



Equity and Practice Transformation (EPT) Payment Program
Disparity Reduction Plan

At-a-Glance

Does your proposal include the following?

- Section 3.1 Identified Disparity:** Include a comparison group as well as your disparity group. The rest of your disparity reduction plan will refer back to this disparity!
- Section 5: Root Cause.** Check in with staff and with patients. What do they think is causing the disparity? What suggestions do they have to address the disparity?
- Section 6: Plan to Address Disparity.** Choose one or more of the suggestions from staff or patients to address the disparity. Describe how you plan to implement the action or change.
- Section 7: Evaluation Plan.** Define how you will measure the impact of your plan.
- Section 8: Reflections:** Complete this section only if your PDSA is completed by the time you submit. How did the plan go? What worked well? What didn't work as well? What might you do to change or improve the plan for the next PDSA cycle?



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Sections 1-3 (PoF, HEDIS-like Metric, and Identified Disparity)

SECTION 1. Population of Focus: Your population of focus will self-populate here.

SECTION 2. HEDIS-like Metric

Description: Select the HEDIS-like measure you would like to address for your population of focus.

Here's what reviewers are looking for:

- HEDIS-like metric is clearly named and appropriate
- Metric aligns with the population of focus
- Metric aligns with what is reported for the Disparity Reduction KPI

SECTION 3. Identified Disparity

Description: Stratify your patient data by a demographic factor (such as race, language, or zip code) to identify a gap in your selected HEDIS-like metric. Describe the difference between the two groups using percentages.

Sample Language: “Our overall clinic rate for completion of Well Child Visits (WCV) 12-17 years old is 76%. For Spanish-speaking families specifically, that rate drops to 42%

Here's what reviewers are looking for:

- Disparity is clearly described. Includes both the comparison rate as well as the disparity rate
- Data are stratified by relevant demographic factor (i.e. gender, race, language, insurance status, etc.)

SECTION 4. Understanding the Population of Focus (optional)

Description: *This section is optional.* Here you will describe current conditions behind the identified disparity for your population of focus. Responding to this optional section can help you develop a broader understanding of your disparity of focus.



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SECTION 5. Root Cause Exploration

5.1-5.5: Staff Involvement

Description: Discuss the disparity with staff. **Gather ideas from at least 2-3 staff members** about why they think the disparity you identified in Section 3 exists, and any recommendations they have about addressing the disparity. Include the mechanism you used to gather the information (staff meeting, survey, informal conversations, etc.).

Sample Language: “We discussed the disparity during a team meeting with three of our staff members. Staff shared that patients often did not remember they had an appointment in time to arrange transportation. They suggested reminder phone calls (1 week before) and texts (the day prior) before Well Child visits.”

Here’s what reviewers are looking for:

- Staff input was gathered from at least 2-3 staff members
- Staff shared their observations about the root causes of the disparity
- Staff provided suggestions for how to address the disparity

5.7 – 5.10 Root Cause Exploration - Patient / Community Engagement

Description: **Gather input from at least 2-3 patients or community members** about why they think the disparity exists, and any recommendations they have about how to address the disparity. Include the mechanism you used to gather the information (as patient was checking out after their appointment, during an outreach call, community meeting, etc.)

Sample Language: “Five patients who did not attend scheduled visits were surveyed during outreach calls. They shared that transportation was a challenge. Several shared that they had one family car that their spouse needed for work. Others shared that they did not own a car and had to take two to three buses to get to the clinic. Patients suggested that the clinic provide transportation or taxi vouchers.”

Here’s what reviewers are looking for:

- Input about the disparity was gathered from at least 2-3 patients or community members
- Method of engagement is described



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- Patients' or community members' perspectives regarding root cause of the disparity
- Patients' or community members' perspectives for how to address the root cause of the disparity

SECTION 6. Plan to Reduce Disparity: Consolidating patient and staff perspectives

6.1 Description: Use one or more suggestions gathered from staff and/or patients to develop an action plan describing how you plan to address the disparity.

