

# The IPRO Hospital Quality Improvement Contract (HQIC)

Learning & Action Network (LAN)

Partnering with Representative Patient and  
Family Advisors to Achieve Health Equity

June 28, 2021

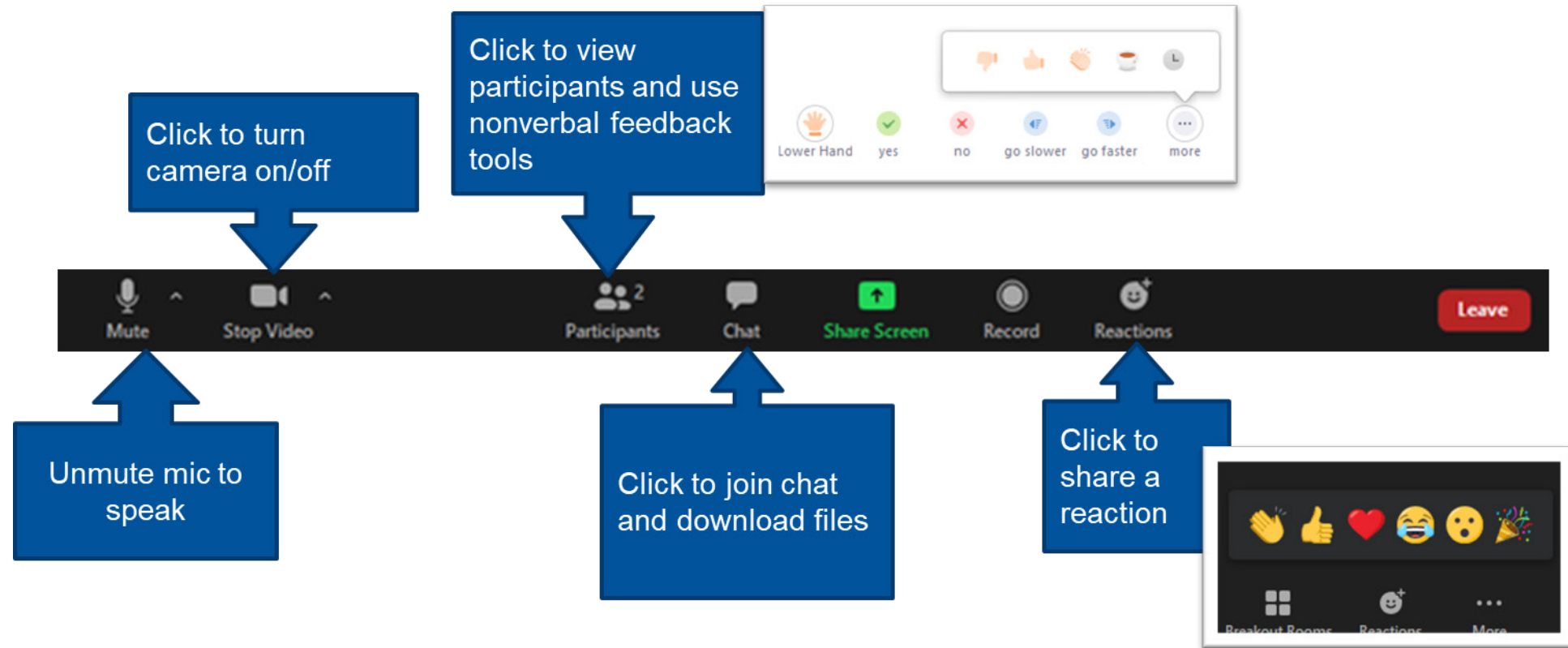


# Virtual Meeting/Conference Recording Notice



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# Overview of Tools (Bottom of Screen)



# Introduction to the AIR Team



**Thomas Workman, PhD**  
*Principal Researcher*



**Lee Thompson, MS**  
*Senior Researcher*



**Melissa Henry, MPP**  
*Researcher*



**Chandler Hill**  
*Project Manager*

## Learning Objectives

- Increase understanding of person and family engagement (PFE) as a strategy to improve equity in both quality and safety
- Recognize the importance of partnering with diverse patients and families in improving quality and safety
- Learn about opportunities to be more inclusive of your total patient population and respond to their preferences and needs

# Engaging Patients and Families as Partners in Improving Hospital Quality and Safety



PFE in hospital settings takes two forms. . .

