



**Health
Equity**

Patient and Family Engagement



HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK

Patient and Family Engagement through a Health Equity Lens

Presented by:

Jean Drummond

HealthCare Dynamics International (HCDI)

President



HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



Jean C. Drummond, President
HealthCare Dynamics International



^{HCDI}
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



HCDI CORPORATE OVERVIEW



HCD International Overview

- HealthCare Dynamics, International – founded and led by **clinicians**
- **25+** years delivering **population health** solutions
- **17+** years supporting CMS quality and population health programs
- **P3** - Policy, Providers and People
- **National scale** and scope through community-based partnerships
- **75%** of HCDI staff are clinicians, health care policy analysts, statisticians, communication specialists, consumer and community engagement experts, researchers
- **NICHE: Policy to Practice Strategy** focused on health care delivery systems and the quality/cost for vulnerable populations



HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



HCDI Services

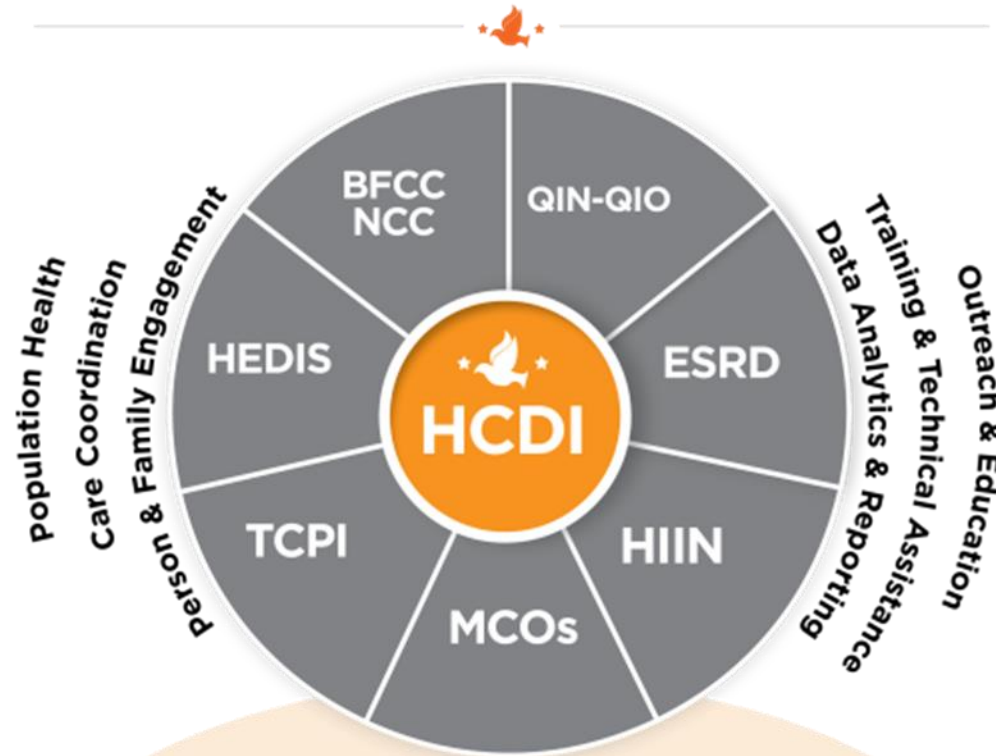
- Healthcare Public Policy
- Population Health Management
- Data Analytics and Informatics
- Organizational Development and Training
- Social Marketing and Strategic Communications
- Graphic/Web Design and Development and Integrated Information Systems Solutions
- Health Information Technology



HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



HEALTHCARE DYNAMICS INTERNATIONAL'S (HCDI) CMS QUALITY INITIATIVES EXPERIENCE





^{HCDI}
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



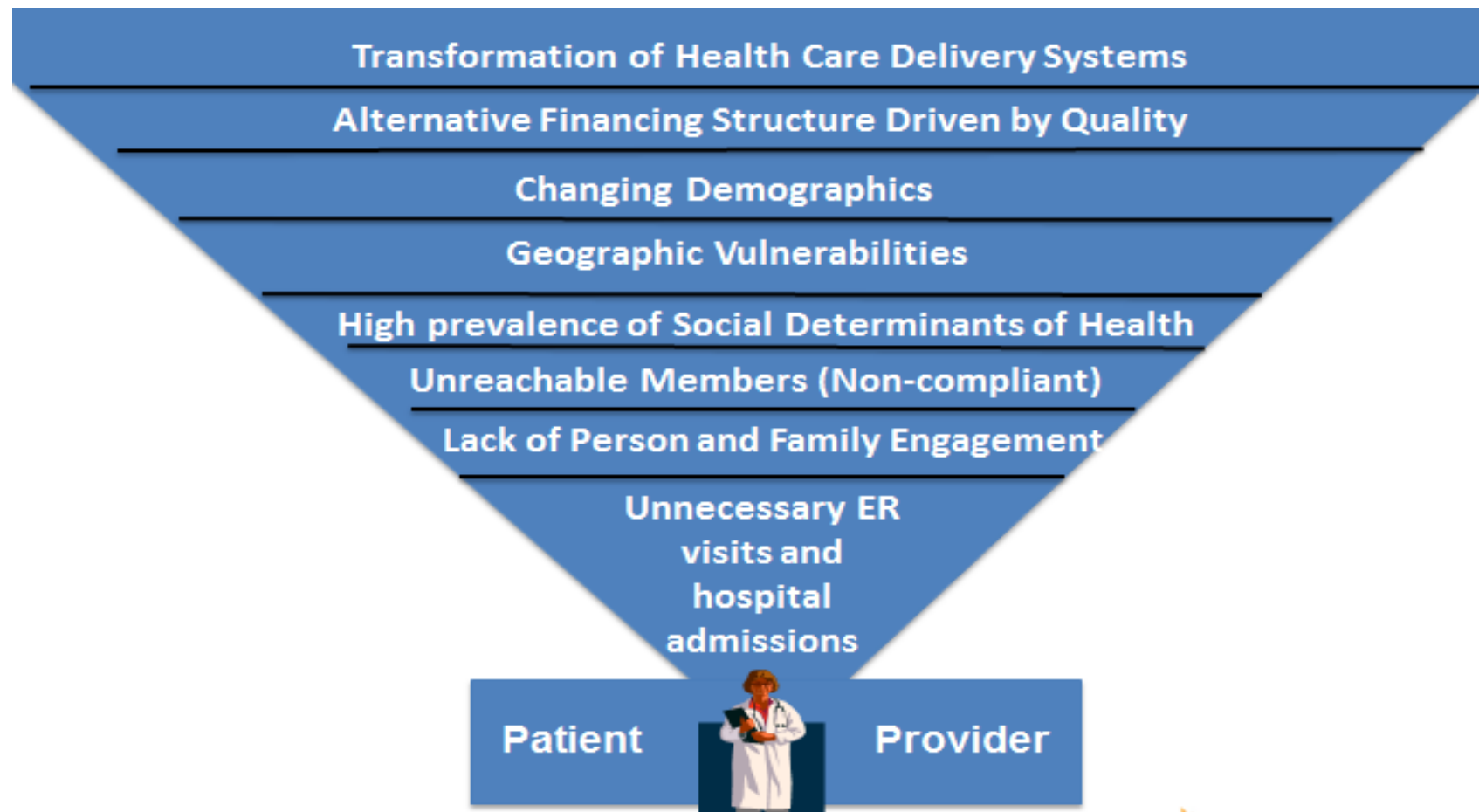
CURRENT ENVIRONMENT



HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK

