



Welcome!

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



Health Equity Organizational Assessment (HEOA) Knowledge Builder Series



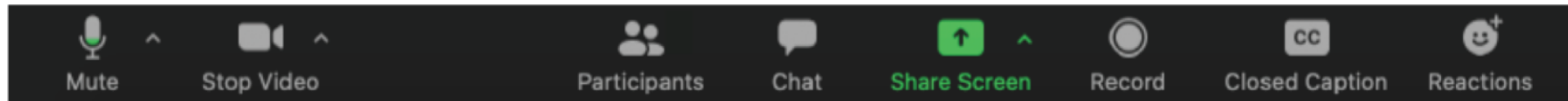
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Use Chat to introduce yourself & ask questions

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

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:

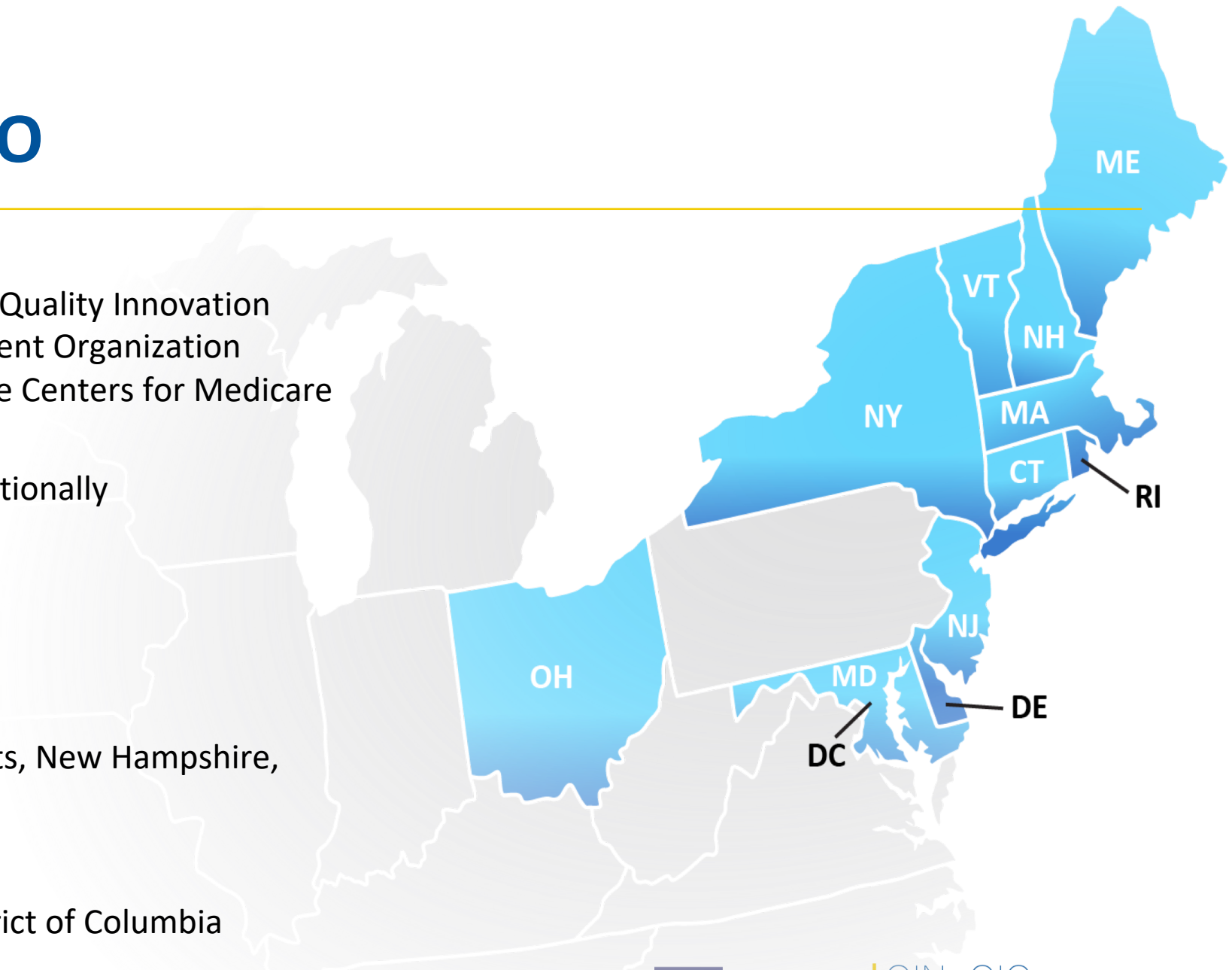
New York, New Jersey, and Ohio

Healthcentric Advisors:

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

Qlarant:

Maryland, Delaware, and the District of Columbia



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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