## Direct Care: The Active Patient and Family Care Partner



Patients and designated family members to serve as active partners in safe, quality care

## Policies and Procedures: Patient and Family Advisors



Patient and family advisors individually or in a committee to apply their own experiences and perspectives to create patient-centered strategies, policies, or procedures that improve the quality and safety of care

**Including ALL patients and families as equal partners in their care and as advisors**

**Equitable PFE means that hospitals:**

- Consider the needs, perspectives, interests, values, and beliefs of all patients and families, including those from disparate populations in the community
- Modifying PFE best practices to ensure engagement with all patients and families
- Implement actions that reflect what matters most to all patients

# The Five PFE Practices



- **PFE Practice 1:** Implementation of a planning checklist for patients who have a planned admission
- **PFE Practice 2:** Implementation of a discharge planning checklist
- **PFE Practice 3:** Conducting shift change huddles and bedside reporting with patients and families
- **PFE Practice 4:** Designation of a PFE leader in the hospital
- **PFE Practice 5:** Having an active PFE Committee or other committees where patients are represented and report to the board



# Raising the Issue: Diverse Patient Partners



How can we talk about equity in our hospital?

- How can a diversity of cultural backgrounds help us improve quality and safety?
- Which populations in our community are not being engaged?
- What challenges do we have in engaging patients and families from these populations?
- What training or resources can we access to help us better understand and engage with these patients and families?

# Why is this important?



Dr. Gwendolyn Poles  
HAP PFAC Member

# How can hospitals identify patient populations and respond to their preferences and needs?

Abby Leonard, RN, MSN  
Bronson Healthcare, MI

# **SEXUAL ORIENTATION AND GENDER IDENTITY (SOGI) DATA COLLECTION**

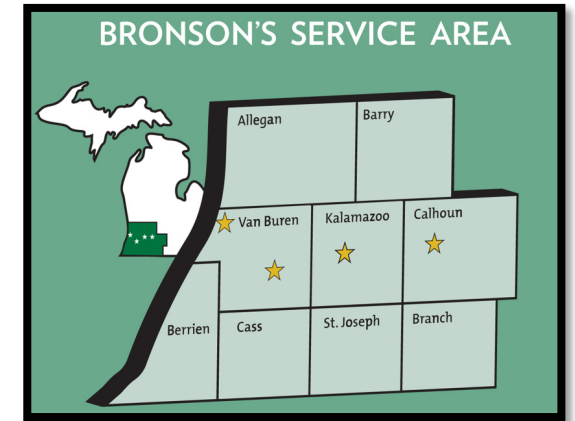
**June 28, 2021**

**Abby Leonard, RN MSN  
Patient Safety & Quality Coordinator  
System Health Equity of Care  
Performance Improvement Committee**



# Bronson Healthcare

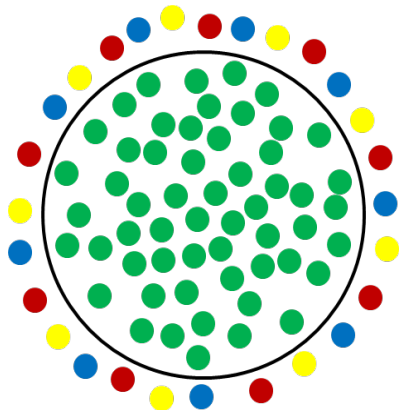
- Regional, not-for-profit health system
- Locally owned and governed
- Serving southwest Michigan since 1900
- 9,000 employees
- 1,400 medical staff
- 4 hospitals: Battle Creek, Kalamazoo, Paw Paw, and South Haven
- 796 licensed beds: 648 acute care, 49 psych/gero-psych, 100 skilled nursing



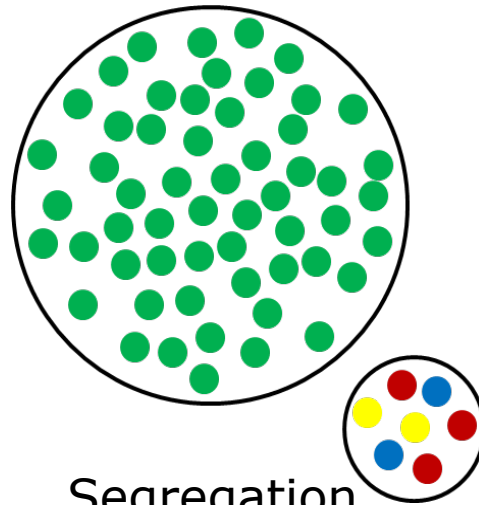
# What is Inclusion?