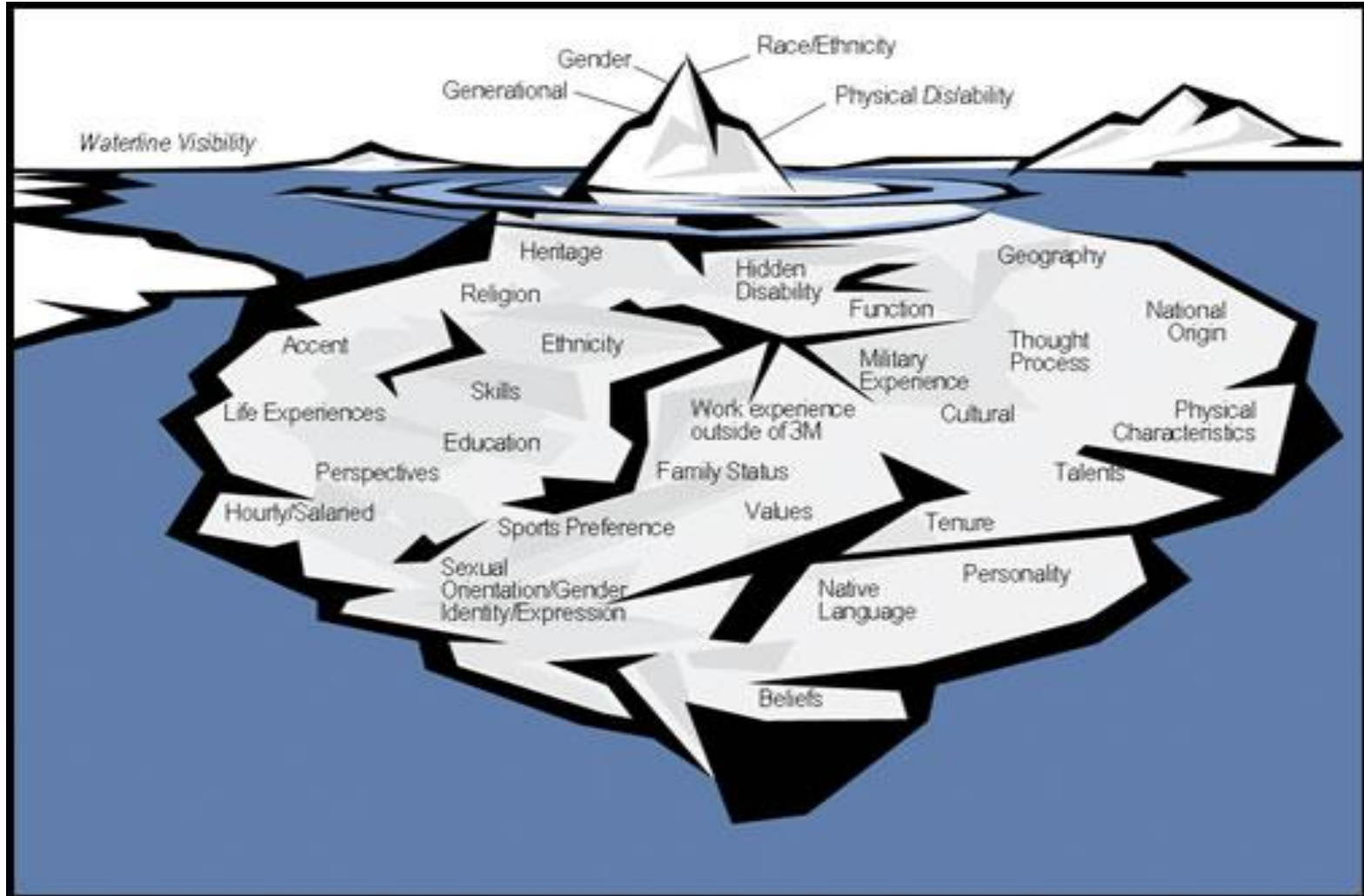


Understanding the Issues Facing the Healthcare Delivery System





Iceberg of Culture



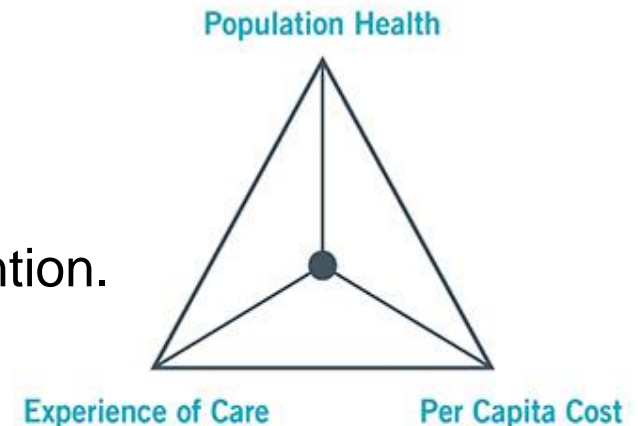


Patient Safety and Healthcare Quality

Of the IOM's 6 Aims of Improvement:

- Safe
- Effective
- Patient-centered
- Timely
- Efficient
- **Equitable** care has received the least attention.

