Henry Ford Health System’s Healthcare Equity Scholars Program: Building Capacity to Improve Care Equity

Institute for Healthcare Improvement
27th Annual National Forum
December 8, 2015
Sessions A5: 9:30-10:45AM & B5: 11:15-12:30 PM

These presenters have nothing to disclose:

- Megan Brady, MPH, MSW
  Project Manager, Institute on Multicultural Health
  Henry Ford Health System

- Marla Rowe Gorosh, MD
  Senior Staff, Department of Family Medicine
  Educational Consultant
  Henry Ford Medical Group

- Kimberlydawn Wisdom, MD, MS
  Senior Vice President, Community Health & Equity
  Chief Wellness & Diversity Officer
  Henry Ford Health System
Objectives

- Identify successful components of a training program to build organizational capacity to address disparities in health care
- Anticipate potential roadblocks to program implementation as well as approaches to circumnavigate them

Welcome

- Luggage Check
- In the News
In the News

- TBD

OUR JOURNEY
Setting the Context
Healthcare Equity at HFHS
HEALTHCARE EQUITY SCHOLARS PROGRAM

www.henryford.com/healthcareequitycampaign

HEALTHCARE EQUITY CAMPAIGN

2009 - 2011 FINAL REPORT

“Quality and equity are two sides of the same coin.”
— KimberlyBawn Wisdom M.D., M.S.

Transforming lives and communities through health and wellness — one person at a time.

HEALTHCARE EQUITY SCHOLARS PROGRAM

Healthcare Equity at HFHS

Priority areas for eliminating health disparities:
- cultural competency
- language access
- health literacy

(1) Training & Education
(2) Evaluation & Demonstration Projects
(3) Partnerships & Technical Assistance for Organizational Change

Supporting mechanisms: building capacity and internal capacity, community partnerships, communications and marketing, dissemination of findings, building/green opportunities.
HEALTHCARE EQUITY SCHOLARS PROGRAM

Program Overview

Healthcare Equity Scholars Program (HESP), 2014-2015

- AAMC Learning Health System Awards
  - Planning Award, 2013
  - Research Champion Award, 2014
- March 2014 - 2015
- Meet every month for half day
- Homework between sessions
- Project expectation
HESP Goals

The goals of the Scholars Program are to:

1. **Create internal experts** in the field of healthcare equity who are skilled in creating organizational change to address disparities at the departmental and organizational level.

2. Implement multiple quality improvement or research **projects that address disparities** across various areas of the health system.

3. **Integrate lessons learned from successful projects** into System policies, processes, or infrastructure, and share findings more broadly through publications and presentations.

HESP Tools

1. **RWJF**, “Roadmap to Reduce Disparities”

2. **Center for Health Professions**, “Bringing Equity into QI: Practical Steps for Undertaking Improvement”


4. **HRET**, “Leading Improvement Across the Continuum: Skills, Tools, and Teams for Success”
HESP Team

- Core Faculty:
  - Institute on Multicultural Health staff: Denise White Perkins, Marla Rowe Gorosh, & Megan Brady

- Senior Advisors:
  - Kimberlydawn Wisdom
    SVP Community Health & Equity and CW&DO
  - Michelle Schreiber
    Chief Quality Officer

- Speakers:
  - Community Panel (CHASS, Joy-Southfield, Matrix, HFHS)
  - Wayne State University Professor of Sociology
  - HFHS Leader in Research, Quality Improvement, Epic, Organizational Development, Government Affairs, Finance, Library Science
HEALTHCARE EQUITY SCHOLARS PROGRAM

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<th>Quality</th>
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Group Norms

- List of Norms
- ‘Ouch!’ and ‘Oops!’ Cards
- The HESP Routine:
  1. Luggage Check
  2. In the News
  3. Session Content
  4. Luggage Claim
  5. Session Evaluations
HESP Session Overview

Session Topics:
1. Introduction and Orientation
2. Understanding the Cultural Context & Community Related Factors
3. Considering the Impact of Race, Ethnicity, and Unconscious Bias
HESP Session Overview

- Session Topics:
  4. Measuring Disparities: Research, Quality, and Performance Metrics
  5. Using Organizational CLAS Standards and the Three-Legged Stool to Address Disparities
  6. Epic Report Writing for Leaders
  7. Implementing Equity-Focused QI Projects & Conducting Root Cause Analysis

HESP Session Overview (continued)

- Session Topics:
  8. Understanding the Business Case for CLAS and Conducting a Cost-Benefit Analysis
  9. Understanding Organizational Culture and Affecting Organizational Change
  10. Poster Working Sessions
  11. Spreading Success and Sustaining the Change: Policy Advocacy and Manuscripts
  12. Wrap Up and Closing
**Effects of QI on Disparities**

![Diagram showing the effects of QI on disparities](image)


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**Problem Statements**

- **Consider** key equity questions:
  - **Who** is access/benefiting from our programs/services and *who is not?*
  - **What** are the barriers, differential impacts? What can we do to change that?
  - **Why** are some people at greater risk? How can we reach and engage them?
  - **How** are our actions relevant to specific populations?
  - **How** can we improve our surveillance system and build the ones that collect the data we need?

From: First Steps to Equity: Ideas and Strategies for Health Equity in Ontario 2008-2010
HESP Projects:

- Building the Case for Integrating a Community Health Worker into Diabetes Care Team
- Evaluation of Interventions to Improve Recruitment and Retention of Underrepresented Patients in Clinical Trial Research in the Department of Surgery
- Can Exercise Intervention Improve Equity Outcomes in Breast Cancer Patients?
- LEP Patient Population and Linguistics of the HFH ER
- Is there a disparity in discharge narcotic medications from the ED?
LESSONS LEARNED
Outcomes and Continuous Improvement

Outcomes

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<tr>
<td>Awareness</td>
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<tr>
<td>Knowledge</td>
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<td>Skills</td>
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<td>Overall</td>
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Outcomes

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<td>Skills</td>
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<td>31.7 (30.0)</td>
<td>14.9 (16.0)</td>
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<td>Overall</td>
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<td>105.1 (104.0)</td>
<td>32.0 (32.0)</td>
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Process Improvement

- Projects not quite as far along as hoped (more discovery than implementation)
- Utilize past Scholars to mentor current ones
Luggage Claim & Homework

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.”
- Margaret Mead

QUESTIONS?

Megan Brady
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