

# Welcome to the webinar

## Health Equity & COVID-19: Mitigating Impacts on Minority Populations

The Webinar will begin at 10:30

June 18, 2020



**Quality Improvement  
Organizations**  
Sharing Knowledge. Improving Health Care.  
CENTERS FOR MEDICARE & MEDICAID SERVICES



■ Healthcentric  
Advisors  
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# Health Equity & COVID-19: Mitigating Impacts on Minority Populations

COVID-19 Workshop Series

June 18, 2020

# Housekeeping and Requests



**For today's call, everyone is muted.**

- Please use the Chat box (right side of your screen) for questions and comments.
  - This webinar will be presented in an interview style, question and answer format and is intended to be conversational versus PowerPoint based. Although we have a variety of questions prepared, we want to answer YOUR questions – please type questions in the Chat box and send to “all participants”
- If we are unable to get to your question today, we will follow up with you
- Use to the Chat box to let us know who's here today – your name, organization, state, and role

# The IPRO QIN-QIO Who We Are



- Healthcentric Advisors
- Qlarant

## The IPRO QIN-QIO

- A federally-funded Medicare Quality Innovation Network–Quality Improvement Organization (QIN-QIO)
- 12 regional CMS QIN-QIOs nationally

### IPRO

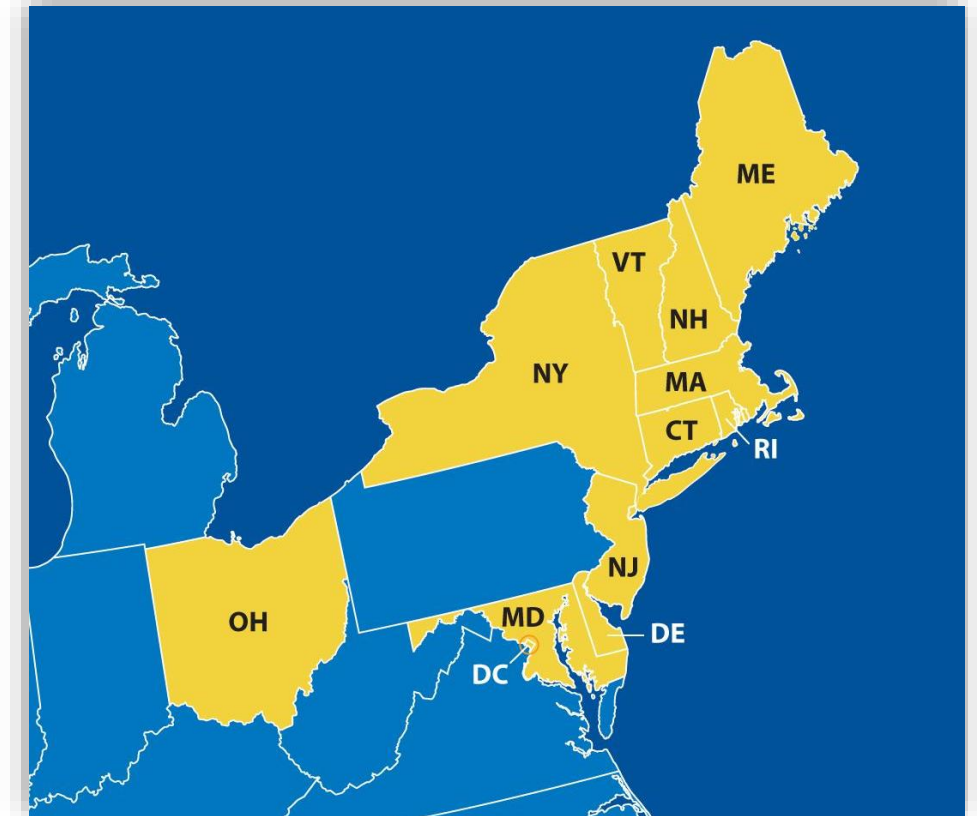
New York, New Jersey, and Ohio

### Healthcentric Advisors

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

### Qlarant

Maryland, Delaware, and the District of Columbia



Working to ensure high-quality, safe healthcare for  
**20% of the nation's Medicare FFS beneficiaries**

# Focus Areas Across Settings

## Nursing Homes

- ✓ Working with more than 1,500 of the nursing homes in the region

## Community Coalitions

- ✓ Communities that encompass at least 65% of the Medicare beneficiaries in each state
- ✓ Members collaborating to improve outcomes for the communities they serve:

- Acute Care Hospitals
- Critical Access Hospitals
- Federally Qualified Health Centers
- Home Health Agencies
- Skilled Nursing Facilities
- Physician Practices
- Pharmacies
- Community Based Organizations

## Cross-Cutting Priority Areas

- Health Information Technology
- Health Equity
- Trauma-Informed Care
- Patient & Family Engagement
- Rural Health
- Vulnerable Populations

## Program Focus Areas



## Quality Innovation Network – Quality Improvement Organizations (QIN-QIOs)

- Bring together healthcare providers, stakeholders, and Medicare beneficiaries to improve the quality of healthcare for targeted health conditions
- Work toward better care, healthier people & communities, and smarter spending
- Catalyze change through a data-driven approach to improving healthcare quality
- Collaborate with providers, practitioners and stakeholders at the community level to share knowledge, spread best practices and improve care coordination
- Promote a patient-centered model of care, in which healthcare services are tailored to meet the needs of patients