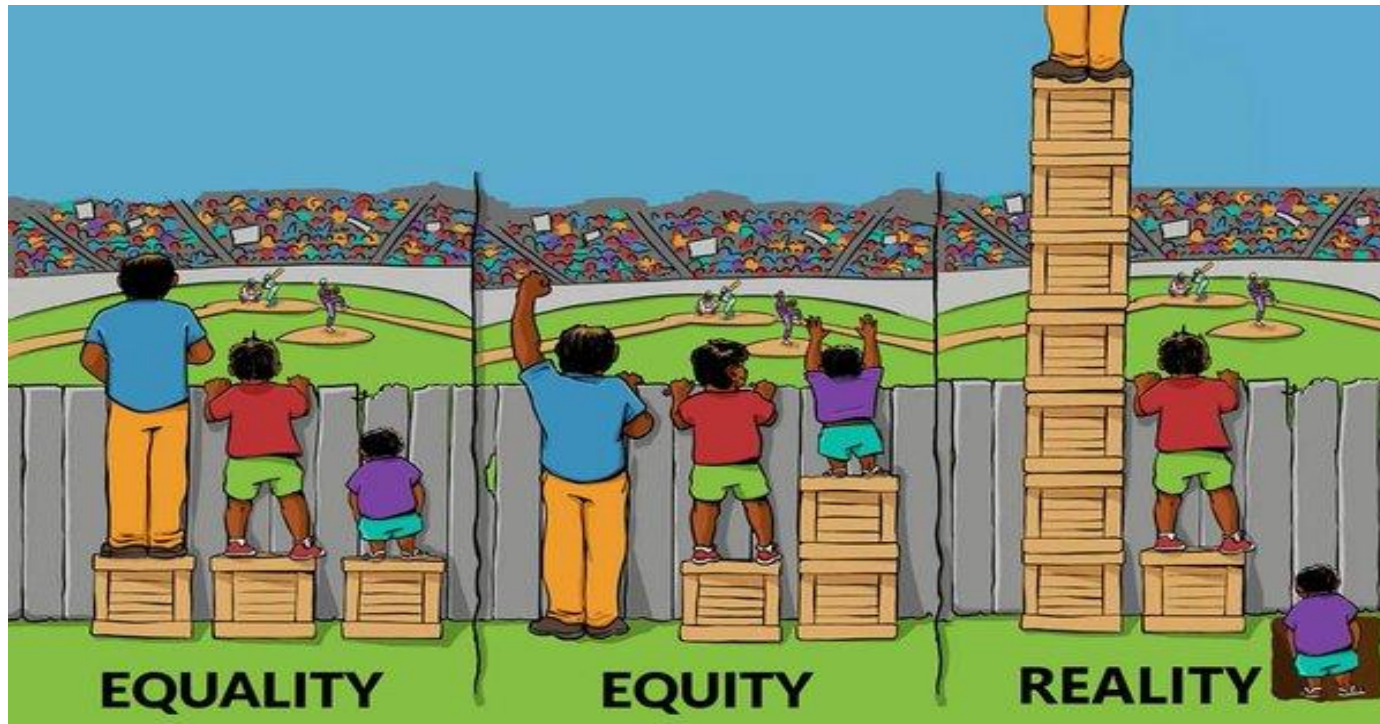
The IHI Triple Aim





Health Equity

According to the Centers for Disease Control and Prevention Health equity is achieved when every person has the opportunity to "attain his or her full health potential" and no one is "disadvantaged from achieving this potential because of social position or other socially determined circumstances."





HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



CHOC COMMUNITY CONSIDERATIONS



CHOC Pediatric Community Needs

- Mental Health
- More Pediatricians and Pediatric Specialists
- Pediatric Obesity
- Resources for children with Autism Spectrum Disorders (ASD)
- Pediatric Dental Services
- Partnering/collaborating with other Agencies'
- Outreach to Schools
- Treatment for Alcohol and Substance Abuse
- Community Education
- Transportation Services



Understanding Patient and Practice Challenges

Patient Challenges

- Low health literacy
- Lower household incomes
- Housing insecurity
- Lack of healthy food options
- Limited public and private transportation
- Co-morbid chronic conditions
- Live in vulnerable communities
- Limited access to a primary care provider
- Rare/non-existent specialty care
- Higher rates of substance abuse

Practice Challenges

- Time constraints
- Short supply of support staff
- Inadequate technology resources
- Small business framework
- Scarcity of trained workforce
- Unaware of frequent CMS updates and legislative changes
- Multiple sub-cultural health beliefs of patients
- Lack of patient compliance
- Trust concerns with government programs
- High number of uninsured patients



^{HCDI}
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



A CLOSER LOOK AT HEALTH EQUITY AND PFE



Looking at Patient and Family Engagement Through Health Equity Lens

- **What does this mean?**
 - Understanding the measures/metrics set by healthcare/governmental entities may not be consistent/relative to each group.
 - Realizing there is no one size fits all approach to improving outcomes
 - Importance of identifying barriers in care and patient needs
 - Providing customized approaches to addressing these vulnerable populations