Sample Language: “Conduct outreach calls to Spanish-speaking families to inform them about free transportation services and how to sign up. In addition, once a WCV is scheduled, conduct follow-up reminder calls and texts ahead of the visit.”

Here's what reviewers are looking for:

- Specific actions/changes provided by staff or patients on how to address the root cause are described in the intervention strategy
- The intervention is focused on improving the disparity described in Section 3.

6.2 Description: Describe how this action(s) addresses the identified root causes.

Sample Language: “These actions address the root cause by ensuring patients have access to transportation resources and receive reminder calls ahead of visits.”

6.3 Description: Break down each action you described in 6.1. Identify the root cause that the action addresses, who on staff is responsible for carrying out the action, and a timeline.

Sample Language: Enter each action/change separately.

- **Action/Change:** Spanish-speaking Community Health Workers will call Spanish-speaking families who have missed WCV to inform them about free transportation services and how to sign up.



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- **Root Cause Addressed:** Ensuring that patients are aware that transportation services are available to them free of charge, and that they know how to access this resource.
- **Lead (who is responsible):** Using a script, Spanish-speaking Community Health Workers will conduct these outreach calls.
- **Timeline:** January 2, 2026 – February 2, 2026

SECTION 7. Evaluation Plan: Here you will identify process and outcomes measures for each proposed action or change.

Process Measure:

7.1* Description: Describe how you will know (measure) how your plan is working.

Sample Language: “We will track two items each month. 1) The number of Spanish-speaking families due for WCV that receive an outreach call informing them of our transportation services and how to access those services. 2) The number of Spanish-speaking families who receive reminder calls/text one week and one day ahead of their scheduled WCV.”

7.3 Description: Describe how often you will look at those measures.

Sample Language: Monthly, with quarterly summaries shared at the all-team meeting.

7.4: Description: Identify who will pull and review the measure(s).

Sample Language: The office manager will run the reports and will review them with the team during our monthly and quarterly meetings.

7.5* Description: Provide a specific percentage target for your process measure that connects to what you described in 7.1.



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Sample Language: “90% of Spanish-speaking patients due for a WCV will receive an outreach call to let them know that transportation services are available and provide instructions on how to access the service.”

Here’s what reviewers are looking for:

- Process measure(s) are defined
- Process measures described in 7.1 and 7.5 clearly align

Outcome Measure:

7.2 Description: Describe what you will track in order to know if your action plan is working.

Sample Language: “We will see an increase in the number of Spanish-speaking children age 12 - 17 who complete a WCV after receiving transportation outreach.”

7.6 Description: This relates to 7.2, except this time we are looking for a specific number that will tell you if you’re reaching your goal.

Sample Language: “WCV completion rate for Spanish-speaking children will increase from 72% to 78%.”

Here’s what reviewers are looking for:

- Outcome measure(s) are clearly defined
- Outcome measure(s) in 7.2 and 7.6 clearly align

7.7 Description: Looking at the rates you provided for the two comparison groups you identified in Section 3, define how your action plan will narrow the disparity between the two groups.

Sample Language:

“We will see a 0-2% difference in WCV completion between Spanish-speaking patients (disparity group) and English-speaking patients (comparison group).”



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Here's what reviewers are looking for:

- The target goal for disparity reduction between the disparity group and the comparison group clearly connects to the two groups identified in Section 3.

SECTION 8. Reflections at end of first PDSA Cycle

Description: *Only complete this section if your PDSA has been completed by the time you submit your plan.* Reviewers will look for a reflective narrative describing what worked, what did not work, the impact on patients and staff, and any planned adjustments for the next PDSA cycle.



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REVIEWERS ONLY

Overall Reviewer Assessment

- Accepted: Sections 1-3, 5, 6, and 7 are well thought out and clearly written
- Needs Resubmission: Sections 1-3, 5, 6, and/or 7 need edits to be accepted
- Not Accepted: Sections 1-3, 5, 6, and 7 are missing or need substantial revisions
– the practice will be contacted with an offer of additional support

Reviewer Comments / Follow-Up Needed: