



Welcome!

*We will get started promptly at 12 noon
Today's session is being recorded*



Health Equity Organizational Assessment (HEOA) Knowledge Builder Series



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Use Chat to introduce yourself & ask questions

How to use Zoom

At the bottom of your screen, you will see a black bar with icons:



Chat **Everyone** for general
comments or questions



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The IPRO QIN-QIO

The IPRO QIN-QIO

- A federally-funded Medicare Quality Innovation Network – Quality Improvement Organization (QIN-QIO) in contract with the Centers for Medicare & Medicaid Services (CMS)
- 12 regional CMS QIN-QIOs nationally

IPRO:

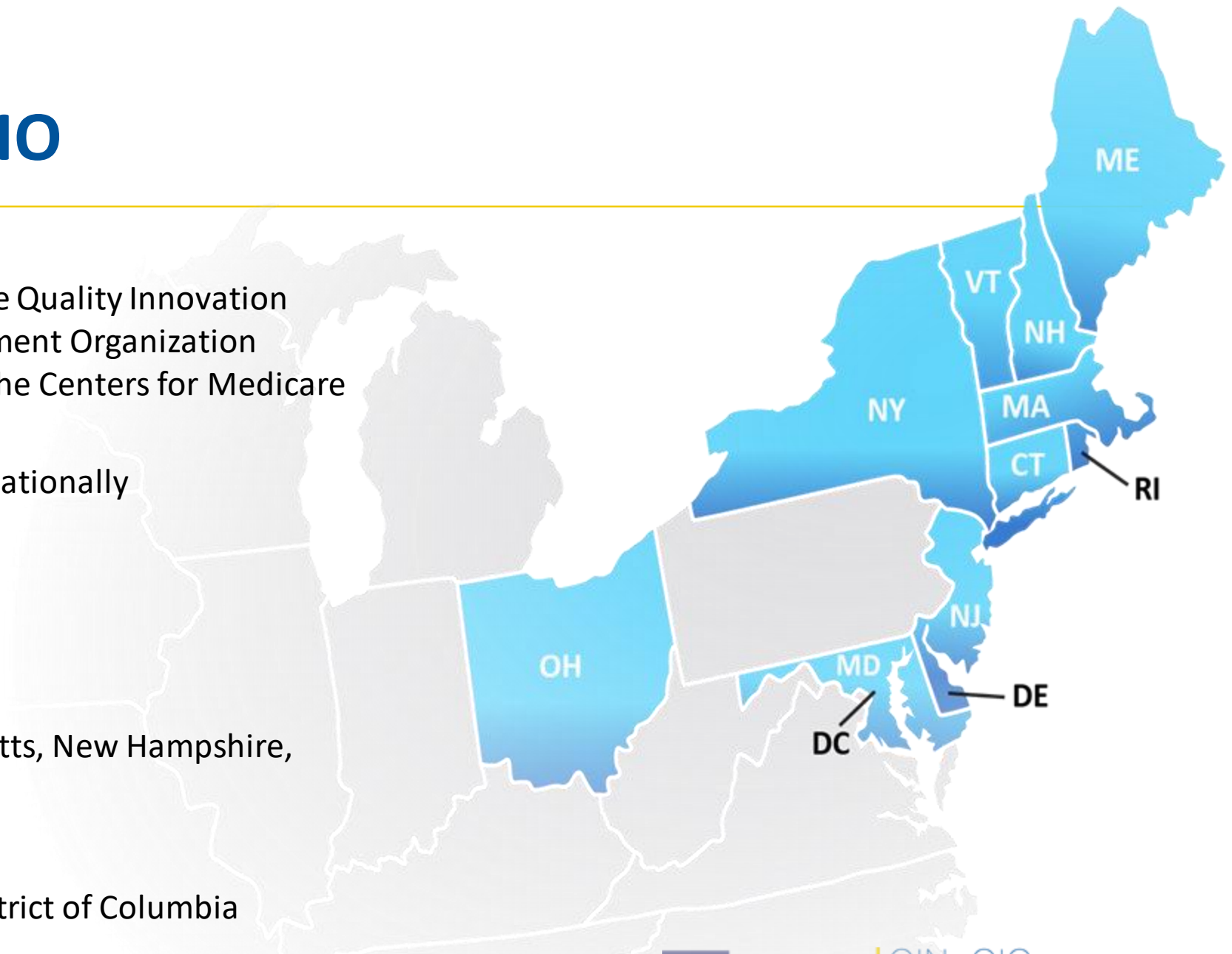
New York, New Jersey, and Ohio

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



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The IPRO HQIC

