



Advancing Health Equity: Journey From Steering Committee to A Center

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Background & Significance

- Despite the growth of efforts to eliminate health disparities in the US, pervasive inequities in healthcare and health outcomes persists
- Quality Improvement (QI) interventions directed at improving overall quality of care can either reduce, worsen or have no effect on health disparities
- Analysis of Quality Improvement (QI) data from CHOP's Clinical Pathways program revealed persistent racial/ethnic and economic disparities at our points of care
- The identified disparities at our points of care are compounded by social determinates that children living in the CHOP's surrounding community experience (racism, poverty, food insecurity, housing insecurity and exposure to violence and sub par schools)

Objective

- To develop a framework within our institution to identify and reduce disparities at our points of care
- To improve the multiple social determinants of health for the children living in CHOP's surrounding Philadelphia communities

Methods & Approach

- Assembled key stakeholders from the Center for Healthcare Quality and Analytics, inpatient services, primary care network, emergency department, subspecialty care, language services, and patient & family experience
- Created the vision, mission and imperatives for Health Equity using themes that emerged from staff interviews and group meetings
- Created a repository to assess and track health equity work across the CHOP network

Vision	Equity Every Day	
Mission	Ensuring that all patients have the opportunity to receive high quality care	
Imperatives		
Elevate Equity as a Strategic Priority	Embed Equity as an Integral Component of Quality	Co-design with Patients, Families, and Communities
<ul style="list-style-type: none"> • Establish a multidisciplinary health equity steering committee of key stakeholders to guide strategic solutions • Create forums to raise awareness of health equity concepts and share ongoing equity work across the institution • Develop a system for reporting and reviewing equity concerns raised by patients and staff • Leverage system-wide health information technology tools to promote engagement and reduce disparities 	<ul style="list-style-type: none"> • Incorporate an equity workshop into the CHOP quality improvement curriculum • Enhance systems to ensure accurate and consistent collection of demographic data • Establish a mechanism to consistently report and review equity-related quality measures • Assess improvement efforts continuously to avoid intervention-generated disparities 	<ul style="list-style-type: none"> • Utilize the Community Health Needs Assessment as a guide for strategic prioritization • Collaborate with patient and family stakeholders to co-design improvement initiatives • Advocate for patient and family stakeholders who are representative of the community we serve • Partner with community and advocacy organizations to address determinants of health that are beyond the reach of health care

Outcomes/Evaluation Strategies

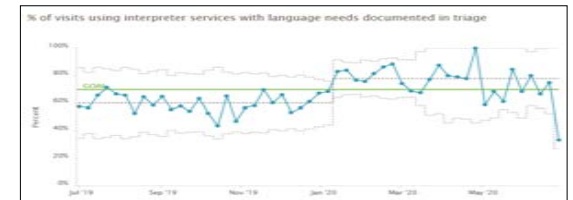
- Establish goal projects per year that will be supported by the QI Health Equity team members
- Track percent increase in health equity related QI projects across the institution
- Establish project specific metrics

Collaborative Projects

- Equity in patient-provider communication: improving the identification of limited English proficient patients in the emergency department
- Health Equity and clinical informatics partnering to close the gaps in multilingual telehealth access

Results

- Successfully conducted multilingual video visits in Spanish, Arabic, and Simplified Chinese (200 visits completed from April 13, 2020 to April 27, 2020). This is an increase from a baseline of zero.
- Early identification of language needs during visits where patients needed interpreters increased from 60% to 78% of visits



Conclusions and Potential Impact

- Deployment of a Health Equity QI Team is an effective strategy to decrease disparities at our points of care
- CHOP is committed to expanding the work of this team by establishing a Center for Health Equity in FY21