



Welcome!

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



Health Equity Organizational Assessment (HEOA) Knowledge Builder Series



■ QIN-QIO
■ HQIC

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CENTERS FOR MEDICARE & MEDICAID SERVICES
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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:

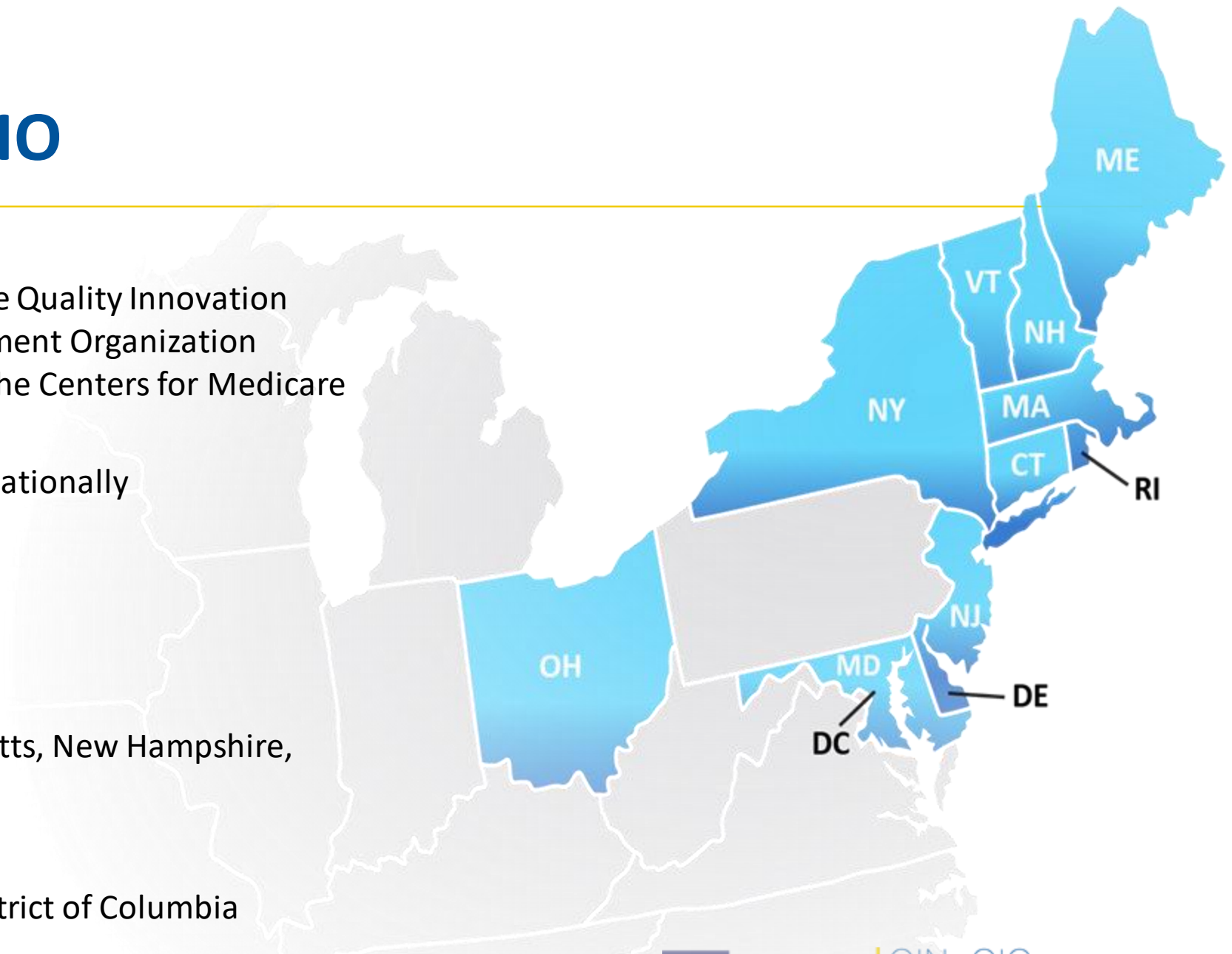
New York, New Jersey, and Ohio

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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- **IPRO**