**Integration** designates spaces of belonging and safety within the system

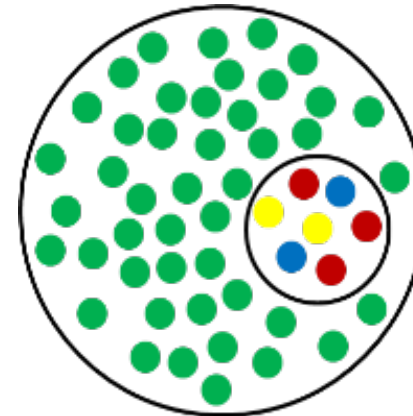
**Inclusion** designates the whole system as a space of belonging and safety



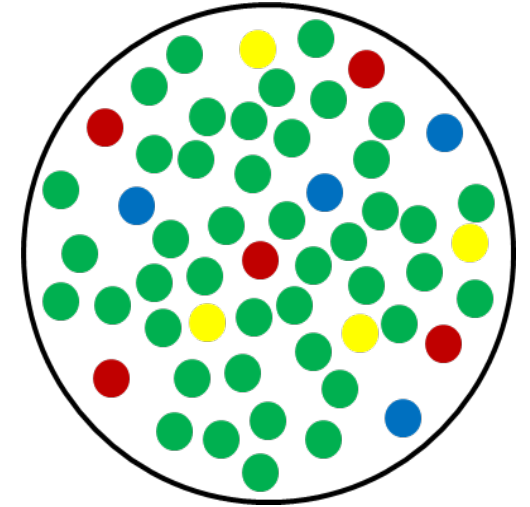
Exclusion



Segregation



Integration



**Inclusion** is to embrace, respect and value diversity **without judgment, bias, or stereotype.**



# SOGI Pilot Phases

## **Phase 1: Starting small**

- Go-Live: April 19, 2021
- Diabetes and Endocrinology Center
- Maternal Fetal Medicine

## **Phase 2: Ramping up Ambulatory Care**

- Go-Live: June 28, 2021
- 12 participating practices
- 2 primary care (Family Medicine)
- All OBGYN practices
- All General Surgery practices
- Bronson Urology – BBC
- All appointment types at pilot locations
- 18+ years old patients only

## **Phase 3: Pediatrics and Diagnostics**

- Identifying and engaging key stakeholders
- Discussions just starting
- Go-Live: TBD; Q4 2021
- Pilot locations: TBD

## **Phase 4: System Deployment**

- Lots to learn
- Across the continuum of care: ambulatory, inpatient, post-acute care, long term care
- Go-Live: TBD; 2022



# Is Your Health System Ready?

## Conduct Organizational Assessment

- Health Equity Organizational Assessment Toolkits
- Health Equality Index Participation

## You are more ready than you realize!

- Pilot staff feedback, “We planned for the worst but it is going much smoother than anticipated.”





# Health Equality Index (HEI)



- Publicly visible rating based on providing optimal care to LGBTQ+ patients and equitable employment practices for LGBTQ+ employees
- Incorporates CMS and Joint Commission requirements for this underserved population
- Customized analysis of potential gaps
- LOTS of resource materials, at no cost

## **Scoring Criteria Categories:**

- Non-discrimination and staff training
- Patient services and support
- Employee benefits and policies
- Patient and community engagement



# What Have We Learned?

## Leadership

## Communication

## Education/Training

<ul style="list-style-type: none"><li>• Leadership is key to success!</li><li>• Intercultural Development</li><li>• Prepare the Hospital's response to staff, patient and community feedback</li><li>• Be prepared to actively engage in uncomfortable conversations</li><li>• Staff want to know that their leaders "have their back" when they make mistakes or patients are unhappy</li><li>• Ensure resources for implementation and sustainment</li></ul>	<ul style="list-style-type: none"><li>• Organizational Equity messaging</li><li>• Know the why and communicate the why</li><li>• Robust internal and external communication plans</li><li>• Consistency in word use and definitions but be ready to adapt</li><li>• Plant seeds of change and watch them grow!</li></ul>	<ul style="list-style-type: none"><li>• Mandatory computer-based learning module (Workday)</li><li>• Pre- and Post-training staff surveys (pilots only)</li><li>• Scripting documents how to collect and how to amend</li><li>• Ongoing process of building the capacity to learn and education resource development</li><li>• Staff have a thirst for more education and training!</li></ul>
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# Resources



NATIONAL LGBT HEALTH  
EDUCATION CENTER  
A PROGRAM OF  
THE FENWAY INSTITUTE

## **National LGBT Health Education Center**

[www.lgbthealtheducation.org](http://www.lgbthealtheducation.org)



## **AHA Institute for Diversity and Health Equity**

Health Equity Snapshot: A toolkit for action

[https://www.aha.org/system/files/media/file/2020/12/ifdhe\\_snapshot\\_survey\\_FINAL.pdf](https://www.aha.org/system/files/media/file/2020/12/ifdhe_snapshot_survey_FINAL.pdf)



