Delta Region Community Health Systems Development (DRCHSD) Program

Quality Series: Health Equity

National Rural Health Resource Center

The Center's Purpose

The [National Rural Health Resource Center (The Center)](#) is a nonprofit organization dedicated to sustaining and improving health care in rural communities. As the nation's leading technical assistance and knowledge center in rural health, The Center focuses on five core areas:
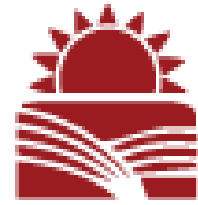
- Transition to Value and Population Health

- Collaboration and Partnership

- Performance Improvement

- Health Information Technology

- Workforce

DRCHSD Program Supported by FORHP and DRA

Diversity, Equity, Inclusion, & Anti-racism

Building a culture where difference is valued

The Center is committed to DEI and anti-racism. We create an environment that reflects the communities we live in and serve; a place where everyone feels accepted and empowered to be their full, authentic selves; and where everyone belongs.

We understand the impact of and seek to defeat racism and discrimination in ourselves, our workplace, and the world. This guides how we cultivate leaders, build our programs and resources, and deliver our technical assistance.

We are an organization that honors, celebrates, and respects all dimensions of diversity. These principles are central to our mission and to our impact.

Read more at ruralcenter.org/DEI

Today's Speakers:

Sarah Brinkman, MBA, MA, CPHQ

Senior Program Manager

Stratis Health

4

Karla Weng

Director, Program Management

Stratis Health

National Rural Health Resource Center

Health Equity

Delta Region Community Health Systems Development Program Quality Webinar Series

Karla Weng, MPH, CPHQ

Sarah Brinkman, MBA, MA, CPHQ

August 1, 2024

We Make Lives Better

- Lead collaboration and innovation in health care quality and safety, and serve as a trusted expert in facilitating improvement for people and communities
- Core expertise is designing and implementing improvement initiatives across the continuum of care
- Organizational priorities include advancing rural health, health equity, and addressing the opioid crisis