The IPRO HQIC

- A federally funded Medicare Hospital Quality Improvement Contractor (HQIC) in 12 states
- IPRO collaborates with several organizations to reach hospitals.

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■ Kentucky Hospital Association

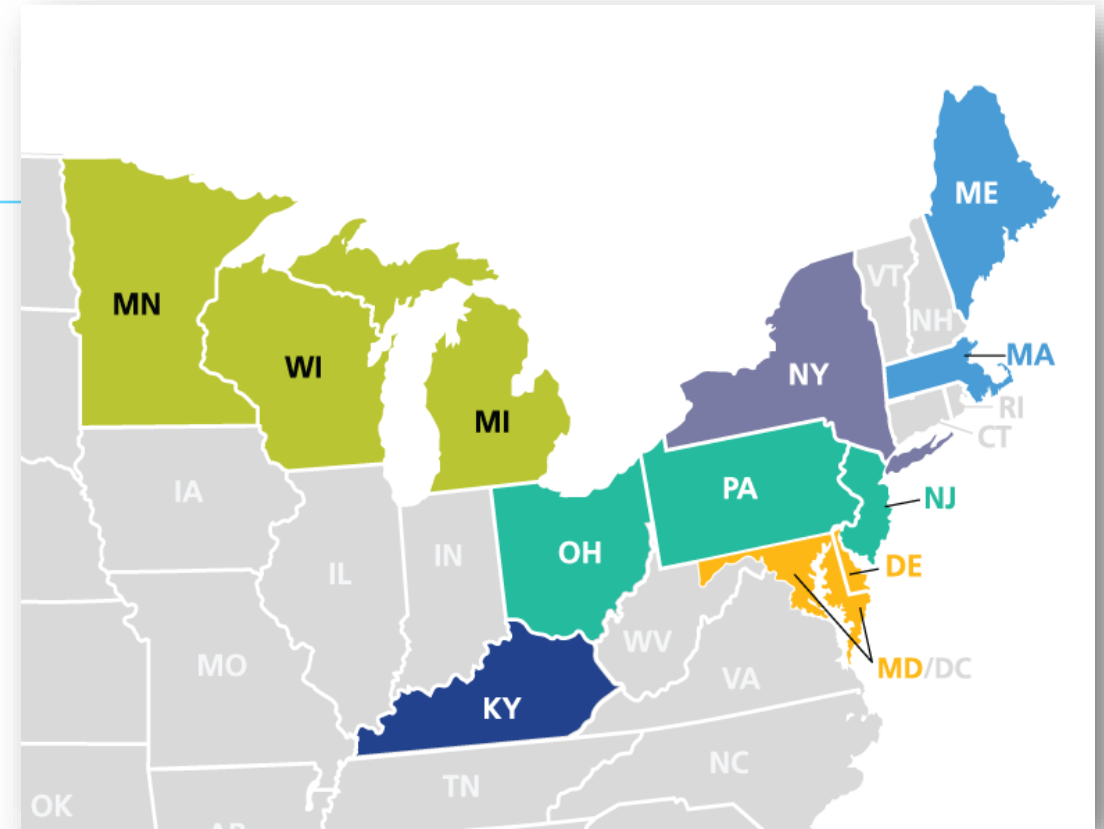
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■ Superior Health Quality Alliance

American Institutes for Research (AIR)

QSource Health Equity Subject Matter Experts



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Health Equity Organizational Assessment (HEOA) Category 5: Communicating Patient Demographic Findings



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Overview of this Series



1

CHALLENGE: Eliminating health disparities requires a commitment to collecting meaningful patient demographic data that healthcare organizations can use to identify and address disparities.

