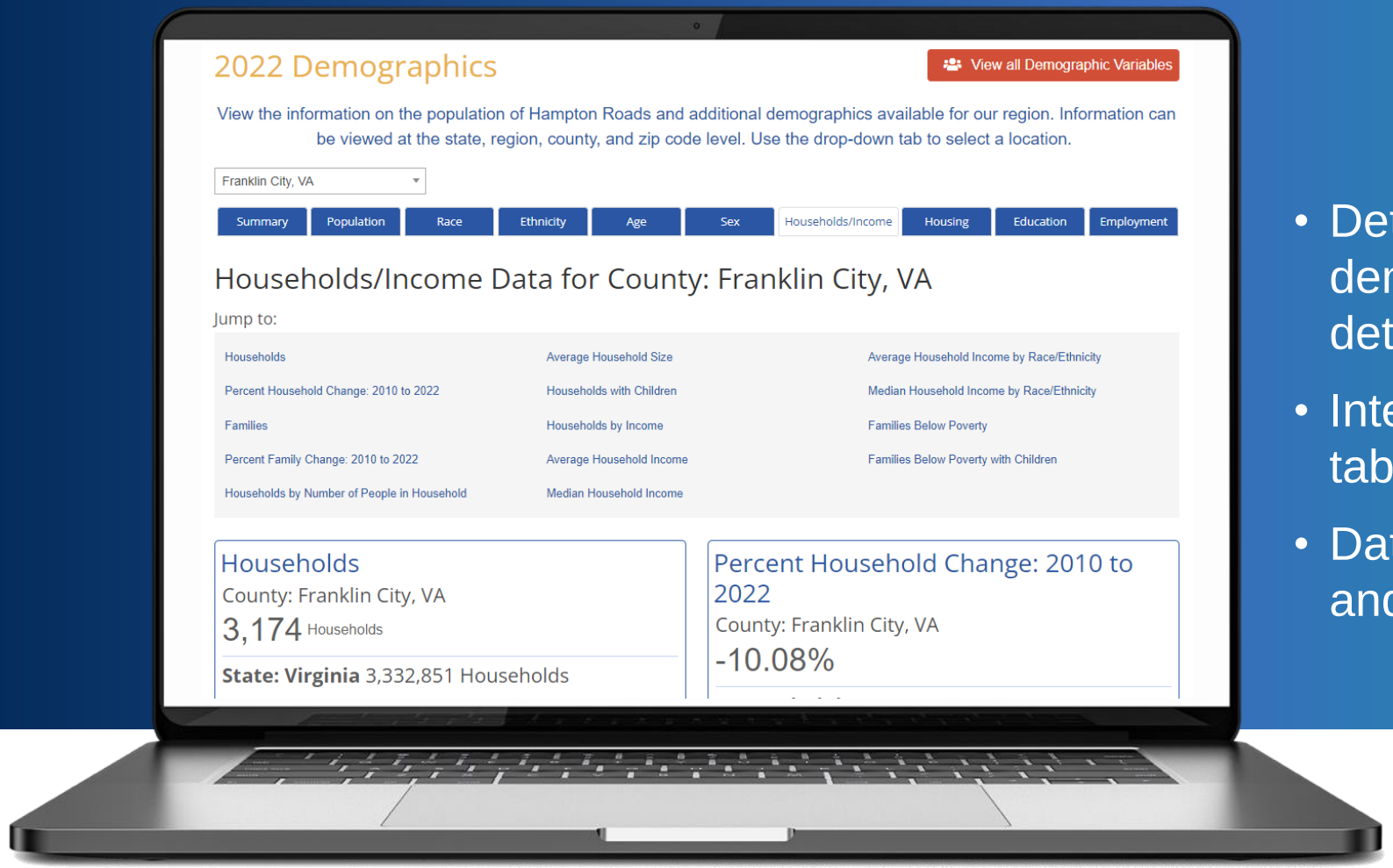
- Detailed insights for 200+ indicators
- See trend over time
- Data by demographic breakout
- Identify disparities