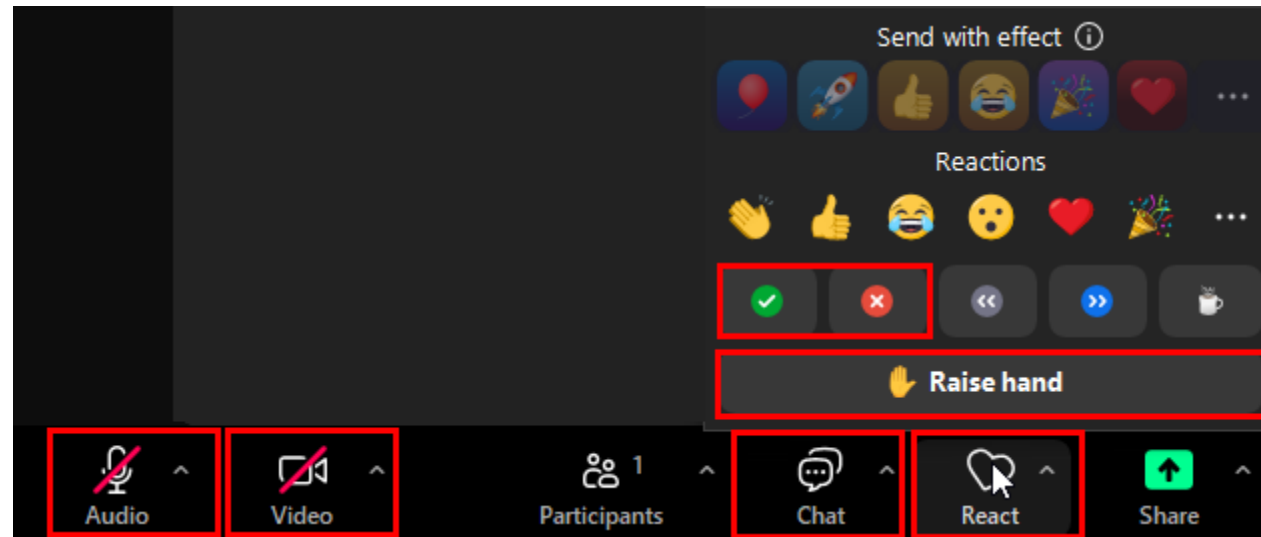# Stratis Health Presenters

Karla Weng
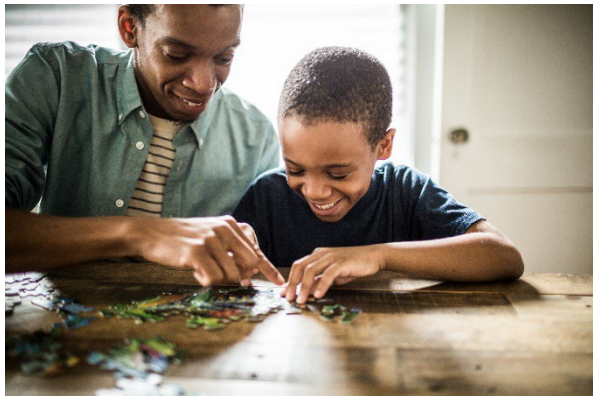
Sarah Brinkman

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Your Participation is Key

- Update your name in Zoom

- Complete Polls

- Respond to chat prompts

- Participate in group discussions

- Unmute and talk/Raise your hand

- Turn your camera on

Chat Introductions and Check In

- Name | Title/Role
- Organization | State
- What is your favorite hobby or pastime?

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Quality Webinar Series Overview

- This series will center on the 9 core elements of quality infrastructure supporting rural health care quality improvement (QI) efforts.

- Participants will engage in interactive discussions regarding application of the core elements to important topics of patient experience, patient safety, and health equity.

  - Session 1: Core Elements of Quality Infrastructure
  - Session 2: Patient Experience
  - Session 3: Patient Safety
  - **Session 4: Health Equity**

July 23 Core Elements of Quality Infrastructure	July 25 Patient Experience	July 30 Patient Safety	August 1 Health Equity

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Objectives

After this session, participants will be able to:

- Discuss the concept of health equity and how it relates to population health, social drivers of health, and value in health care.

- Explore opportunities for improving health equity including through leadership accountability, integrating equity into quality practices, and meaningful engagement of patients, partners, and community.

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Health Equity Overview

What is Population Health?

- Health outcomes of a group of individuals, including the distribution of such outcomes within the group.

- Includes health outcomes, patterns of health determinants, and policies and interventions that link these two.

- Total population health strives to improve health care experience, quality, and costs for the population

What Is Population Health? - PubMed (nih.gov)
Discussion: The Value Equation in Total Population Health | AAPL Publication (physicianleaders.org)