# Our Speakers



- Healthcentric Advisors
- Qlarant

## Laura Benzel

Project Manager &  
Health Equity Subject  
Matter Expert

**Qlarant**

Columbia, MD

## Angel Santini

Vice President  
Special Projects, Events,  
Marketing & Public  
Relations

**Acacia Network**

Bronx, NY

## Michelle Matics

Assistant Vice  
President  
Skilled Nursing Facility  
& Senior Services

**Acacia Network**

Bronx, NY



# Presentation Overview

## Objectives



- Better understand how and why COVID-19 is disproportionately affecting minority and vulnerable populations
- Learn actionable strategies for mitigating the impact of the pandemic on these populations
- Hear how an organization is working to advance health equity in the face of this health emergency in New York City

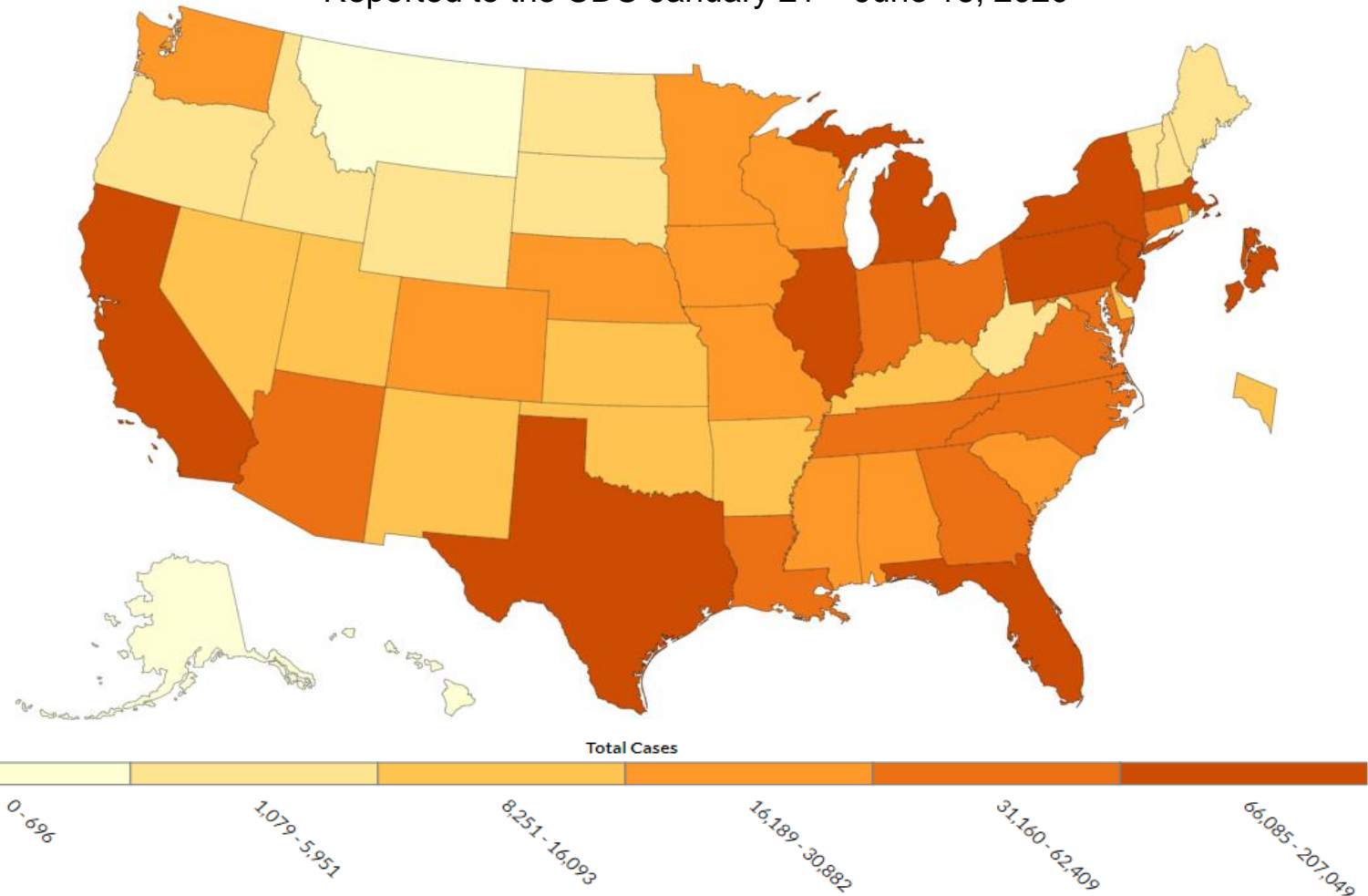


# COVID-19 Cases in the United States



## United States COVID-19 Cases by State/Territory

Reported to the CDC January 21 – June 16, 2020



**USA**

**2,104,346**  
**TOTAL CASES**

CDC | Updated: Jun 16 2020 5:45PM

Territories

AS FSM GU MP PR PW RMI VI

# COVID-19 Deaths in the United States



USA