Interactive Mapping



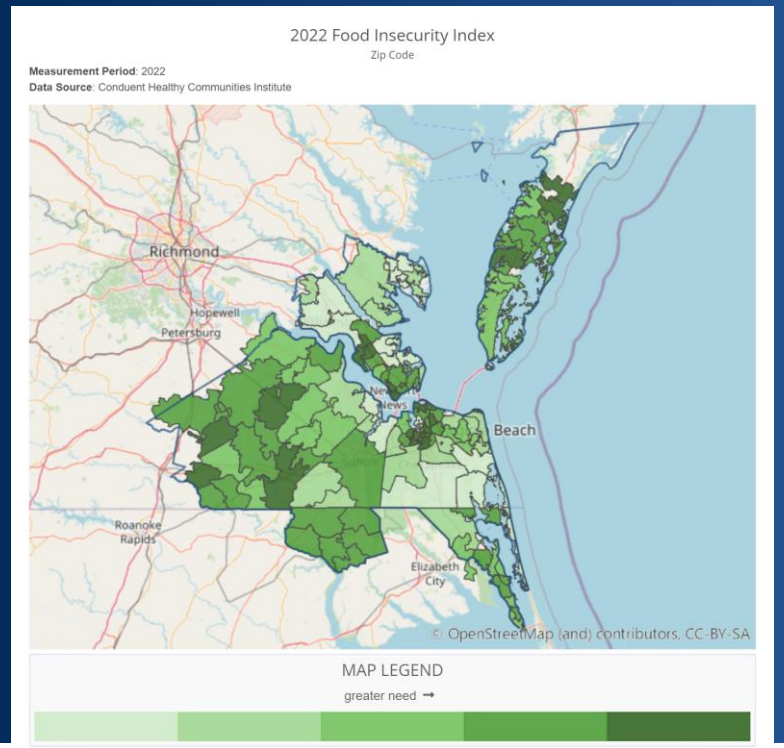
- Automated comparisons by state and national benchmarks
- Downloadable as JPEG and PDF
- Interacts with bar chart, Excel file and data downloadable as CSV

Demographic Dashboard

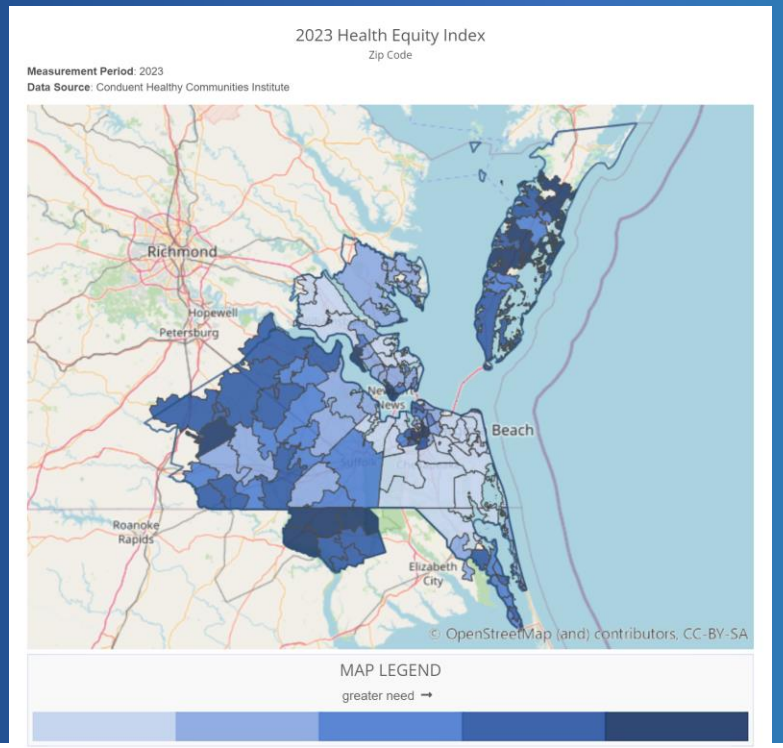


- Detailed insights for 250 demographic and social determinants of health indicators
- Interactive maps, charts, and tables
- Data by state, region, county, and zip code