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The Triple Aim or the Quadruple Aim? Four Points to Help Set Your Strategy | Institute for Healthcare Improvement (ihi.org)
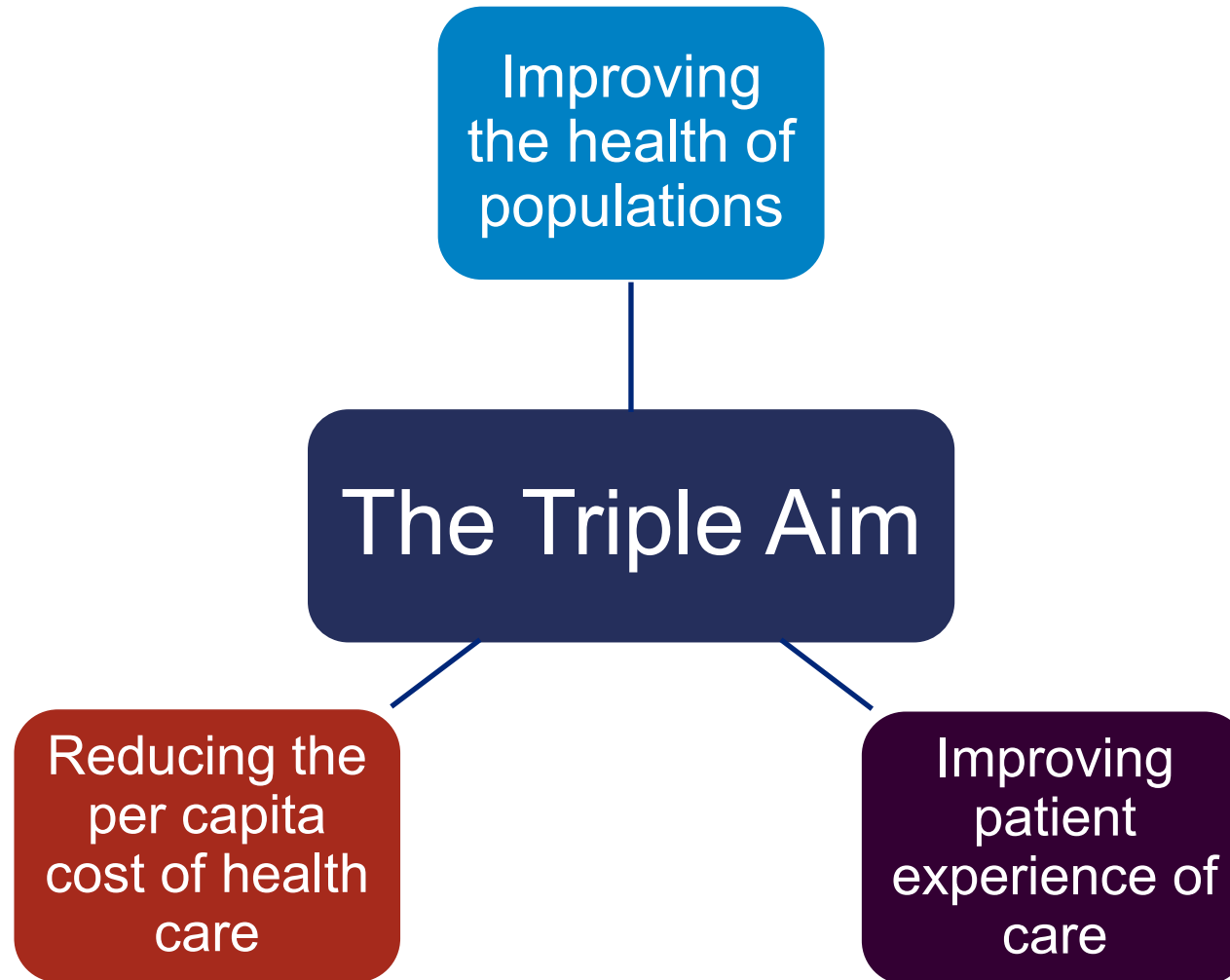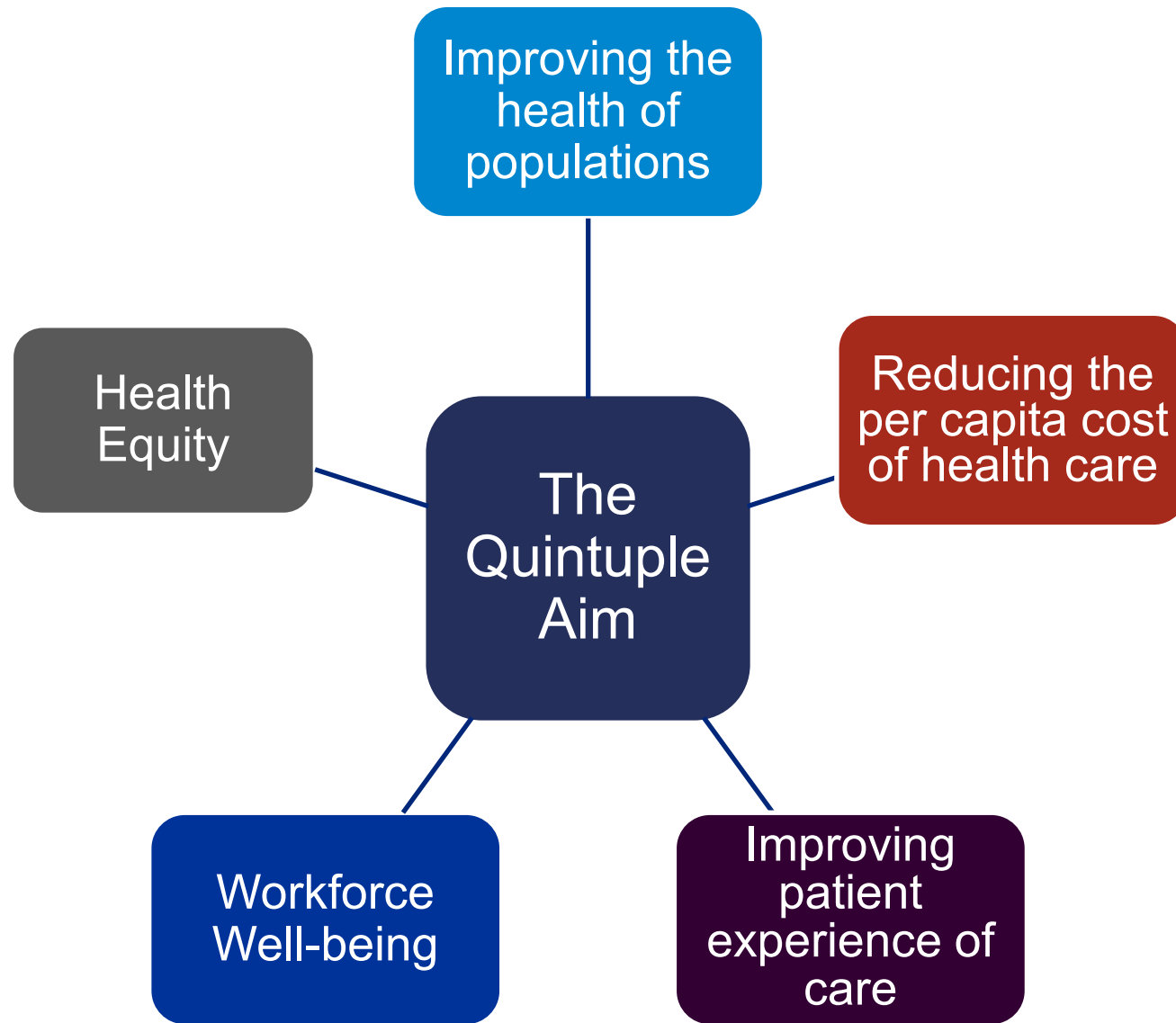
The Value Equation

