

# Resolution to Improve Equity in Healthcare Delivery in NC:

- ▶ A Guide for Hospital & Health System Leadership

# NCHA Board-Approved Actions 2022

- ▶ NCHA invites all 135 member hospitals to **sign a resolution** to track and address care delivery measures by race and ethnicity
- ▶ The data points include two **patient experience** and one **quality improvement** measure
- ▶ NCHA will develop an **Equity of Care Scorecard** to track the selected measures, growing over time
- ▶ Goal is for **70%** of members to sign the resolution to participate by December 2022

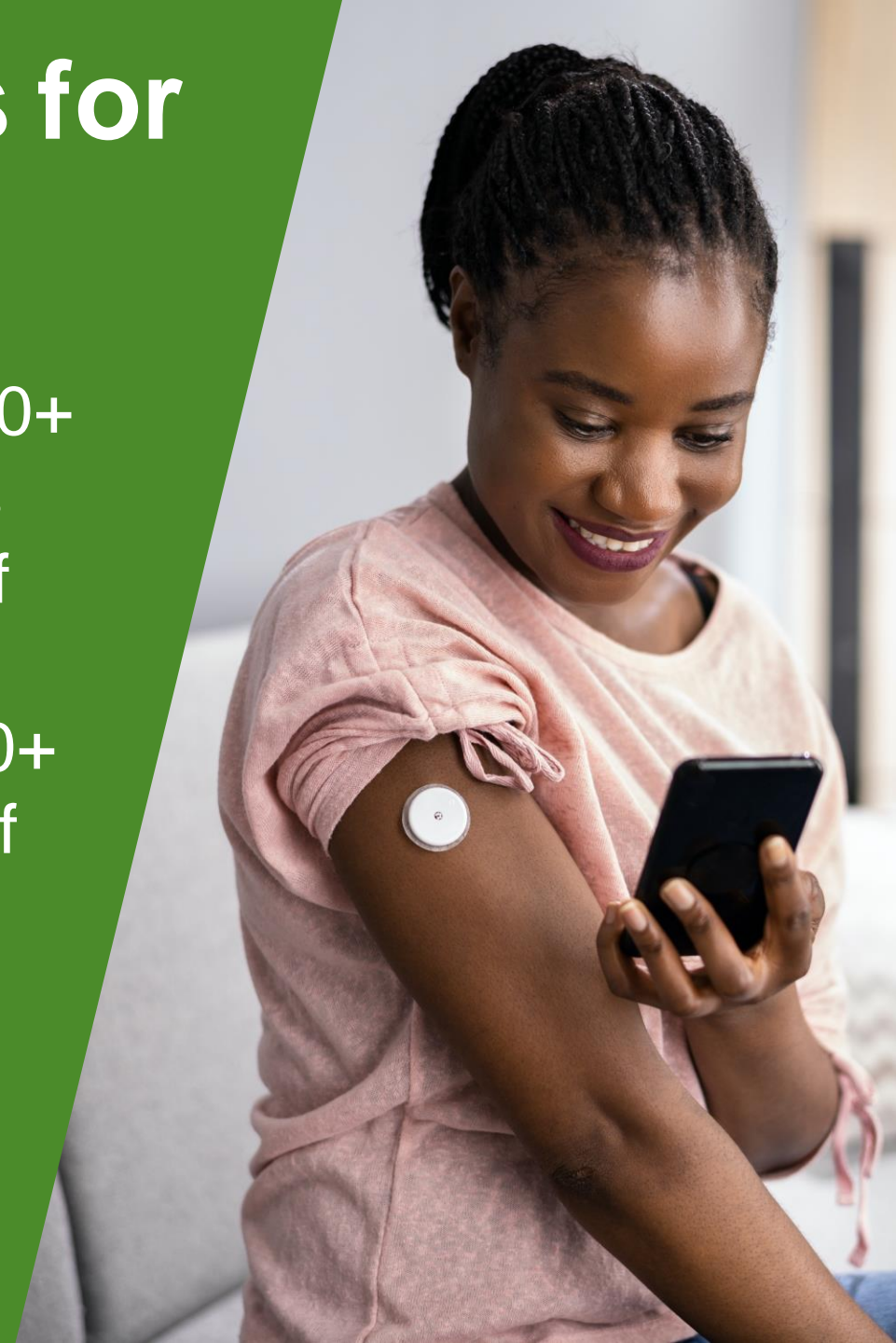
# Equity of Care Resolution

## *Resolution to Improve Health Equity Outcomes in Healthcare Delivery and Experience*

- ▶ Resolution is action-oriented and measurable, following structure of quality and safety resolutions
- ▶ Resolution includes the commitment to collecting, reporting on, and addressing the selected metrics
  - 2022: Collect baseline data and build the Scorecard
  - 2023: Begin improvement work to address identified disparities
  - 2024: Add additional measures to track & address

# Measure 1: Readmissions for diabetic patients

- 4.9 million African-American (18.7%) age 20+ have diabetes compared to 7.1% of Whites
- African Americans are at 77% higher risk of getting diabetes than Whites
- 11.8% of Latino/Hispanic Americans age 20+ have diabetes and are at 66% higher risk of getting diabetes than Whites
- The 5th leading cause of death for Asian Americans is diabetes
- American Indians have 3.5 times higher risk of diabetes-related kidney failure





## **Measure 2:** Readmissions for congestive heart failure

- African Americans were 30% more likely to die from heart disease than non-Hispanic Whites.
- Rate of heart failure for Hispanics is lower than for African Americans, but higher than for non-Hispanic Whites
- Coronary artery disease occurs earlier in life and in a higher percentage of the population in Asian Indians than in other ethnic groups

## **Measure 3 (optional):** Number of post-partum hemorrhages

- Non-Hispanic African-Americans had a 70% higher rate of birth complications than non-Hispanic Whites





## **Measure 4: Improve response rates of HCAHPS: Patients' Perspectives of Care Survey**

- **NC continues to fall below the national average response rates**

# Support from NCHA

- ▶ Data collection and analysis to measure performance and monitor improvement for individual facilities, utilizing the NCHA Patient Data System
- ▶ Developing and disseminating the statewide Equity of Care Scorecard
- ▶ Coaching on establishing and monitoring system-level measures
- ▶ Sharing best practices on changing the environment, policies, and culture



# Signing the Resolution

- ▶ Who should sign the resolution?
  - CEO of a hospital at the system and hospital level
  - All member hospitals are invited to participate, including non-acute and behavioral health hospitals
    - These hospitals will submit alternate relevant measures stratified by race & ethnicity

# Information Access

- ▶ Participants will be able to log into their NCHA account to view their hospital data compared to a statewide aggregate
- ▶ Statewide aggregate will be made publicly available via NCHA website as part of the Equity of Care Scorecard

# Health Equity Roadmap



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

- ▶ NCHA will work with AHA to unify efforts of their newly launched Health Equity Roadmap with the Equity of Care Scorecard

## The Health Equity Roadmap

A national initiative to drive improvement in  
health care outcomes, health equity, diversity  
and inclusion.



North Carolina  
Healthcare Association

# Questions?

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