**116,140**  
**TOTAL DEATHS**

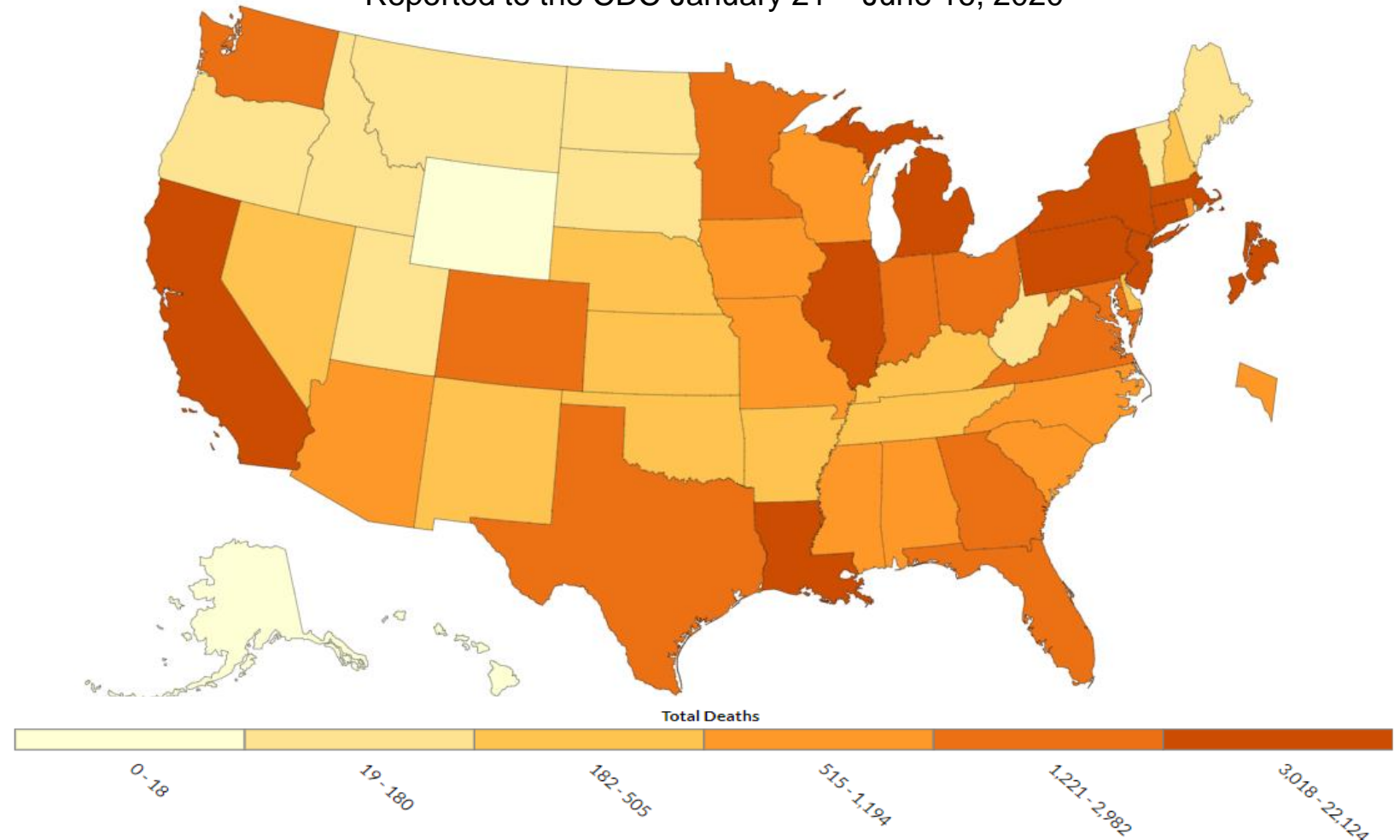
CDC | Updated: Jun 16 2020 5:45PM

Territories

AS FSM GU MP PR PW RMI VI

## United States COVID-19 Deaths by State/Territory

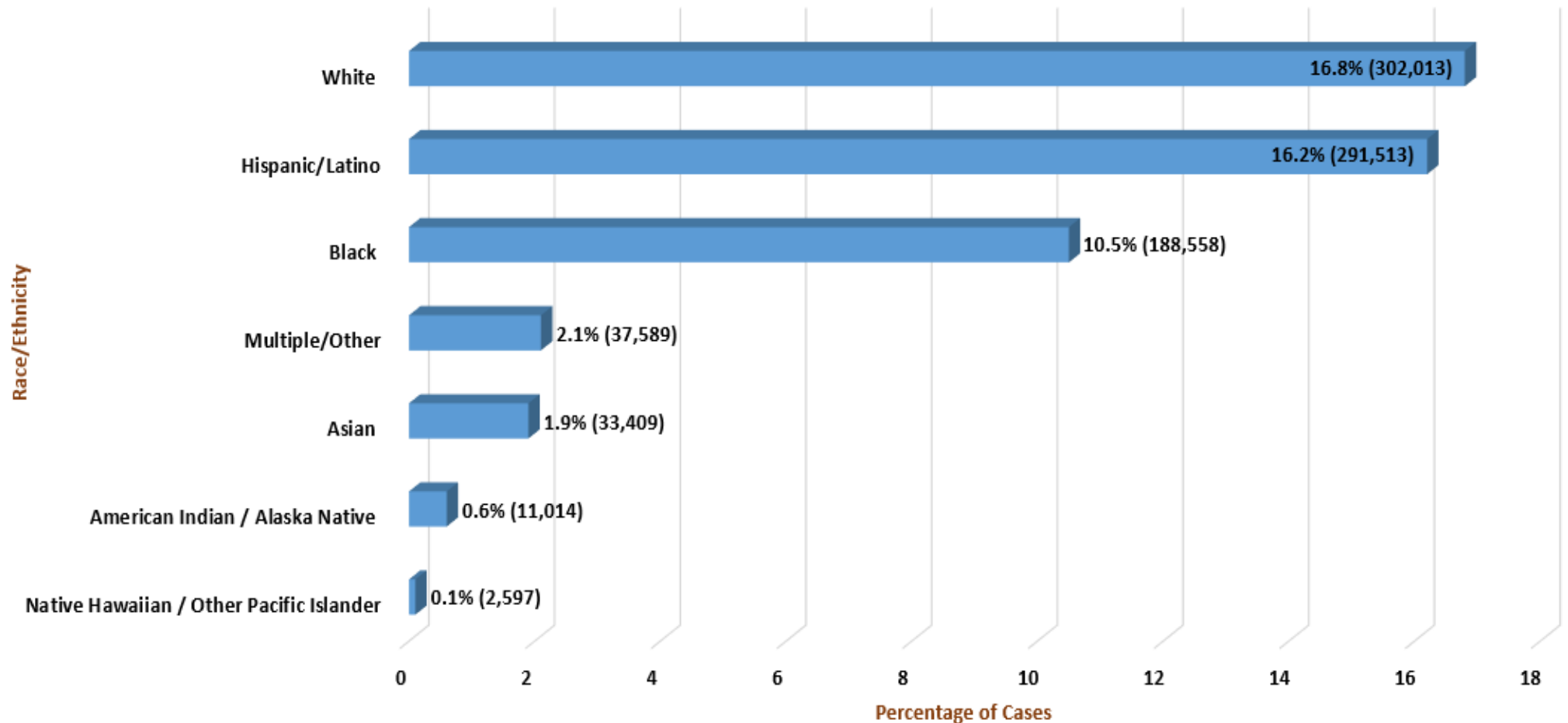
Reported to the CDC January 21 – June 16, 2020



# U.S. COVID-19 Cases by Race and Ethnicity

Race/ethnicity  
was available  
for 866,693 or  
48% of cases

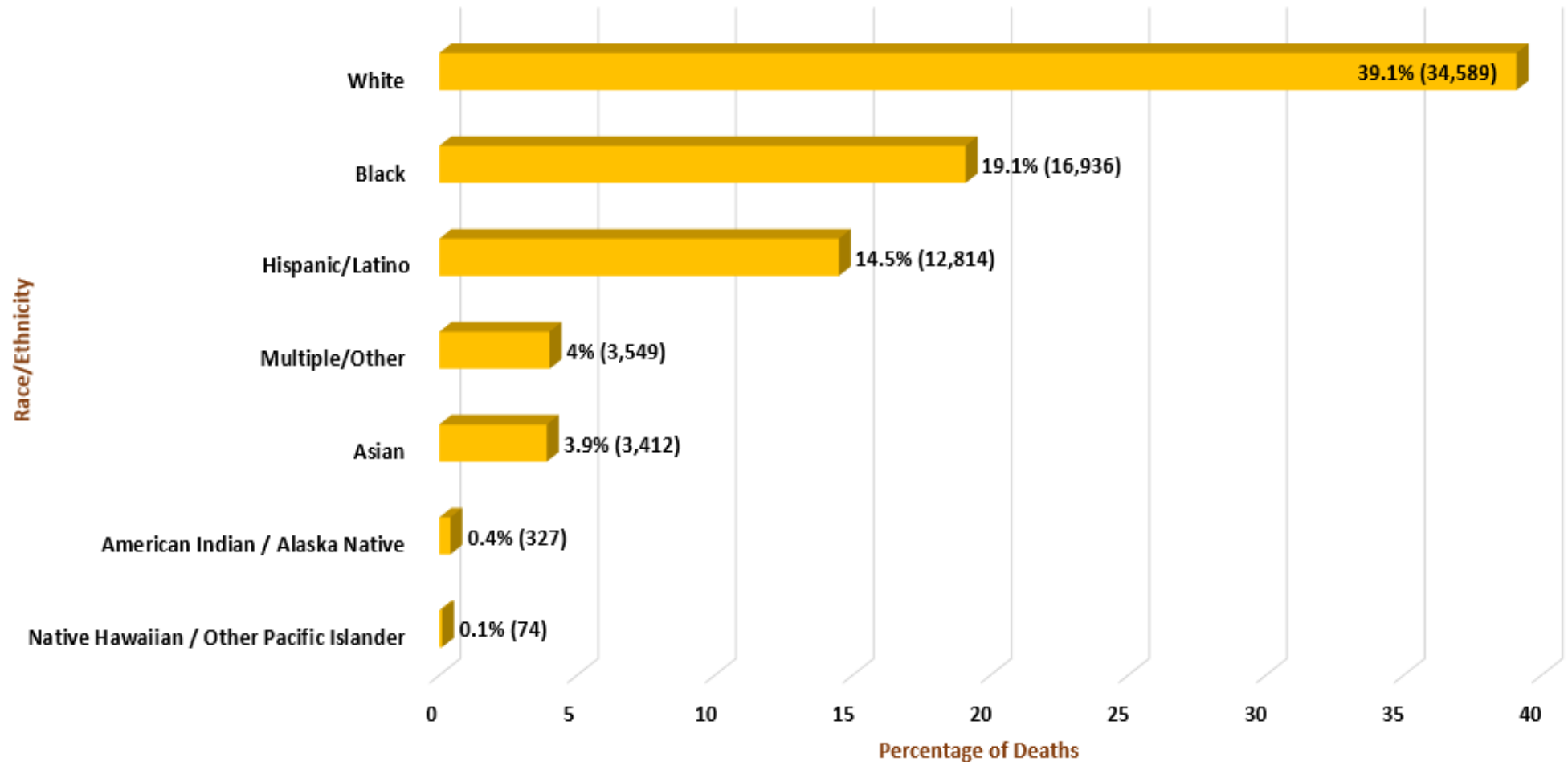
## U.S. COVID-19 Cases by Race and Ethnicity CDC COVID-NET data from 1,802,416 cases (generated June 15<sup>th</sup>)



