

Resolution to Improve Health Equity Outcomes in Healthcare Delivery and Experience

WHEREAS, the Governing Board of *insert your hospital/health system name* is accountable for the overall quality of care and safety of the patients and people we serve;

WHEREAS, the Governing Board has a fundamental governance role in the oversight of quality and safety, by defining priorities and objectives, crafting strategy, shaping their culture, and designing systems of management and adoption of best practices;

WHEREAS, *insert your hospital/health system name* adopted the findings and recommendations of the seminal Institute of Medicine report, “To Err Is Human: Building a Safer Health System,” highlighting that healthcare organizations must attend to quality and patient safety, improve outcomes, and reduce events with harm;

WHEREAS, the literature confirms stark differences in health statuses and outcomes of North Carolinians across racial, ethnic, and socio-demographic categories;

WHEREAS, *insert your hospital/health system name* aspires to be a leader in ensuring all North Carolinians have access to high-quality, equitable healthcare;

NOW, THEREFORE BE IT RESOLVED that *insert your hospital/health system name* and the North Carolina Healthcare Association will work in partnership to systematically examine and address disparities in care and outcomes through the following:

- Aligning existing programs and initiatives with the NCHA sponsored equity framework [see addendum] into the quality and patient safety platform and system of care
- Setting aims to reduce inequitable care and outcomes. Adding one or more of the following metrics into your quality, patient safety, and patient experience dashboard
- Collecting data to measure performance and monitor improvement
- Listening to and sharing stories from patients, families, and community
- Establishing and monitoring system-level measures
- Changing the environment, policies, and culture
- Establishing executive accountability

The **North Carolina Healthcare Association** will support *insert your hospital/health system name*, as required, in evaluating and closing disparities in care, with an emphasis on racial and ethnic disparities.

Insert your hospital/health system name commits to active support and oversight to evaluate and close the identified disparities in care, and that this adopted document reflects the board’s earnest endorsement of this activity on behalf of improving the health of the patient and communities we serve.

Date Signed

Insert name, Chief Executive Officer

Addendum: The 2022 measures include:

- Readmissions for diabetic patients
- Readmissions for heart failure patients
- Number of post-partum hemorrhages (optional measure)
- Rate of completion of Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) questionnaires