

Health Equity Organizational Assessment (HEOA)

Hospital HEOA Tutorial

Date: Friday, December 21, 2018

Time: 3:00pm

*Developed by the Hospital Improvement Innovation Network (HIIN)
Health Equity Affinity Group*

Health Equity Organizational Assessment (HEOA)

Hospital Tutorial

- Why?
- What ?
- When?
- How?

Health Equity Organizational Assessment (HEOA)

Why?

- Assess the current state and ability of hospitals to identify gaps and address health disparities.
- Help HIINs focus future technical assistance to help advance health equity efforts and reduce health disparities.

Health Equity Organizational Assessment (HEOA)

What?

Assessment Category

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 Validation

Hospital verifies the accuracy and completeness of patient self-reported 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.

Address & Resolve Gaps in Care

Hospital implements interventions to resolve difference in patient outcomes.

Infrastructure & Culture

Hospital has organizational culture and infrastructure to support the delivery of care that is equitable for all patient populations.

Health Equity Organizational Assessment (HEOA)

What?

Assessment Category

Data Collection

Data Collection
Training

Data Validation

Data Stratification

Communicate
Findings

Address & Resolve
Gaps in Care

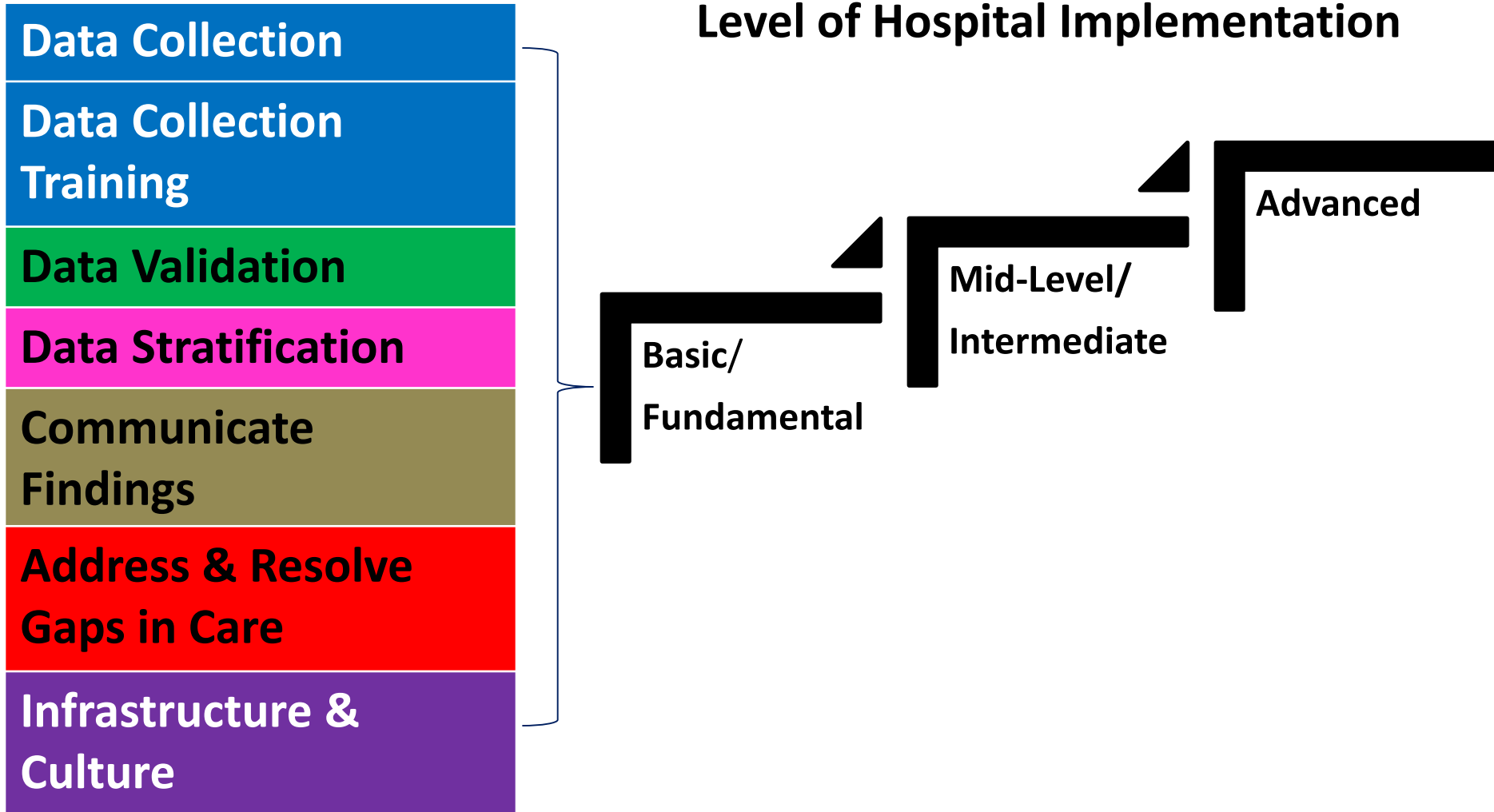
Infrastructure &
Culture

Level of Hospital Implementation

Basic/
Fundamental

Mid-Level/
Intermediate

Advanced



Data Collection

Hospital uses a self-reporting methodology to collect demographic data from the patient and/or caregiver.