# U.S. COVID-19 Deaths by Race and Ethnicity

Race/ethnicity  
was available  
for 71,701 or  
80% of deaths

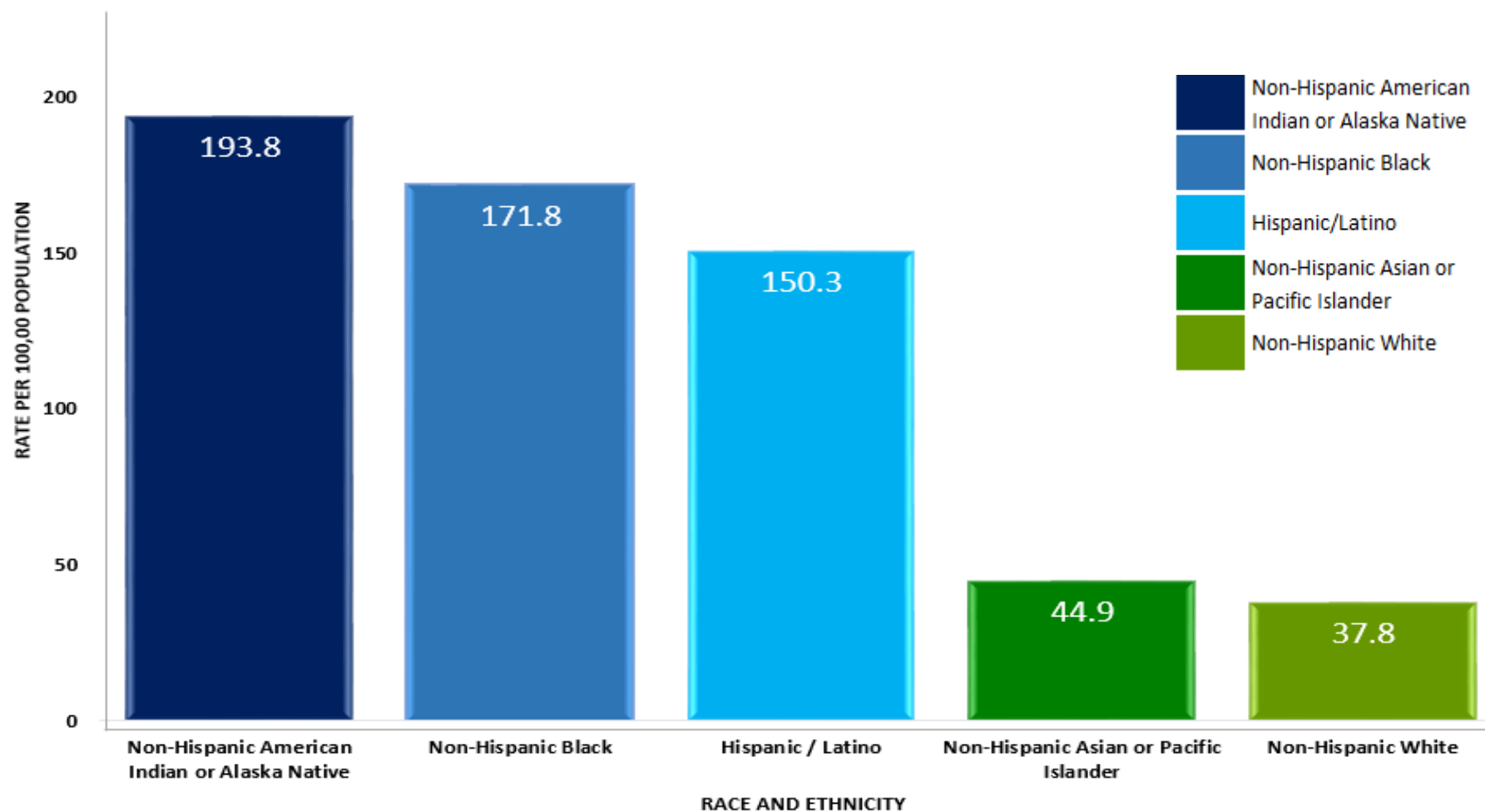
## U.S. COVID-19 Deaths by Race and Ethnicity CDC COVID-NET data from 88,552 deaths (generated June 15<sup>th</sup>)