2

ACTION: Use the HEOA Assessment to identify opportunities for improvement in your organization's ability to collect, validate, stratify, and analyze patient demographic data to identify and address disparities.

3

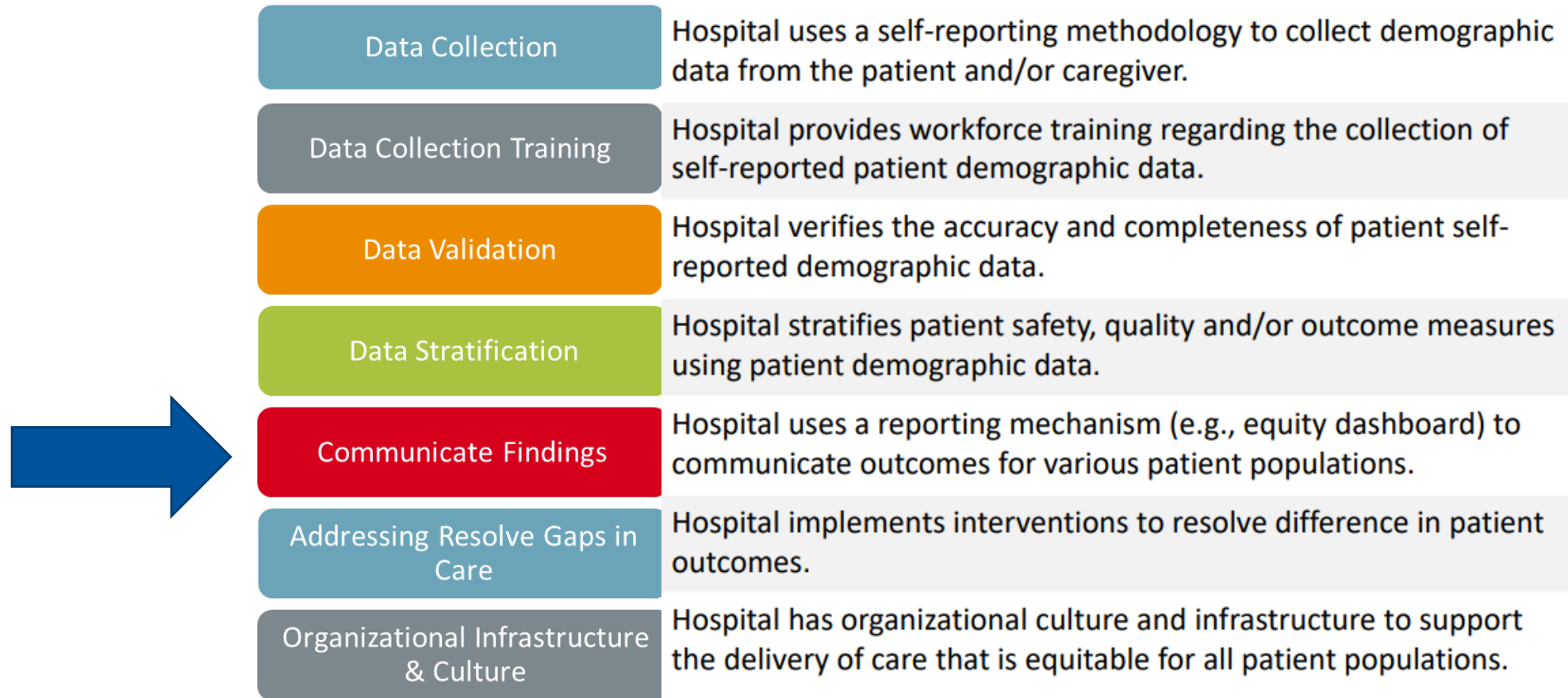
Result: Develop and implement an action plan to address opportunities for improvement based on the seven HEOA categories with a goal of providing more equitable care.