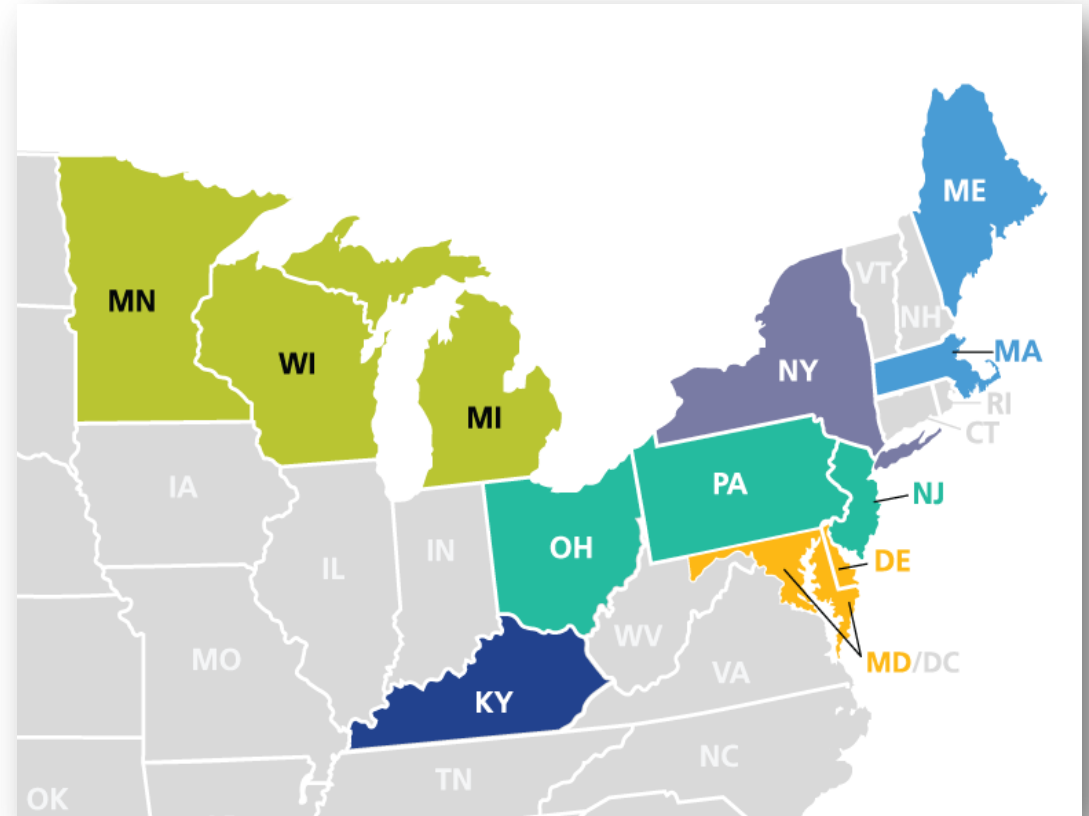
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■ Q3 Health Innovation Partners

■ Superior Health Quality Alliance

American Institutes for Research (AIR)

QSource Health Equity Subject Matter Experts



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Health Equity Organizational Assessment (HEOA) Overview

Name: Laura Benzel & [moderator name]

Dates: May 19th and May 25th



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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 better understand their patients and community, and provide more equitable care.

2

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

3

Result: Use the HEOA Assessment Report to develop an action plan to address opportunities for improvement and increase levels across the HEOA categories.

HEOA Background

- Develop by the CMS Partnership for Patients (PfP) health equity affinity group.
- IPRO modified slightly for use across care settings participating in the QIN-QIO and HQIC contracts.
- CMS endorses the HEOA as a valuable tool that can promote health equity.



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HEOA Purpose

- Accurate patient demographic data is foundational to providing equitable care.
- HEOA is a tool to assist healthcare organizations to better understand their ability to identify and address health disparities.
- Helps guide deliberate action to ensure the highest level of care for all populations served.
- HEOA categories help assess readiness to:
 - Collect accurate patient demographic data;
 - Use demographic data to ID and address disparities;
 - Implement organizational infrastructure and culture to deliver equitable care.



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HEOA Assessment Categories

- 1. Data Collection**
- 2. Data Collection Training**
- 3. Data Validation**
- 4. Data Stratification**
- 5. Communicating Patient Demographic Findings**
- 6. Addressing and Resolving Gaps in Care**
- 7. Organization Infrastructure and Culture**



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HEOA REDCap Assessment

- Demo of HEOA Assessment in REDCap -

Good news!

- There is still time to complete the HEOA Assessment and receive a report with your organization's results.
- Contact your QIN-QIO or HQIC QI Advisor to get the link.
- It takes about 15 minutes to complete.