$$Value = \frac{(Quality + Experience)}{Cost}$$

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What is Health Equity?

Health equity is the state in which everyone has a *fair and just opportunity* to attain their highest level of health. Achieving this requires ongoing societal efforts to: *address historical and contemporary injustices; overcome economic, social, and other obstacles to health and health care; eliminate preventable health disparities.*

Centers for Disease Control and Prevention (CDC)

What is Health Equity? | Health Equity | CDC

Health equity means that everyone has a *fair and just opportunity* to be as healthy as possible. *This requires removing obstacles to health such as poverty, discrimination, and their consequences*, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care."

The Robert Wood Johnson Foundation (RWJF)

What is Health Equity? (rwjf.org)

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Equality ≠ Equity

- Equality means everyone is given the same resources/opportunities

- Equity recognizes that each person has different circumstances and allocates the resources and opportunities needed to reach an equal outcome

EQUALITY
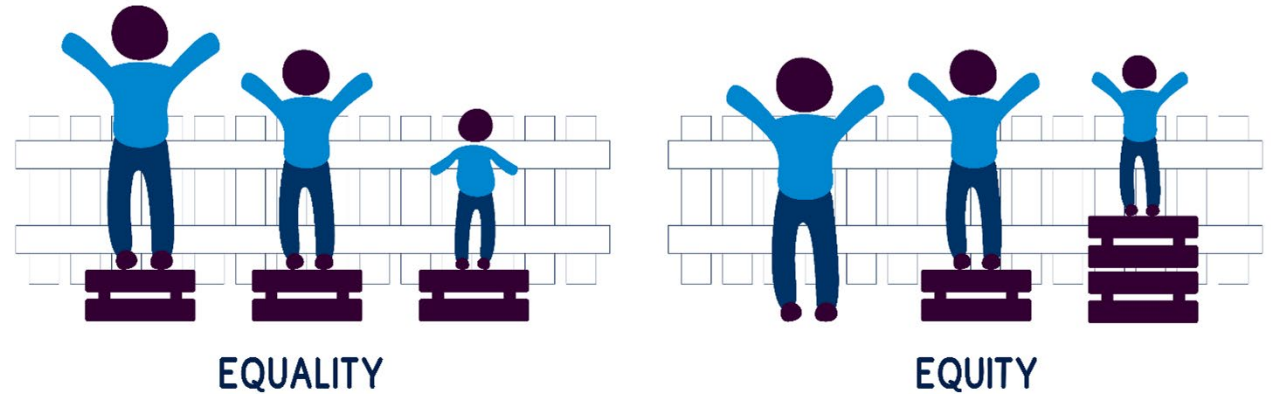
EQUITY

Health inequities are avoidable, unjust, and actionable.