# Age-adjusted COVID-19-associated hospitalization rates

## Age-adjusted COVID-19-associated hospitalization rates by race and ethnicity

CDC COVID-NET, March 1 – June 6, 2020



# Blacks, Hispanics & Latinos Especially Impacted



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In Chicago, COVID-19 Is Hitting The Black Community Hard



Utah wasn't prepared to help Hispanics fight the coronavirus. And the cases have skyrocketed.

The Salt Lake Tribune

**As coronavirus 'storm cloud' gathers, black church in Missouri braces for mourning**



African Americans bear the brunt of Covid-19's economic impact



Coronavirus cases in the nation's capital reveal a tale of two cities



**Coronavirus disparity in Louisiana: About 70% of the victims are black, but why?**



**Covid-19's 'catastrophic' impact on Latino communities is driven by 'savage disparities,' leaders and lawmakers say**





# Other Vulnerable Groups Impacted by COVID-19



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Rural  
Regions

Persons  
with  
Disabilities

LGBTQ  
Community

Homeless

Incarcerated

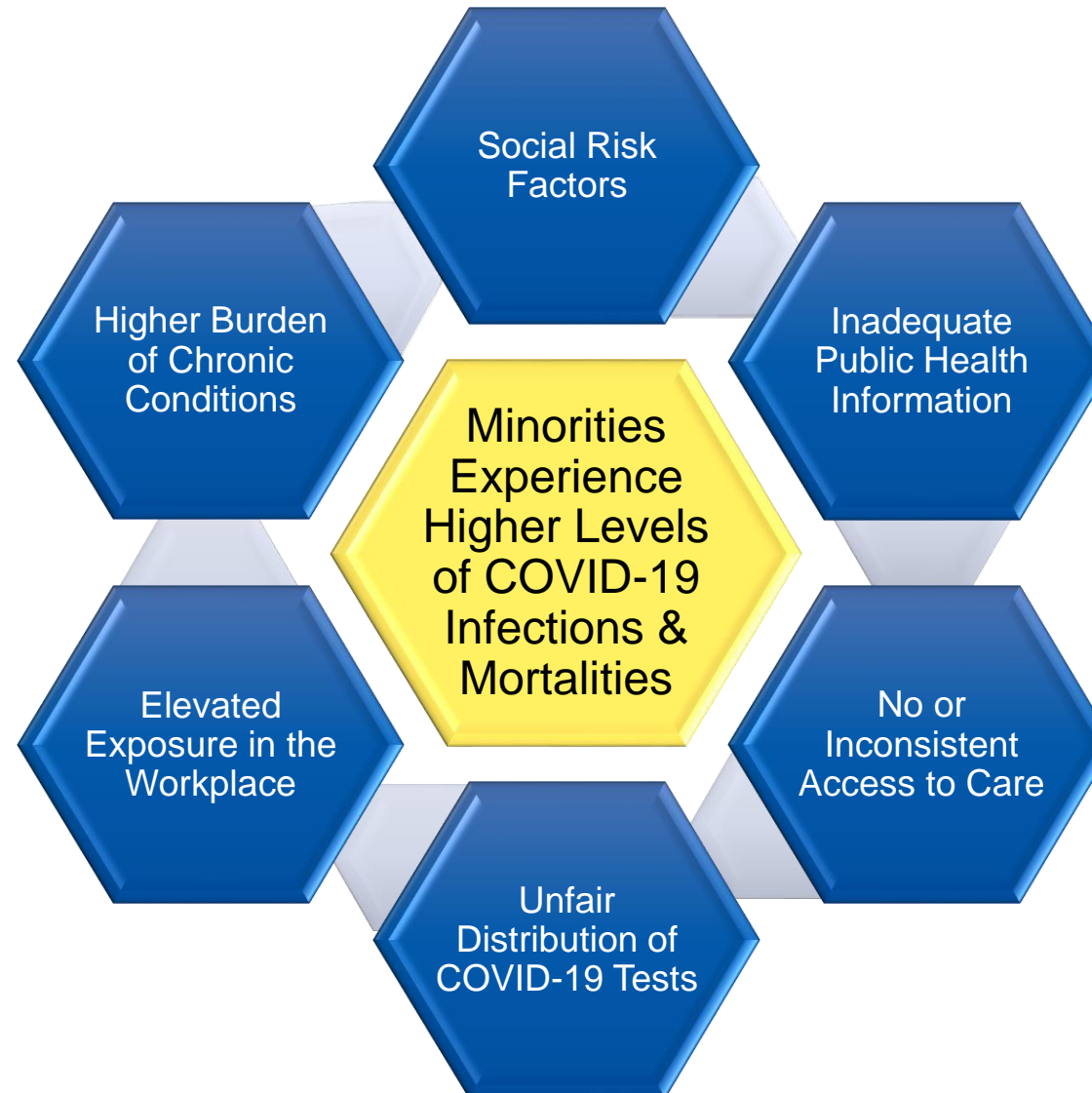
# Nursing Homes & COVID-19



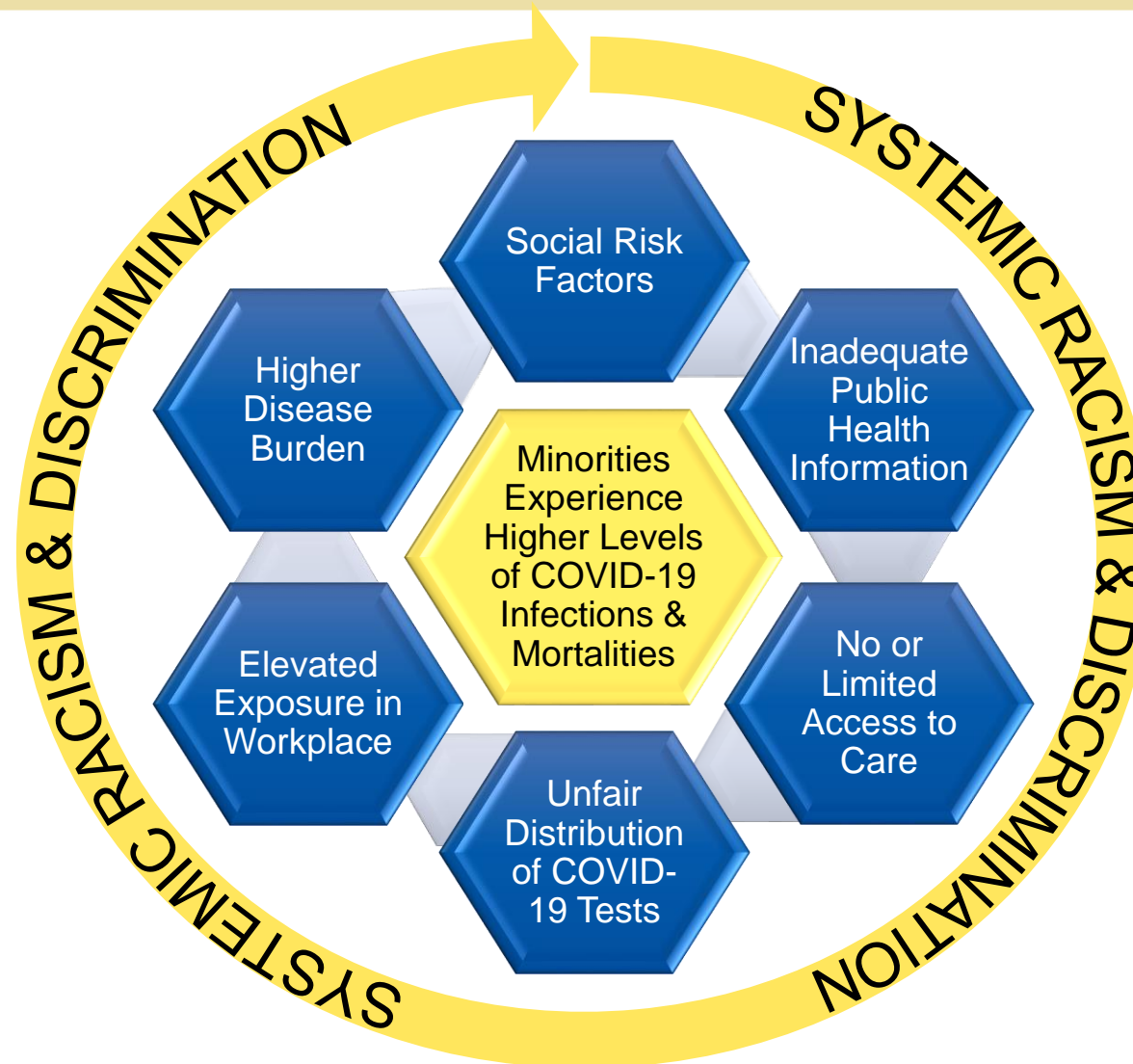
- As of Monday, CMS has reported 95,515 confirmed cases and 31,782 deaths in nursing homes (for data submitted as of week ending 5/31/2020)
- More than 60% of homes where at least 25% of the residents are Black or Latino have reported at least one coronavirus case
  - This is double the rate of homes where Black and Latino people make up less than 5% of the population
- Even homes with higher scores on the five-star rating system that serve mostly Black and Latino people have higher cases of coronavirus



