IMPLEMENTING A RACE, ETHNICITY, AND LANGUAGE DATA PROGRAM FOR HEALTH EQUITY

Trexin spearheaded a Race, Ethnicity, and Language (REL) data collection and governance program.

BUSINESS DRIVER

In response to legislative and regulatory changes centered around National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS) standards and state-level Medicaid contractual requirements, Trexin was commissioned by the Head of Analytics Operations at our Client, a major healthcare payer, to lead its Race, Ethnicity, and Language (REL) program by formalizing the collection, governance, analysis, and reporting of REL data for all lines of business across the organization. Prior to this engagement, our Client lacked a cleanly-consolidated and well-governed data source and hadn't established the necessary infrastructure to effectively identify and address health inequities among its member populations.

APPROACH

Core deliverables included detailed requirements, candidate architecture diagrams, internal and external stakeholder communications, risk and dependency analyses, data policies outlining the collection and usage of REL data, and data ownership and governance frameworks.

Trexin partnered with our Client to understand which systems contained the REL information in question and where any potential gaps might exist. We developed a roadmap and foundation to enable our Client to organize, mobilize, and drive the successful collection of REL data during the 2023 Open Enrollment Period, preparing in parallel to comply with the new standards and requirements set forth; moreover, our Client was able to establish a single source of truth for REL data across the enterprise.

RESULTS

Trexin's collaboration was well received as we enabled our Client to meet their key business objectives for Health Equity. Our partnership was highly rewarding as it pertained to improving health outcomes for underserved patient populations, which closely aligns with our mutual core values. Trexin transformed our Client's systems and repositories, bolstered clinical data sources, activated enterprise data consumption capabilities, and operationalized detailed data governance policies and procedures. Above all, our combined forces forged a foundation to develop future data platforms and enact scalable Health Equity data governance protocols.

CONTACT US

Healthcare Practice
hc@trexin.com
www.trexin.com

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