Kentucky Hospital Association

■ Q3 Health Innovation Partners

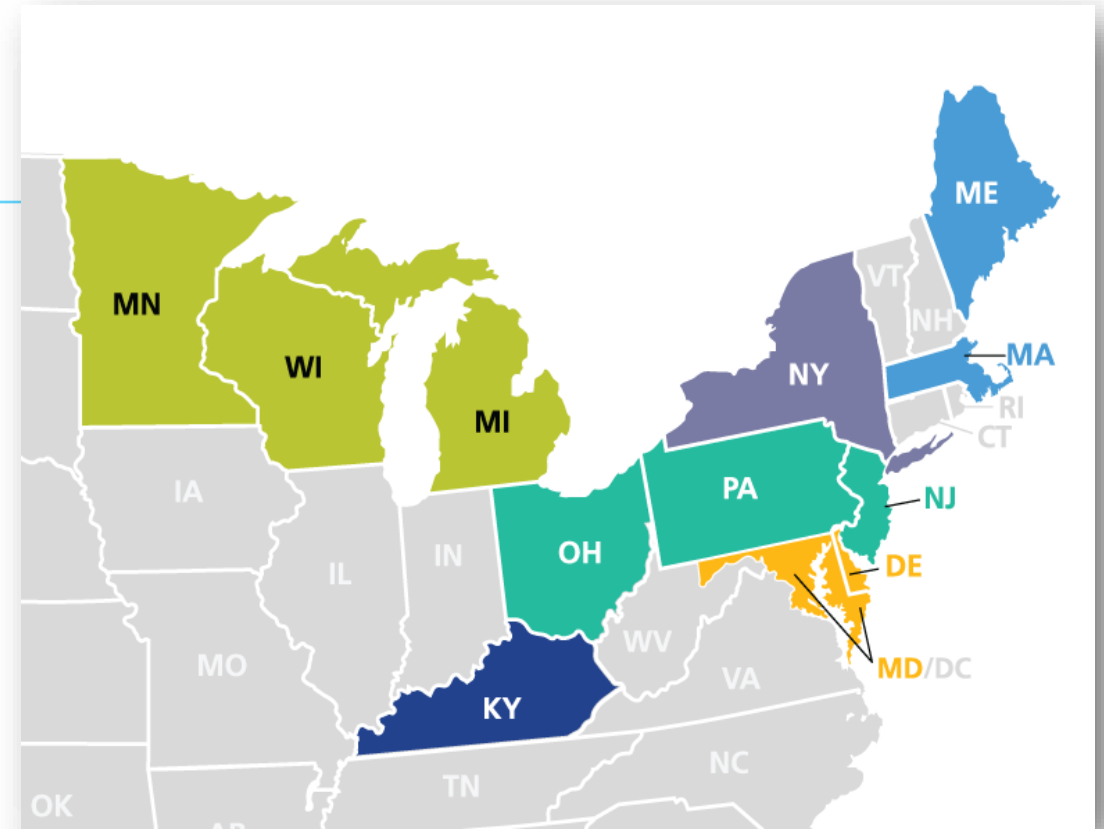
**■ Superior Health
Quality Alliance**

**American Institutes
for Research (AIR)**



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Health Equity Organizational Assessment (HEOA) Category 6: Addressing & Resolving Gaps in Care



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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

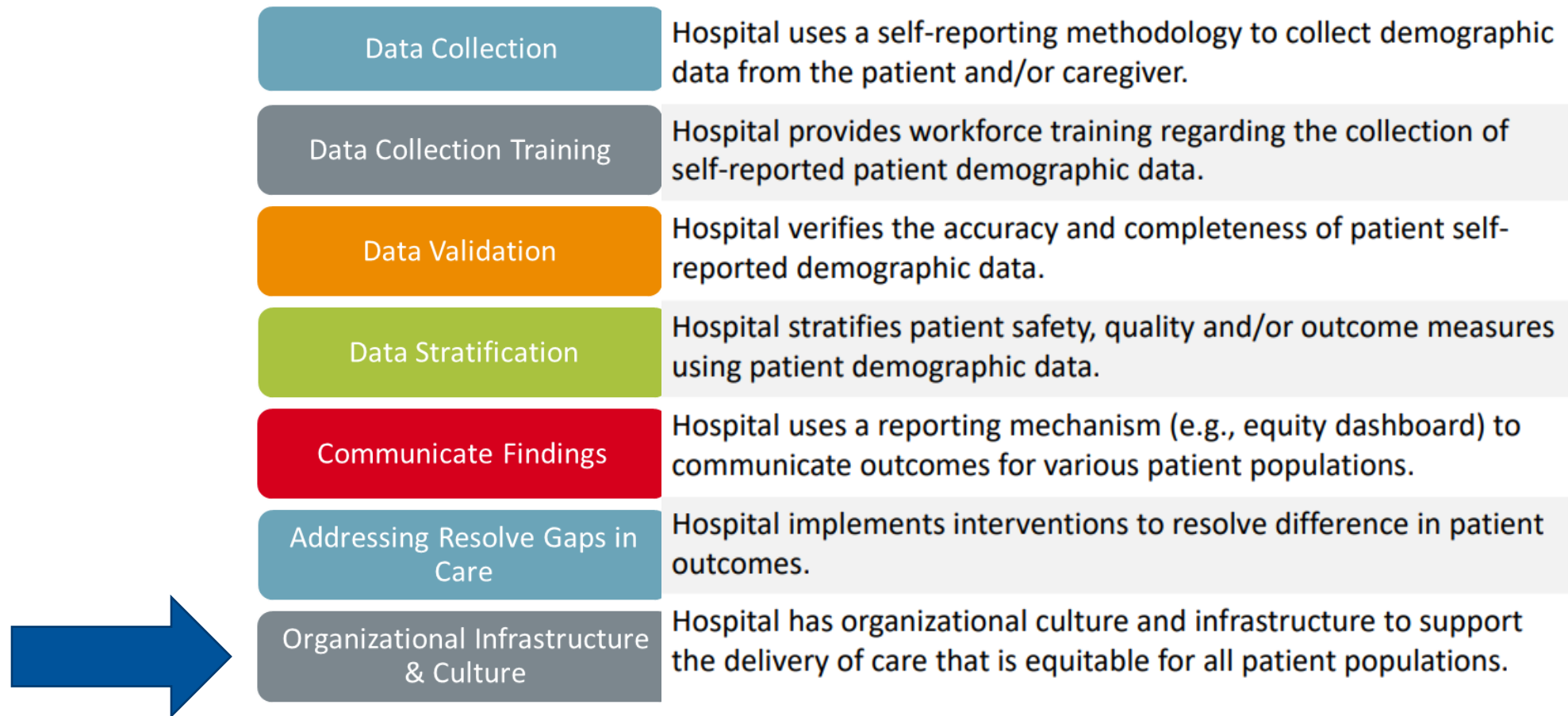
Result: Develop and implement an action plan to address opportunities for improvement based on the seven HEOA categories with a goal of providing more equitable care.