Basic/Fundamental

- Hospital uses self-reporting methodology to collect race, ethnicity and language **(REAL) data** for all patients.
- *All race and ethnicity categories collected should, at a minimum, roll up to the [OMB categories](#) and should be collected in separate fields.*

Intermediate

- Hospital collects REAL data for at least 95% of their patients with opportunity for verification at **multiple points of care (beyond just registration)** to ensure accuracy of the data and to prevent any missed opportunities for data collection (e.g., pre-registration process, registration/admission process, inpatient units, etc.).

Advanced

- Hospital uses self-reporting methodology to collect **additional demographic data (beyond REAL)** for patients such as disability status, sexual orientation/gender identity (SOGI), veteran status, geography and/or other social determinants of health (SDOH) or social risk factors.

Data Collection Training

Hospital provides workforce training regarding the collection of self-reported patient demographic data.

Basic/Fundamental

- Workforce training is provided to staff regarding the collection of **patient self-reported REAL data**.

Intermediate

- Hospital **evaluates the effectiveness** of workforce training on an annual basis to ensure staff demonstrate competency in patient self-reporting data collection methodology (e.g., observations, teach back, post-test, etc.).

Advanced

- Workforce training is provided to staff regarding the collection of **additional patient self-reported demographic data (beyond REAL)** such as disability status, sexual orientation/gender identity (SOGI), veteran status, geography and/or other social determinants of health (SDOH) or social risk factors.

Data Validation

Hospital verifies the accuracy and completeness of patient self-reported demographic data.

Basic/Fundamental

- Hospital has a standardized process in place to both **evaluate the accuracy and completeness** (percent of fields completed) for REAL data **and** a process to **evaluate and compare** hospital collected REAL data to local demographic community data.

Intermediate

- Hospital **addresses any system-level issues** (e.g., changes in patient registration screens/fields, data flow, workforce training, etc.) to improve the collection of self-reported REAL data.

Advanced

- Hospital has a standardized process in place to evaluate the accuracy and completeness (percent of fields completed) for **additional demographic data (beyond REAL)** such as disability status, sexual orientation/gender identity (SOGI), veteran status, geography and/or other social determinants of health (SDOH) or social risk factors -- and has a process in place to evaluate and compare hospital collected patient demographic data to local demographic community data.

Data Stratification

Hospital stratifies patient safety, quality and/or outcome measures using patient demographic data.

Basic/Fundamental

- Hospital stratifies **at least one** patient safety, quality and or outcome measure by REAL.

Intermediate

- Hospital stratifies **more than one (or many)** patient safety, quality and or outcome measure by REAL.

Advanced

- Hospital stratifies more than one (or many) patient safety, quality and/or outcome measure by REAL and **other demographic data (beyond REAL)** such as disability status, sexual orientation/gender identity (SOGI), veteran status, geography and/or other social determinants of health (SDOH) or social risk factors.

Communicate Findings

Hospital uses a reporting mechanism (e.g., equity dashboard) to communicate outcomes for various patient populations.

Basic/Fundamental

- Hospital uses a reporting mechanism (e.g., equity dashboard) to routinely communicate patient population outcomes to hospital **senior executive leadership (including medical staff leadership) and the Board.**

Intermediate

- Hospital uses a reporting mechanism (e.g., equity dashboard) to routinely communicate patient population outcomes **widely within the organization** (e.g., quality staff, front line staff, managers, directors, providers, committees and departments or service lines).

Advanced

- Hospital uses a reporting mechanism (e.g., equity dashboard) to share/communicate patient population outcomes with **patients and families (e.g., PFAC members) and/or other community partners or stakeholders.**

Address & Resolve Gaps in Care

Hospital implements interventions to resolve difference in patient outcomes.

Basic/Fundamental

- Hospital engages multidisciplinary team(s) to **develop and test pilot interventions** to address identified disparities in patient outcomes.

Intermediate

- Hospital **implements interventions (e.g., redesigns processes, conducts system improvement projects and/or develops new services)** to resolve identified disparities and educates staff/workforce regarding findings.

Advanced

- Hospital has a **process in place for ongoing review, monitoring, recalibrating interventions (as needed)** to ensure changes are sustainable.

Organizational Infrastructure & Culture

Hospital has organizational culture and infrastructure to support the delivery of care that is equitable for all patient populations.

Basic/ Fundamental

- Hospital has a **standardized process** to train its workforce to deliver culturally competent care and linguistically appropriate services (according to the CLAS standards).

Intermediate

- Hospital has named an individual (or individuals) who has **leadership responsibility and accountability** for health equity efforts (e.g., manager, director or Chief Equity, Inclusion and Diversity Officer/Council/Committee) who engages with clinical champions, patients and families (e.g., Patient and Family Advisory Councils (PFACs)) and/or community partners in strategic and action planning activities to reduce disparities in health outcomes for all patient populations. Note: This doesn't have to be a member of the C-Suite.

Advanced

- Hospital has made a commitment to ensure equitable health care is prioritized and delivered to all persons through written **policies, protocols, pledges or strategic planning** documents by organizational leadership and Board of Directors (e.g. mission/vision/values reflect commitment to equity and is demonstrated in organizational goals and objectives).

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How/When?

- Your Hospital Improvement Innovation Network (HIIN) will provide your hospital/ health system with specific instructions on how and when to complete the HEOA (e.g. electronic link, paper submission, etc.).