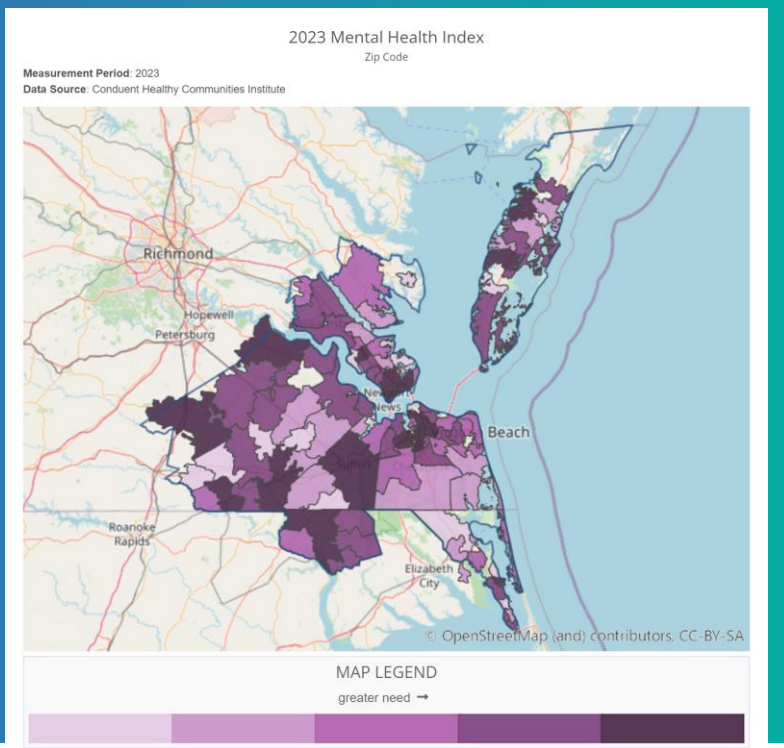
SocioNeeds Index® Suite



Food Insecurity Index



Health Equity Index



Mental Health Index

SocioNeeds Index® Suite

Food Insecurity Index

- A measure of food access correlated with economic and household hardship
- Considers validated indicators to identify areas at highest risk for experiencing food insecurity

Health Equity Index

- A measure of social determinants correlated with preventable hospitalizations and premature death
- Considers validated indicators to identify areas at highest risk for experiencing health inequities