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HEOA Categories



Graphic by Michigan Health and Hospital Association



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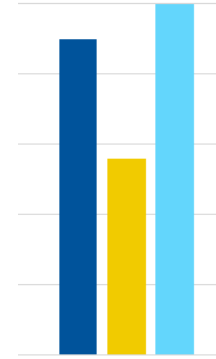
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Organizational Infrastructure & Culture

- Training workforce in cultural and linguistic competency according to CLAS standards
- Name individuals with leadership responsibility and accountability for health equity efforts
- ID a leader(s) to engage clinical champions, patients, caregivers and community partners in strategic action to reduce disparities
- Ensure leadership and Board commitment to health equity initiatives



Polling Question



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Category VII. Organizational Infrastructure and Culture			
Level of Implementation		Best Practices	
		Basic	Have a standardized process to train our workforce in cultural and linguistic competence, according to National Culturally and Linguistically Appropriate Services (CLAS) Standards.
		Intermediate	Have named individual(s) with leadership responsibility and accountability for health equity efforts.
			Have a leader – who may or may not be a member of the C-suite – who engages clinical champions, patients, and families and/or community partners in strategic and action-planning activities to reduce disparities.
	Advanced		Demonstrate leadership and board commitment to equitable healthcare through written policies, protocols, pledges, and/or strategic planning documents (e.g., mission/vision/values, organizational goals, and objectives).

Best Practice Strategies for Organizational Health Equity

Organizational Infrastructure and Culture (HEOA 7)

Strategy	Tasks	Helpful Tools
Train workforce in cultural and linguistic competency according to Culturally and Linguistically Appropriate Services (CLAS) Standards.	<ul style="list-style-type: none"> ✓ Conduct a cultural and linguistic audit in the facility to assess organizational competence. ✓ Create a written education plan to address gaps in CLAS using national CLAS standards. ✓ Include CLAS standards concepts in educational curriculum for new and existing staff members. 	<ul style="list-style-type: none"> • HHS: National CLAS Standards Implementation Checklist • CMS: A Practical Guide to Implementing the National CLAS Standards
Name individual(s) with leadership responsibility and accountability for health equity efforts.	<ul style="list-style-type: none"> ✓ Create a leadership role and title for the designated individual identified to spearhead health equity efforts and be held accountable (e.g., Chief Diversity Officer). ✓ Use various approaches to facilitate leadership buy-in: <ul style="list-style-type: none"> ○ Use REaL data and identified healthcare disparities for strategic planning and for appropriate allocation of resources. ○ Provide published data on how decreasing healthcare disparities can reduce medical harm and expenses. ○ Build a business case for health equity. ○ Have senior leaders serve as executive champions for health equity initiatives. ○ Tie senior management annual goals to equity. 	Creating an Infrastructure for Health Equity
Identify a leader to engage clinical champions, patients, caregivers and families, and/or community partners in strategic and action planning activities to reduce healthcare disparities.	<ul style="list-style-type: none"> ✓ Conduct an environmental scan of community resources and develop an asset map for improving health equity. ✓ Work with community partners to gain insight into the cultural differences and diversity that exist between various racial/ethnic groups. ✓ Name a community board or advisors, establish regular check-ins with your community, and find opportunities to dialogue with patients. ✓ Create formal and informal relationships. Convene and learn from each other. ✓ Write out timelines or list key dates when planning to engage your community, patients, and local partners. 	<ul style="list-style-type: none"> • American Hospital Association (AHA): #123forEquity Pledge to Act • CMS OMH Disparities Impact Statement
Ensure leadership and board commitment to equitable healthcare through written policies, protocols, pledges, or strategic planning.	<ul style="list-style-type: none"> ✓ Use a multidisciplinary disparities committee to consolidate efforts and drive strategic plan. ✓ Use senior-level champions to help lend support and push process forward. ✓ Integrate disparities efforts with existing performance improvement infrastructure. ✓ Document examples: mission/vision/values, organizational goals, and objectives. 	AHA: A Diversity, Equity and Cultural Competency Assessment Tool for Leaders