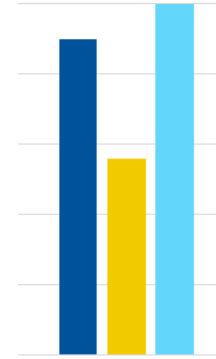
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HEOA Categories



Polling Question



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Communicating Patient Demographic Findings

“The effective use of data is foundational to the concept of a learning health system—one that leverages and shares data to learn from every patient experience, and feeds the results back to clinicians, patients and families, and health care executives to transform health, health care, and **health equity**.”

National Academy of Medicine

Communicating Patient Demographic Findings

- Create organization and community-wide awareness of gaps in patient outcomes
- Promote understanding of patient population needs
- Leadership can visually assess the potential for differences in patient outcomes.
 - Dashboards, scorecards, reports
- Tell a story about the patient experience



From Numbers to Narrative

A practical guide to bringing health data to life through storytelling



<https://healthdatastorytelling.com/numbers-to-narrative-guide/>



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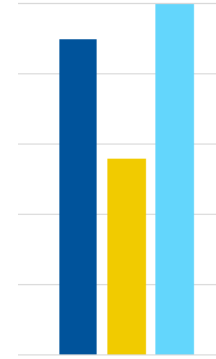
Category V. Communicating Patient Demographic Findings

| Level of Implementation | | Best Practices |
|-------------------------|--------------|---|
| | Basic | Use a reporting mechanism (e.g., equity dashboard) to routinely communicate patient population outcomes to executive leadership (including medical staff leadership) and the board. |
| | Intermediate | Use a reporting mechanism (e.g., equity dashboard) to routinely communicate patient population outcomes within the organization (e.g., to front-line staff, quality staff, managers, directors, providers, committees, departments, service lines, etc.). |
| | Advanced | Use a reporting mechanism (e.g., equity dashboard) to routinely communicate patient population outcomes to patients and families (e.g., to Patient and Family Advisory Council [PFAC] members) and/or to other community partners or stakeholders. |

Best Practice Strategies for Organizational Health Equity

| Strategy | Tasks | Helpful Tools |
|---|---|---|
| Communicating Patient Demographic Findings (HEOA 5) | | |
| Use a health equity dashboard to routinely communicate patient population outcomes to executive leadership, including medical staff and the board of directors. | <ul style="list-style-type: none"> ✓ Create awareness through development and promotion of a health equity dashboard/ scorecard/report composed of key quality measures stratified by race and ethnicity. ✓ Create a standing agenda item on health equity at executive, board, and other leadership meetings. | <ul style="list-style-type: none"> • American Hospital Association (AHA): #123forEquity Pledge to Act • Building an Organizational Response to Health Disparities: Five Pioneers from the Field • Improving Quality and Achieving Equity: A Guide for Hospital Leaders |
| Use a health equity dashboard to routinely communicate patient population outcomes within the organization. | <ul style="list-style-type: none"> ✓ Create awareness among staff members by sharing the health equity dashboard/scorecard/ report widely within the organization. ✓ Create a standing agenda item for health equity on all staff member meetings. ✓ Communicate within the organization to front-line staff members, quality staff members, managers, directors, providers, committees, departments, service lines, etc. | AHA Health Equity, Diversity & Inclusion Measures for Hospitals and Health System Dashboards |
| Use a health equity dashboard to routinely communicate patient population outcomes to patients and families. | <ul style="list-style-type: none"> ✓ Develop partnerships with community organizations that can provide insight into cultural differences in the community to better inform strategies to reduce healthcare disparities. ✓ Create awareness among patients, caregivers and families, other community partners, and/or stakeholders. ✓ Identify a mechanism to share the health equity dashboard to patients, caregivers and families, to other community partners, and stakeholders. ✓ Consider reviewing the health equity dashboard in Patient and Family Advisory Council (PFAC) meetings. | <ul style="list-style-type: none"> • HRET: A Framework for Stratifying REaL Data • AHA Health Equity, Diversity & Inclusion Measures for Hospitals and Health System Dashboards • Person and Family Engagement and Health Equity - Summary |

Polling Question



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Tom Workman, Ph.D.