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What are Health Disparities?

Health disparities are *preventable differences* in the burden of disease, injury, violence, or opportunities to achieve optimal health that are experienced by *populations that have been disadvantaged by their social or economic status, geographic location, and environment*.

Centers for Disease Control and Prevention (CDC)

What is Health Equity? | Health Equity | CDC

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Health Equity and the Core Elements of Quality Infrastructure

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Core Elements of CAH Quality Infrastructure

Leadership Responsibility & Accountability
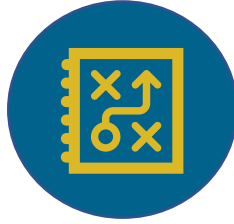
Quality Embedded Within the Organization's Strategic Plan

Workforce Engagement & Ownership

Integrating Equity into Quality Practices

Culture of Continuous Improvement Through Behavior

Culture of Continuous Improvement Through Systems

Engagement of Patients, Partners, & Community

Collecting Meaningful & Accurate Data

Using Data to Improve Quality

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Health Equity Essential Components

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Health Equity Organizational Self-Assessment

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Health Equity Assessment

Organization Name: Updated By: Date:

Topic	1 - Not Started	2 - Just Starting	3 - On Our Way	4 - Almost There	5 - Fully Implemented / Doing Gre	
Leadership & Strategy						
Culture of Health Equity	Improving health equity is seen as a separate activity or department, not foundational to how work is done throughout the organization	Health equity is recognized as important, but is not embedded in organizational culture or activities; Some staff can describe their role in identifying opportunities for improving health equity or participate in projects to advance health equity	Health equity is embedded in organizational culture and the activities of some departments and staff; Many staff can describe their role in identifying opportunities for improving health equity improvement and participate in projects to advance health equity	There is a robust, organization-wide approach to improving health equity and most areas/departments are contributing to the organizational plan for achieving health equity; Several staff across departments are content experts that teach/coach others about health equity	Health equity is incorporated into the organization's culture and all areas/departments are contributing to the organizational plan for achieving health equity, which includes measuring performance and openly sharing results; There is a clear expectation that advancing health equity is the responsibility of all staff; Across the organization, health equity is considered in decision-making and problem-solving, and is foundational to operations	
Strategic Leadership	The organization does not have an articulated vision, mission, strategy, or written action plan for improving health equity	The organization has an established vision, mission, strategy, or written action plan for improving health equity, but it is not clearly understood by staff	The organization has an established vision or mission and a strategy with a written action plan for improving health equity that has been clearly articulated to staff; Some activities to improve health equity are directly linked to the organizational mission, vision, and strategy; Patient and community member feedback via surveys inform the health equity strategy	The organization has an established vision, mission, and strategy with a written action plan for achieving health equity that has been clearly articulated to staff; Most activities to advance health equity are directly related to organizational mission, vision, and strategy; Patient and community member feedback via surveys, focus groups, or town hall meetings inform the health equity strategy	The organization has an established vision, mission, and strategy with a written action plan for achieving health equity that has been clearly articulated to staff and external partners, including patients and community members; Activities to advance health equity are directly related to organizational mission, vision, and strategy; Patient and community member feedback via surveys, focus groups, or town hall meetings and a high-functioning Patient & Family Advisory Council inform the health equity strategy	
Internal Diversity, Equity, & Inclusion	The organization does not include an internal focus on staff diversity, equity, or inclusion	The organization has established a plan for ensuring staff diversity is reflective and representative of the community, but it is not yet fully implemented or understood by staff	The organization has established a plan for ensuring staff diversity is reflective and representative of the community, and staff understand the plan and their role in implementing and achieving related aims;	The organization has implemented a diversity, equity, and inclusion plan, and staff understand the plan and their role in implementing and achieving related aims; Staff diversity is partially reflective of	The organization has fully implemented a diversity, equity, and inclusion plan, and staff understand the plan and their role in implementing and achieving related aims; Staff diversity is reflective and	