# Factors Contributing to Disproportionate Impact



# Factors Contributing to Disproportionate Impact



# Actions to Mitigate the Risks of COVID-19 to Minority & Vulnerable Populations

Healthcare Providers





# Actions Healthcare Providers Can Take



## Short-Term Actions

- Be aware of the risks to minority and vulnerable populations
- Focus testing and resources in areas most impacted
- Implement standardized protocols
- Assess for implicit bias and address it
- Provide culturally and linguistically competent care
- Collect race, ethnicity, language, and social determinants of health data
- Connect patients to community resources to address social risk factors



# Technology-Based Care



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- Under the CARES Act, CMS broadened access to telehealth services
- Temporary measures to increase flexibility during the pandemic
- Any provider eligible to bill Medicare may use “non-public facing” applications
- Expanded the list of services that can be provided by telehealth



# Actions Healthcare Providers Can Take



## Longer-Term Actions

- Foster a culture of equity
- Systematically analyze data and implement quality initiatives to address disparities
- Encourage use of preventive services
- Implement a standardized system to address social determinants of health

# Lessons from the Field

**Angel Santini &  
Michelle Matics**  
Acacia Network





# Key Takeaways



- Reject the “here we go again” mentality
- Take action on those things you can change
- Another global public health crisis is likely to occur...let's prepare now



- **Addressing Disparities in COVID-19 Treatment**
  - CMS Office of Minority Health [COVID-19 Resources on Vulnerable Populations](#)
  - CDC [COVID-19 in Racial and Ethnic Minority Groups](#)
  - American Hospital Association [Updates and Resources on Novel Coronavirus \(COVID-19\)](#)
- National QIN-QIO Support Organization Bizzell [National Nursing Home Training Series](#)
- **Implementing Telehealth and Telemedicine Service in My Practice**
  - Download the [CMS General Telemedicine Toolkit](#)
  - Review this [AMA Telemedicine Quick Set-up Guide](#) in response to the COVID-19 national emergency.

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Slides 9 & 10:

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Slide 11 & 12:

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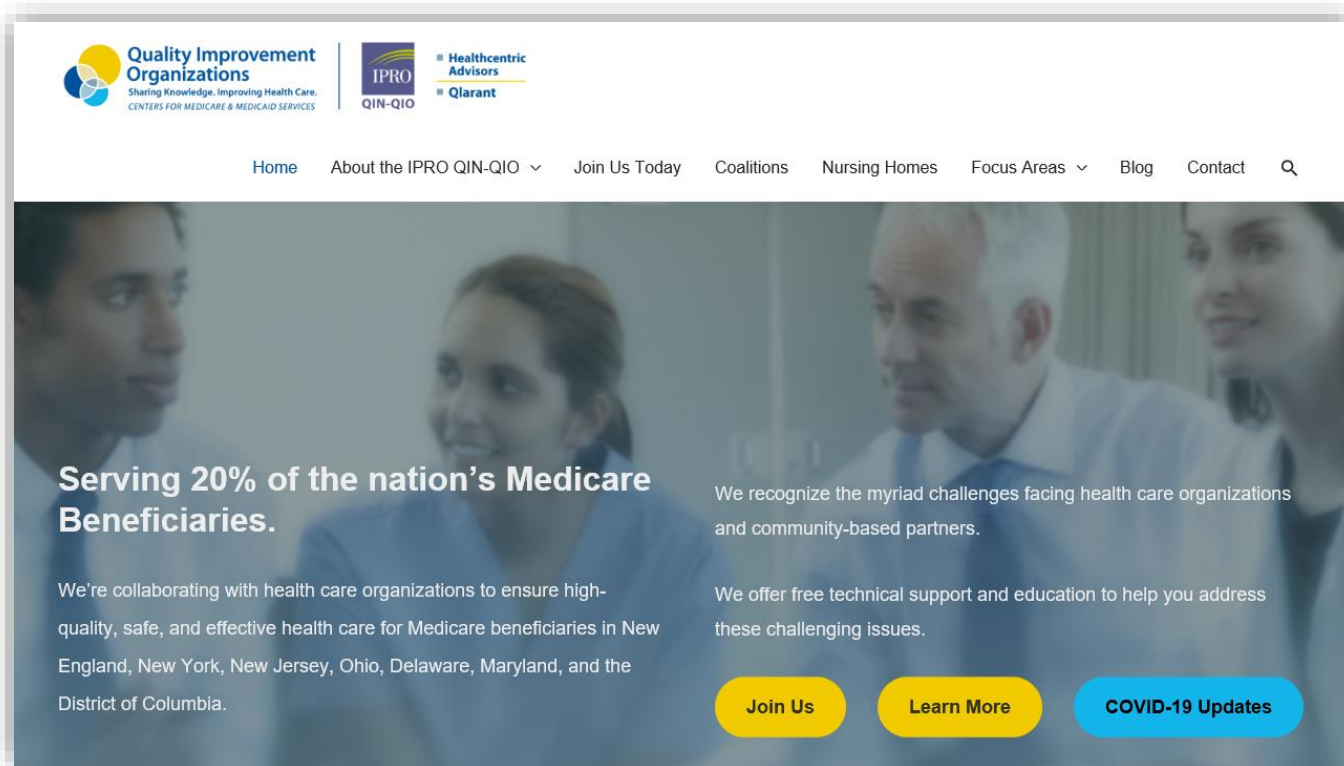
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