Principal Researcher
American Institute for Research® (AIR)



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Communicating Patient Demographic Findings: What, Why, Who, How



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- Kentucky Hospital Association
- Q3 Health Innovation Partners
- Superior Health Quality Alliance

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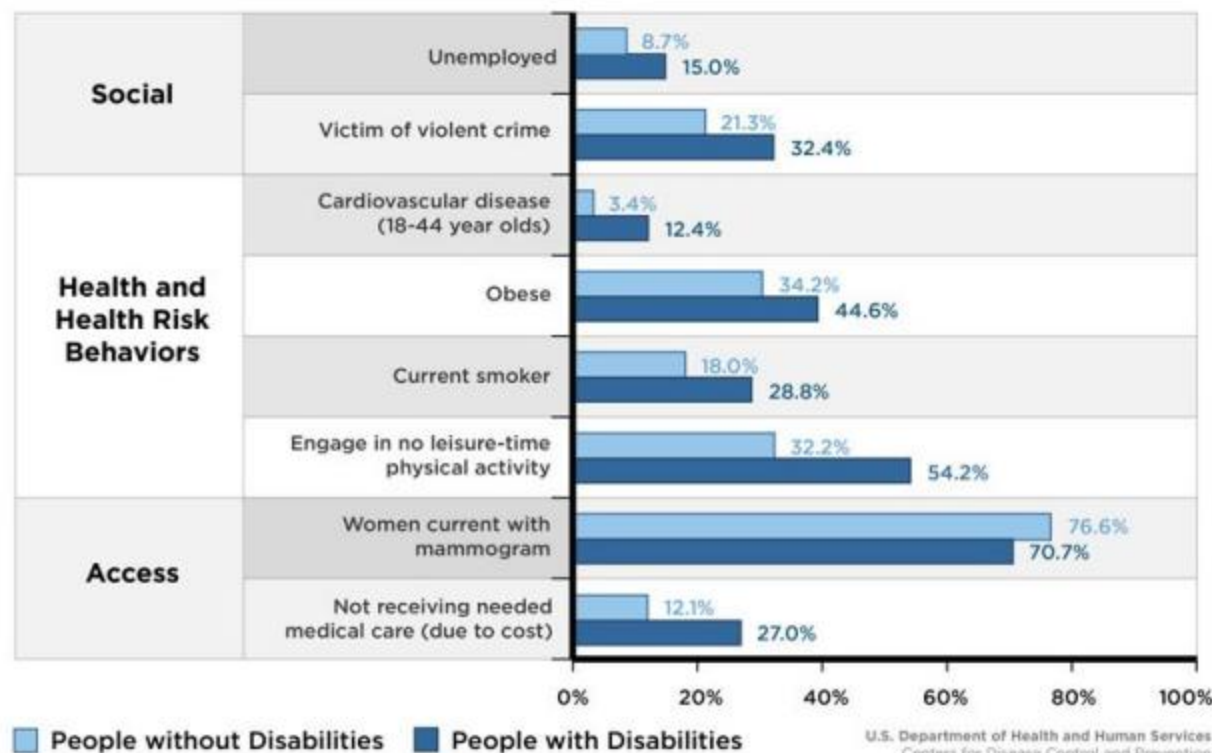
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WHAT

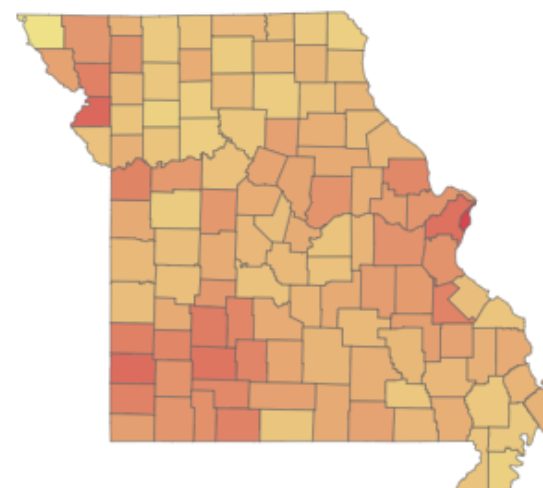
Data Dashboards

Factors Affecting the Health of People with Disabilities and without Disabilities