- Maturity matrix with 5-point Likert scale
- 20 items in 4 composite categories:
  - Leadership & Strategy
  - Staff Engagement
  - Data
  - Quality & Safety Improvement Systems & Processes

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Leadership Responsibility & Accountability

Element: Governance and administrative leadership actively demonstrate support for improving quality

Criteria:

- The hospital board engages in and supports quality improvement

- Organizational resources are adequately allocated to support QI

- Executive leadership oversees design and functionality of the QI program

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Leadership Responsibility and Accountability: Health Equity

Related Health Equity Organizational Self-Assessment Strategies

- Component(s): Leadership and Strategy

- Sample Strategies:
  - Organization has an established vision, mission, and strategy with a written action plan for achieving health equity that has been clearly articulated to staff, external partners, patients, and community members.
  - Leadership representation on health equity improvement project teams.
  - Allocate resources to allow staff time each week/month to participate in health equity improvement activities which may include work and meetings with community partners outside of the organization.
  - Leadership regularly shares health equity data, challenges, aims, and improvement progress through consistent channels with staff, patients, and community partners.
  - Use a formalized health equity improvement plan to guide activities.

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Discussion #1

Raise your hand, come off mute, or weigh in via chat.

- How does leadership at your organization demonstrate a commitment to health equity?

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Integrating Equity into Quality Practices

Element: Undertake intentional improvement activities to ensure everyone in the community has a fair and just opportunity to be as healthy as possible

Criteria:

- Managers use collected data and other available resources to identify inequities

- Leaders routinely assess quality interventions and processes to address identified inequities

- Units and departments implement specific health equity projects to improve care and lessen inequities

"Rural relevant needs to be more than measures; it is also about systems. How do we teach quality from the ground up?" —Summit participant

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Integrating Equity into Quality Practices: Health Equity

Related Health Equity Organizational Self-Assessment Strategies

- Component(s): Leadership and Strategy, Quality and Safety Improvement, Data

- Sample Strategies:
  - All areas/departments are contributing to the organizational plan for achieving health equity, including measuring performance and openly sharing results.
  - Apply an equity lens to all quality and safety improvement activities by breaking down data to identify potential disparities.
  - Review policies, practices, and norms in human resources, business units, clinical care, and other organizational areas to assess potential inequitable impact on communities that have historically been marginalized and redesigns as needed.
  - Actively analyze demographic data to identify disparities and monitoring data to assess related improvement efforts.

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Discussion #2

Raise your hand, come off mute, or weigh in via chat.

- How does your organization embed equity into your quality and patient safety focused initiatives?

- What opportunities exist to further that work?

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Engagement of Patients, Partners, & Community

Element: Intentionally build external relationships with patients, partners, and the community to enhance access and improve the care experience

Criteria:

- The organization collects feedback from patients/families beyond patient experience surveys

- The organization collaborates with other care providers using closed-loop referral processes to help ensure quality of care

- The organization uses a variety of mechanisms to share quality data with patients, families, and the community

- Leaders synthesize and develop action plans in response to patient, family, and community feedback

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Engagement of Patients, Partners, and Community: Health Equity

Related Health Equity Organizational Self-Assessment Strategies

- Component(s): All areas

- Sample Strategies:
  - Routinely collect patient and community member feedback via surveys, focus groups, or town hall meetings to inform the health equity strategy.
  - Involve staff and community in diversity, equity, and inclusion continuous improvement plan.
  - Identify champions to lead health equity improvement activities within the organization and with community partners.
  - Recognize and celebrate health equity improvement activities in community-facing media and events.
  - Regularly share project status and results with staff, covering board, external partners, and the broader community.

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Discussion #3

Raise your hand, come off mute, or weigh in via chat.

- How does your organization gather input and feedback from patients?
- How does your organization gather input and feedback from the broader community?

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Questions?

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Questions or Comments

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