## **The Joint Commission Field Guide**

[https://www.jointcommission.org/-/media/enterprise/tjc/imported-resource-assets/documents/lgbtfieldguide\\_web\\_linked\\_verpdf.pdf?db=web&hash=1EC363A65C710BCD1D4E14ED120CB237](https://www.jointcommission.org/-/media/enterprise/tjc/imported-resource-assets/documents/lgbtfieldguide_web_linked_verpdf.pdf?db=web&hash=1EC363A65C710BCD1D4E14ED120CB237)



## **Electronic Health Record Vendor - SOGI Guides**



**Thank you!**

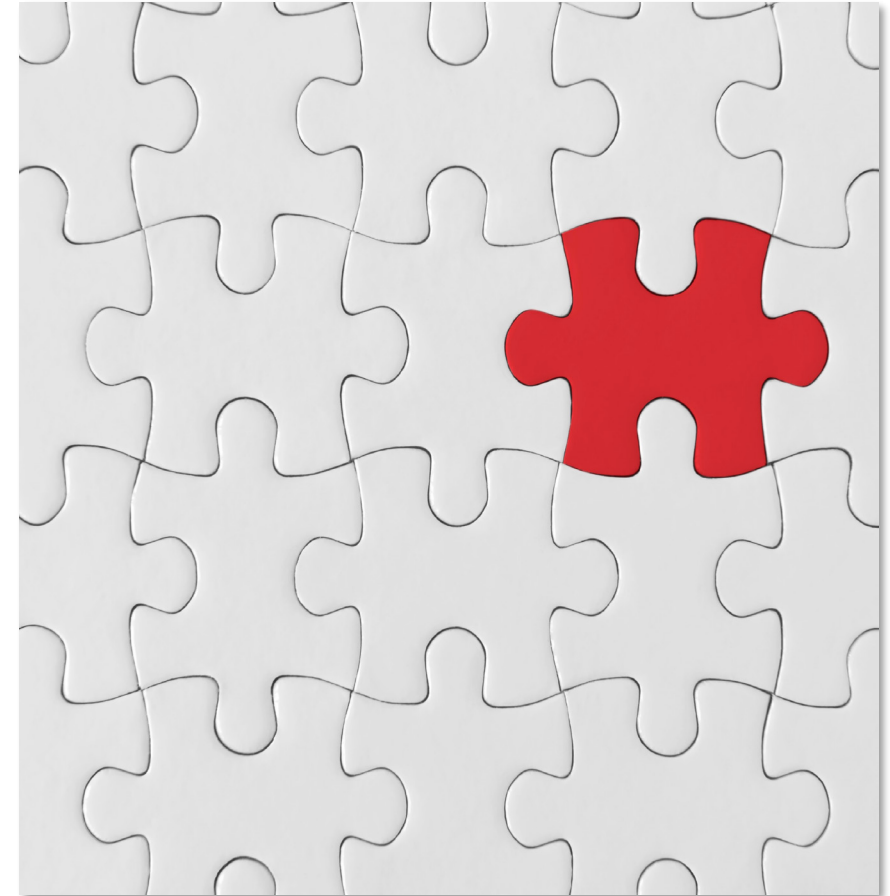
[bronsonhealth.com](http://bronsonhealth.com)

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- What **existing or new data sources** can your hospital use to better understand its patient population?
- Who are the **unheard voices** in your community? Are they currently represented among your advisors?
- What **partnerships** have you developed in response to the COVID-19 pandemic that could be helpful in reaching advisors who could better represent your patient population?

# Moving Forward in Action: Steps Your Hospital Can Take Today

- Discuss **critical questions** including: “Who are the unheard voices in our community that need to be represented among our advisors?”
- Identify **existing or new data sources** about your patient population and community (e.g., REaL data, SOGI, Census)
- Identify **organizations and cultural spokespersons** who can partner with you to better understand the needs of underrepresented patients and families
- Identify **community events** to attend and/or share information about becoming an advisor – highlight that your hospital is looking for diverse perspectives to represent the community



- **How Person and Family Engagement (PFE) Can Help Hospitals Achieve Equity in Health Care Quality and Safety**
  - Handout document available in the HQIC Resource Library or your HQIC coach
- **Person and Family Engagement and Health Equity**
  - Two-page summary of longer resource above
  - Available in the HQIC Resource Library or your HQIC Coach
- **Technical Assistance available from the American Institutes for Research**
  - How can we help you? Let's set up a call!

# QUESTIONS?

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THANK YOU TO OUR SPEAKERS AND PARTICIPANTS!