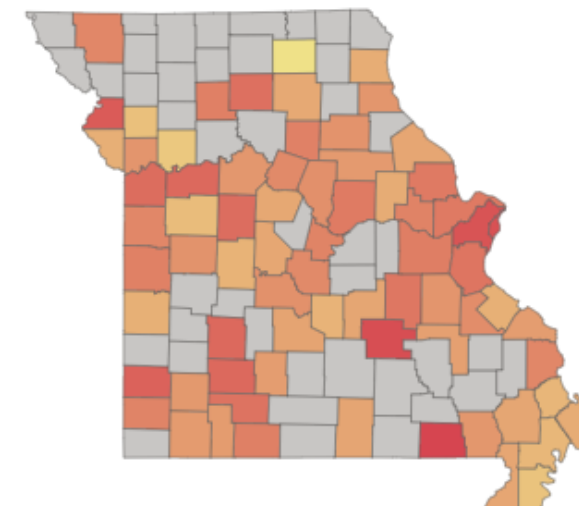


- Graphic display of data to visually communicate about population demographics and/or healthcare disparities

Prevalence of Asthma for Demographic Group 1



Prevalence of Asthma for Demographic Group 2



Year

2018

Region

- Select all
- England
- Ireland
- Northern Ireland

Total Patients

56639

Patients by Cities



Patients by Service and Gender



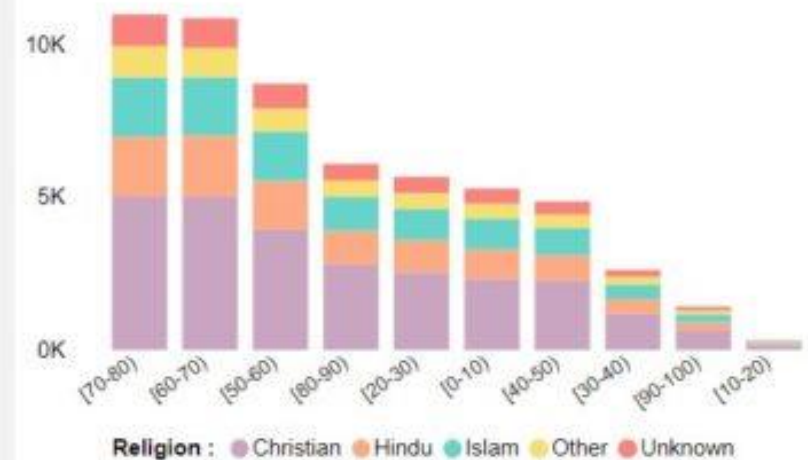
Patients by Ethnicity and Gender



Patients by Language



Patients by Age groups and Religion



Seeing is believing

- Display clear comparisons and ratios of demographic elements
- Locate disparities by geographic region

It was clear that different people had different perspectives on whether, or to what extent, inequity exists, broadly or within their own workplace environment. But if we agree that equity is important, and if we agree that objective data can help us discover the presence of inequity and create opportunities for analysis to determine how and why that inequity is occurring, then we have made a solid start in creating a structure that will enable us to meet our overarching mission of helping people live the healthiest lives possible.

- Blagev DP, Barton N, Grissom CK, et al. On the Journey Toward Health Equity: Data, Culture Change, and the First Step. NEJM Catalyst Innovations in Care Delivery [Vol. 2 No. 7](#) 2021; 07 DOI:<https://doi.org/10.1056/CAT.21.0118>

Key Audiences

- C-Suite:
 - CEO
 - COO
 - CMO
 - CNO
 - Patient Experience
- Clinical Staff
- Community Representatives
- Benefactors and Volunteers

What to consider when designing your dashboard

- Many data visualization software or online programs available
- Every graphic tells a story. What story do you want to tell?
- Resist the temptation to show it all in one display; break down sections for more detailed understanding
- To be useful, dashboards **MUST** be up-to-date. Consider the frequency of data collection and changes to the dashboard
- Different audiences may have different interests; think about what graphics and supporting information resonates with each audience
- **SIMPLE AND CLEAR** always communicates best!