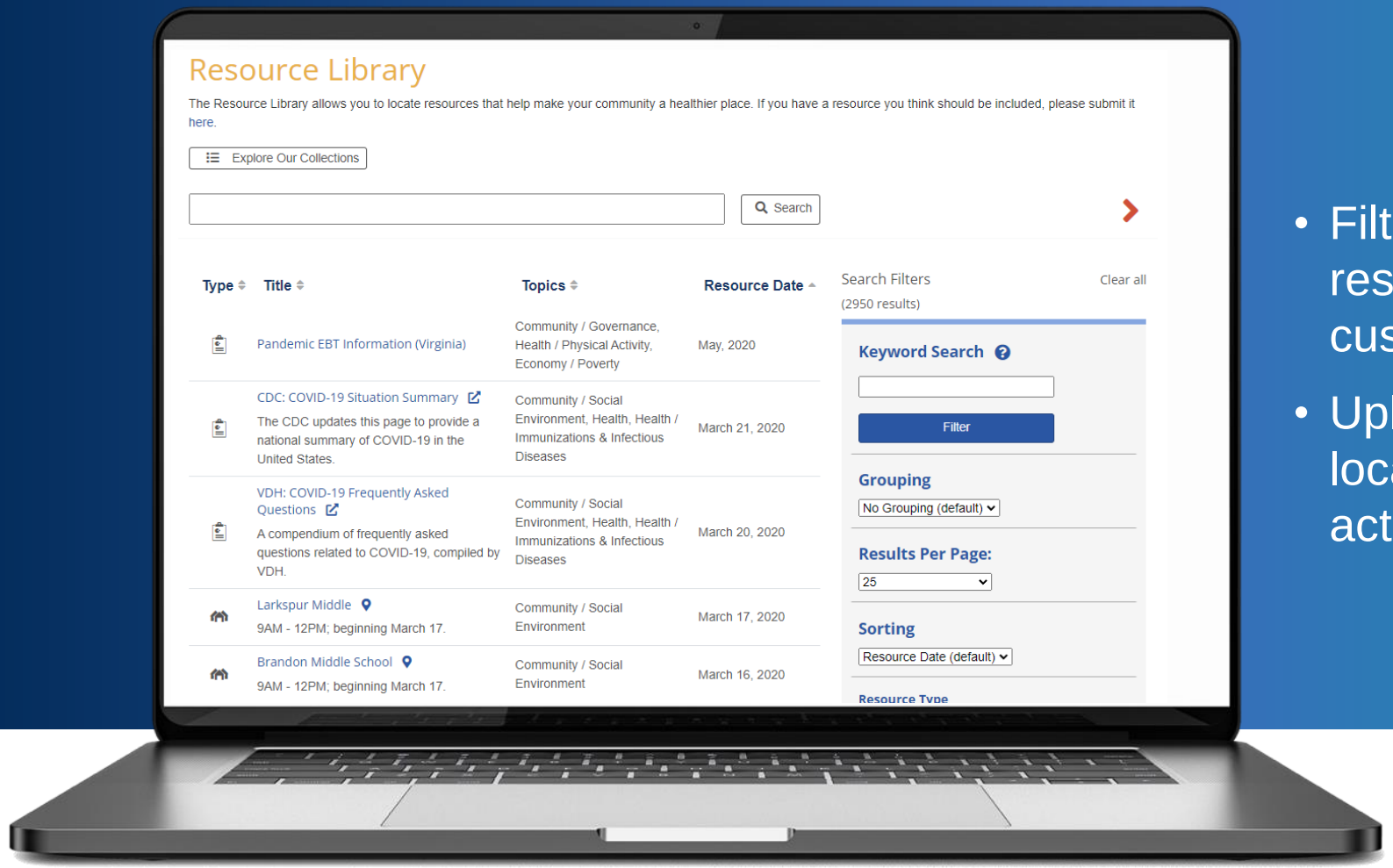
Mental Health Index

- A measure of social determinants and health factors correlated with self-reported poor mental health
- Considers validated indicators to identify areas for prevention and early intervention

Hub for Community Action

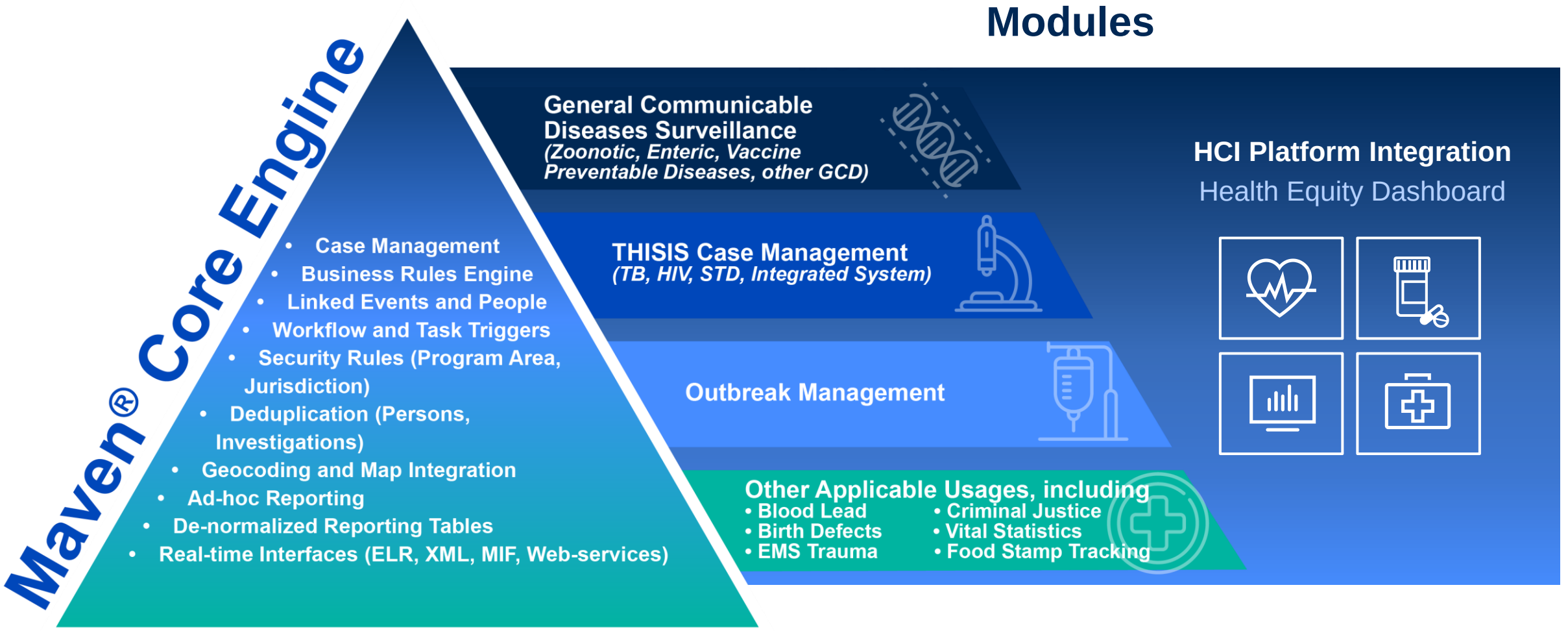
- Engage community members and partners
- Feature local data and resources
- Provide progress updates

Searchable Resource Library



- Filter or search by keyword, resource type, topic, date, or custom categories
- Upload and integrate unlimited local reports, events, and activities

Maven® Solution



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Questions

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