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HEOA Feedback Report

- Review Sample HEOA Assessment Report -

Discuss Report Scoring



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Resource Recap

- HEOA Roadmap
- HEOA Frequently Asked Questions
- HEOA Executive Audience One-Pager
- Best Practices for Health Equity Data Collection
- HQIC REaL Data Collection Toolbox
- Importance of HQIC Health Equity Metrics
- Collecting REaL Data – Examples of How to Ask for REaL Data

Access All HEOA Resources HERE:

<https://qi-library.ipro.org/2022/05/12/health-equity-organizational-assessment-heao-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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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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Leave in Action

Tips for success:

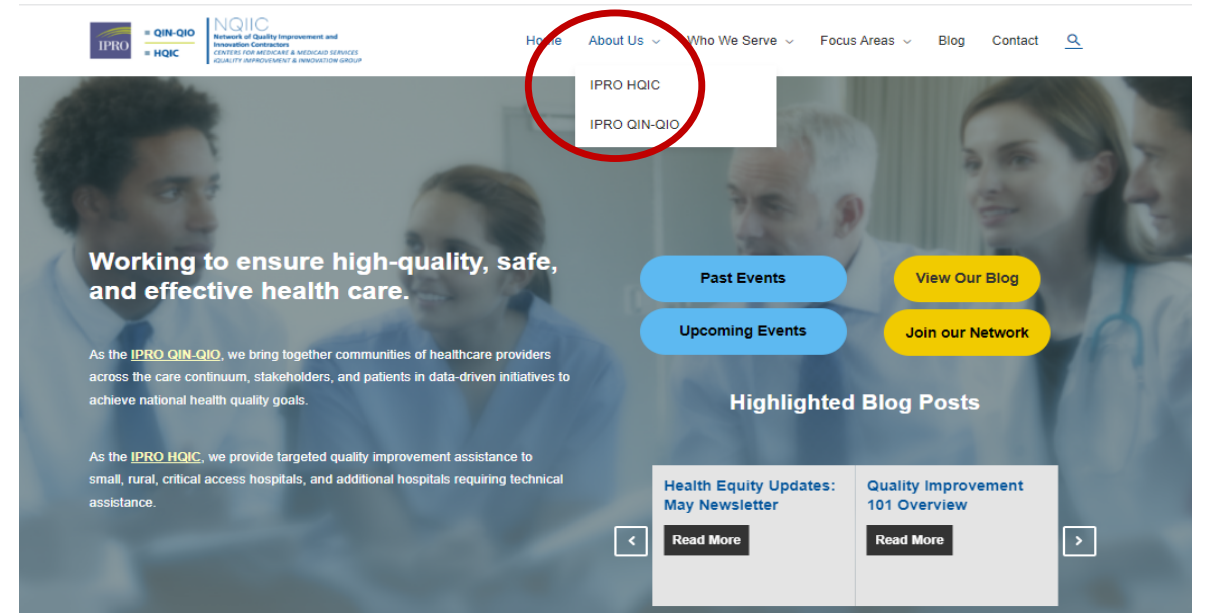
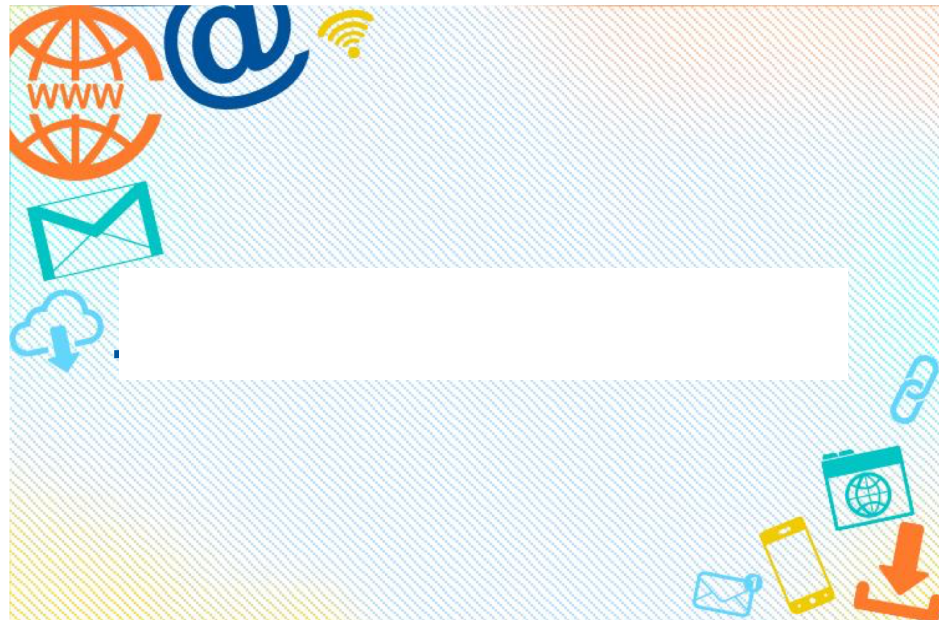
- Access the resources on the IPRO QIN-QIO Resource:
<https://qi-library.ipro.org/>
- Small steps of change:
 - Complete the HEOA Assessment
 - Review your organization's report(s) and develop an action plan for one category where there is an opportunity for improvement.
 - When ready, move to the next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



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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 (link is in the chat).



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Thank You

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