Chat In

Please feel free to unmute yourself or use the chat feature to share questions, ideas, success strategies, and/or lessons learned



**Improvement is a Team
Support**



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Resource Recap

- Health Equity Roadmap
- HEOA FAQs
- HEOA Executive Audience One-Pager
- REaL Data Collection Toolbox
- Collecting REaL Data – Examples of How to Ask for REaL Data
- Best Practice Strategies for Organizational Health Equity

Access All HEOA Resources:

<https://qi-library.ipro.org/2022/05/12/health-equity-organizational-assessment-heoa-resources/>



HEOA Knowledge Builder Educational Series

| HEOA Knowledge Builders 12:00 – 12:30 PM ET | |
|--|--|
| May 19th & May 25th (repeat session) | Overview of the HEOA |
| June 16th | Category I: Data Collection |
| June 23rd | Category II: Training on Data Collection |
| June 30th | Category III: Data Validation |
| July 7th | Category IV: Data Stratification |
| July 14th | Category V: Communicating Patient Demographic Findings |
| July 21st | Category VI: Addressing & Resolving Gaps in Care |
| July 28th | Organizational Infrastructure & Culture |
| August 6th | Recap/Q&A |

Information & Registration

<https://qi.ipro.org/2022/05/11/health-equity-organizational-assessment-heoa-knowledge-builders-series/>



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For Next Week's Session

Category 6: Addressing and Resolving Gaps in Care

Please plan to describe any interventions your organization has implemented to resolve gaps in care.



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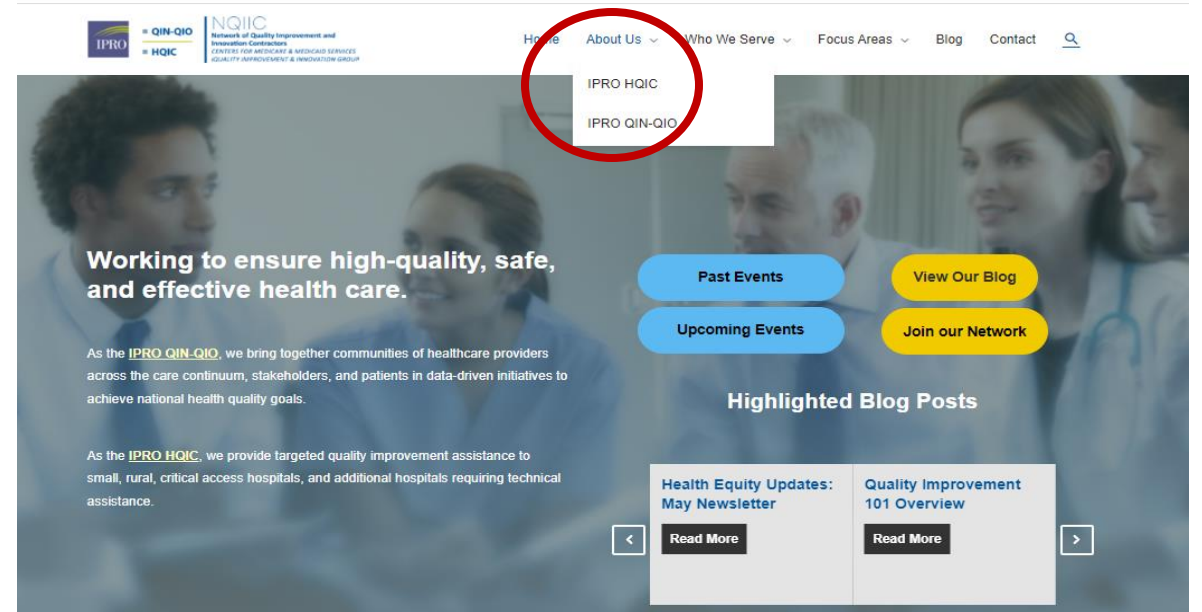


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Let Us Know More...



Your feedback is critically important and will help guide us as we prepare future Small Talks and other educational events.

Please take just a few minutes to complete our session evaluation.



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Thank You



**Thank you for your
continued partnership
and commitment to
health equity.**