Athena Minor

Chief Nurse & Clinical Officer
Ohio County Healthcare
Hartford, KY

Charles Redd

Diversity, Inclusion, and Equity Officer
Berkshire Health Systems
Great Barrington, MA



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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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Leaving in Action

Tips for success:

- Access the resources in the IPRO Resource Library:
 - <https://qi-library.ipro.org/2022/05/12/health-equity-organizational-assessment-heao-resources/>
- Small steps of change:
 - Review your organization's report(s) and develop an action plan for one category where there is an opportunity for improvement.
 - When ready, move to the next category.
 - Reach out to your IPRO QIN-QIO or IPRO HQIC team with questions or needs.



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Next Week's Session

Series Wrap-Up and Next Steps

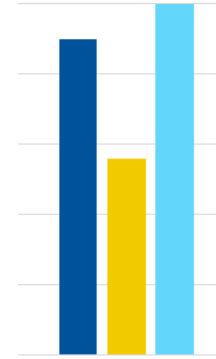
How do we move forward and keep this great momentum going?



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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/>



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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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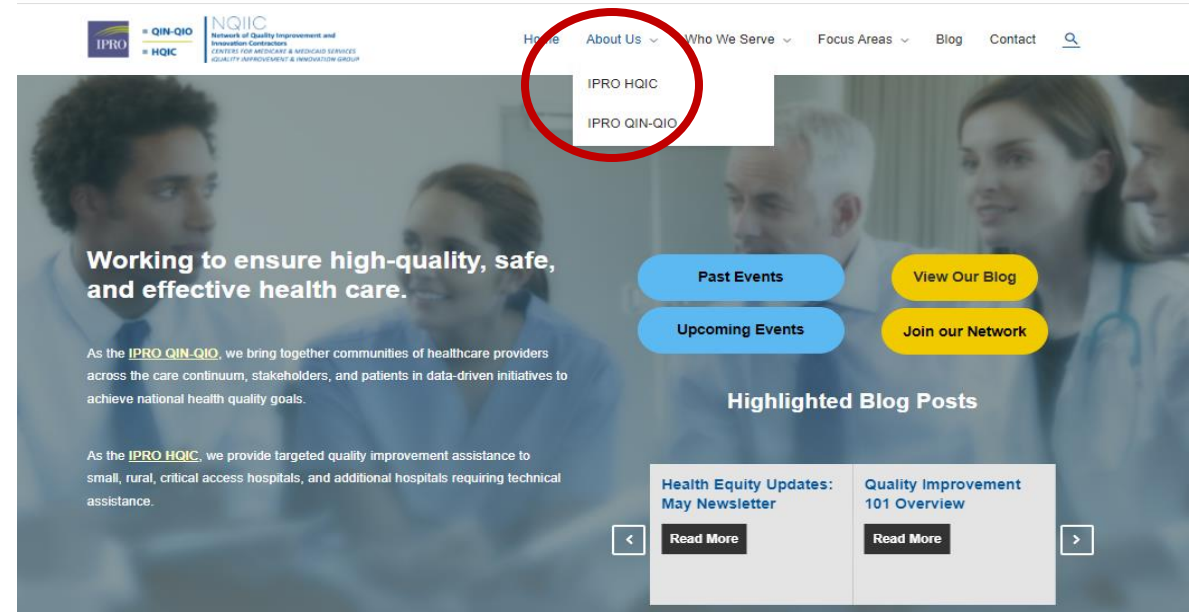


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Let Us Know More...



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.**