- **Why is this important?**
 - We will continue to spend billions of dollars on healthcare if we don't start creating programs that are inclusive and promote health equity.
- **How will it benefit the healthcare industry?**
 - By addressing social determinants of health and creating synergistic relationships with community stakeholders to create programs we can improve health outcomes and increase cost savings.



HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



CMS Patient and Family Engagement Metrics

- Support for Patient Voices
- Shared Decision-Making
- E-Tools
- Patient Activation
- Health Literacy
- Medication Management



Support For Patient Voices

It is important to have policies, procedures, and actions established to support patient and family participation in governance or operational decision-making of the practice. Examples of this:

- Person and Family Advisory Councils
- Practice Improvement Teams
- Board Representatives, etc.



Implementation of Health in All Policies



- **Identify shared goals** and co-benefits across sectors to build trust, enable partnership, and share successes and leverage them for ongoing work.



- **Engage partners early and develop relationships;** these efforts are essential in the planning, project development, or policy process.



- **Define a common language** across and within sectors to help remove communication barriers and allow partners to coordinate efforts around a place rather than a sector or agency.



- **Activate the community** to help frame the conversation and obtain community buy-in for planned approaches that make health a priority.



- **Leverage funding** from complementary programs to support cross-agency efforts.



HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



Shared Decision-Making

The practice should support shared decision-making by training and ensuring clinical teams integrate:

- Patient-identified goals
- Preferences
- Various concerns and desired outcomes into the treatment plan (e.g. those based on the individual's culture, language, spiritual, social determinants, etc).



