

HRET HIIN >>>>>>>>

HEALTH EQUITY ORGANIZATIONAL ASSESSMENT (HEOA)



America's hospitals and health systems are working hard to ensure that every person in every community receives high-quality, equitable and safe care. To do that, we must eliminate health and health care disparities that continue to exist for far too many diverse individuals. A number of factors contribute to these inequities, including lack of insurance coverage, historical discrimination, lack of culturally competent providers, and the need to address the social determinants of health, which determine 80 percent of the reasons for using health care services. Ending health care disparities and advancing diversity is a priority for the American Hospital Association (AHA) and the HRET HIIN programs aimed at reducing harm and chronic disease.

The Hospital Improvement Innovation Networks (HIINs) have taken up the challenge to better understand hospitals': (1) preparedness to address health disparities through the consistent collection of accurate demographic data, (2) use of demographic data to identify and resolve disparities, and (3) implementation of organizational and cultural structures needed to sustain the delivery of equitable care. A Health Equity Organizational Assessment (HEOA) was created for HIINs and their hospitals to evaluate their current state and focus future technical assistance to help advance hospital health equity efforts. The assessment is divided into six categories as shown below.

Data Collection	Hospital uses a self-reporting methodology to collect demographic data from the patient and/or caregiver.
Data Collection Training	Hospital provides workforce training regarding the collection of self-reported patient demographic data.
Data Stratification	Hospital stratifies patient safety, quality and/or outcome measures using patient demographic data.
Communicate Findings	Hospital uses a reporting mechanism (e.g., equity dashboard) to communicate outcomes for various patient populations.
Resolve Differences	Hospital implements interventions to resolve differences in patient outcomes.
Infrastructure & Culture	Hospital has organizational culture and infrastructure to support the delivery of care that is equitable for all patient populations.

Each metric category has a response indicative of the hospital's level of implementation to reduce health disparities and improve quality of care:

- > **Not Applicable:** Hospital does not meet basic level
- > **Basic Fundamental**
- > **Mid-Level Intermediate:** Hospital meets the basic/fundamental level of implementation plus mid-level activities for level of implementation.
- > **Advanced:** Hospital meets the basic/fundamental and mid/intermediate levels of implementation plus advanced activities for level of implementation.

FOR MORE INFORMATION on the HRET HIIN Health Equity metrics and resources, visit: http://www.hret-hiin.org/Resources/health_care_disparities/18/health-equity-organizational-assessment-metric-guidance.pdf.

HRET HIIN is proud that more than 1,600 hospitals and health systems are collecting and improving key metrics. HRET HIIN is developing new resources to help organizations — whether they are just beginning their health equity journey or they are deeply engrained in this work to improve the metrics. HRET HIIN is also sharing best practices and lessons learned from organizations that have collected the metrics and are making progress in achieving the highest levels of implementation. We are continuing to urge those hospitals and health systems that have not taken the [AHA #123forEquity](#) pledge to join the campaign.

BRINGING IT HOME & RESOURCES: While the challenge is great, HRET HIIN is confident of success. Together, we can ensure equitable, safe care for all individuals and eliminate health care disparities.