Tips for Shared Decision-Making

1. Invite the patient to participate
2. Present options
3. Provide information on benefits and risks
4. Assist patients in evaluating options based on their goals and concerns
5. Facilitate deliberation and decision making
6. Assist patients to follow through on the decision

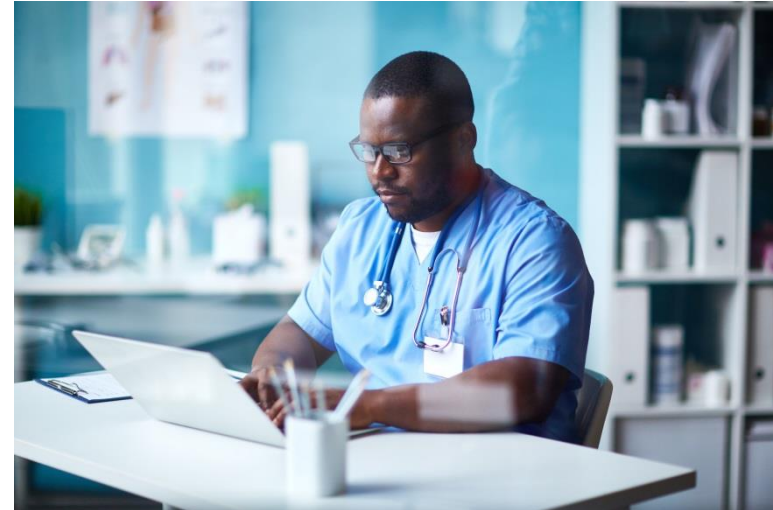


Patient Connection to the Information (E-Tools)

Do clinicians serving vulnerable populations have the resources to promote or even utilize e-tools?

Things to consider:

- Access
- Availability
- Appropriateness
- Acceptability
- Applicability





Patient Activation





HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



Health Literacy

patients with low
HEALTH LITERACY...



Are more
likely to visit an
**EMERGENCY
ROOM**



Have more
**HOSPITAL
STAYS**



Are less
likely to follow
**TREATMENT
PLANS**



Have higher
**MORTALITY
RATES**

www.cdc.gov/phpr





Medication Management

- The clinical team works with the patient and family to support their patient/caregiver management of medications?
- Are clinicians offering Accessing Pharmaceutical Assistance Programs (PAPs) to their patients?
- Are generic brands often recommended or requested?
- Do patients understand dosage recommendations?





Screening for Social Determinants

- Ensure patient and family-centered screening for SDOH
- Integrate Screening with Referral and Linkage to community-based resources
- Perform Screening within the context of comprehensive systems approach
- Use a strength-based approach to support patients and their families
- Do not limit screening practices based on apparent social status



HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



Asking the Right Questions

What motivates
you to be active
in your health?



Have you ever
experienced harm
or felt
discriminated
against while
receiving care?



HCDI
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



Benefits of Screening & Asking the Right Questions

- Provide real-time opportunities to identify socio-economic factors that can affect the patient's clinical outcomes
- Assist in patient risk stratification
- Allow for documentation of the patient case complexity
- Reduce preventable hospitalizations and ER visits by providing early interventions
- Enhance care coordination practice management strategies
- Promote population management strategies to improve patient outcomes and enhance health equity



How To Achieve Health Equity

Strategy 1: Measurement and Research: Identifying and Understanding Disparities

Strategy 2: Organizational Partnerships: Work with Diverse Partners to Identify Problems and Potential Solutions

Strategy 3: Care, Policy and Process Redesign: Adapting to Meet Identified Needs Better

Strategy 4: Clinician, Staff and Leadership Preparation: Delivering Patient-Centered Care

Strategy 5: Patient and Family Preparation: Empowering Patients to Engage Actively

Strategy 6: Transparency and Accountability: Communicating Openly and Consistently





^{HCDI}
Transforming Clinical
Practice Initiative
SUPPORT ALIGNMENT NETWORK



THANK YOU VERY MUCH

Contact Information

Jean Drummond, President
HealthCare Dynamics, International
Telephone: 301-552-8803
Email: jdrummond@hcdi.com