APPLYING A HEALTH EQUITY LENS TO QUALITY IMPROVEMENT

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Disclosures

No relevant financial or nonfinancial relationships to disclose.

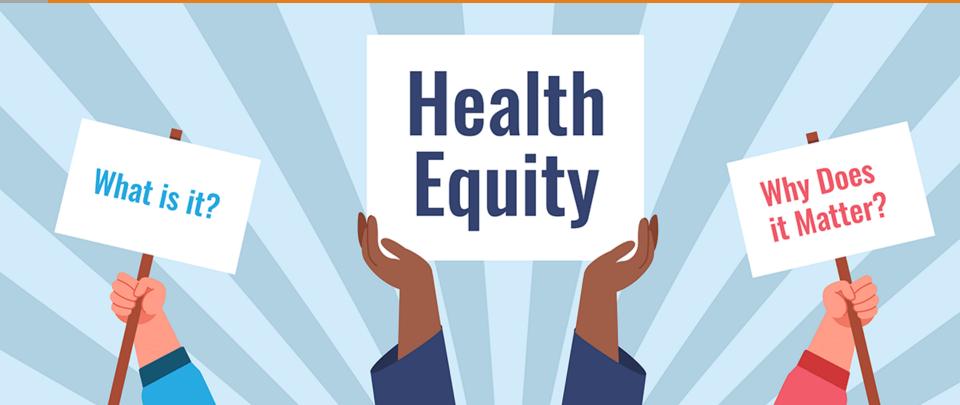
Session Objectives

After attending this session, fellows will be able to:

- □Apply an equity lens to quality improvement work
- Utilize a framework to discuss bias or structural inequities that contribute to adverse events
- Identify three key action items to apply within an institution to promote health equity goals

What is Health Equity?





What is Health Equity?

"Health equity means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care".

Robert Wood Johnson Foundation

Definitions

Equality



The assumption is that everyone benefits from the same supports. This is equal treatment.

Equity



Everyone gets the supports they need (this is the concept of "affirmative action"), thus producing equity.

Justice



All 3 can see the game without supports or accommodations because the cause(s) of the inequity was addressed. The systemic barrier has been removed.

The Cliff Analogy





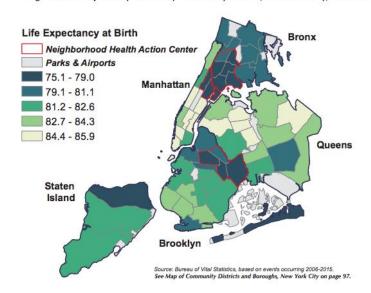
Cliff Analogy Video

https://www.youtube.com/watch?v=to7Yrl50iHI

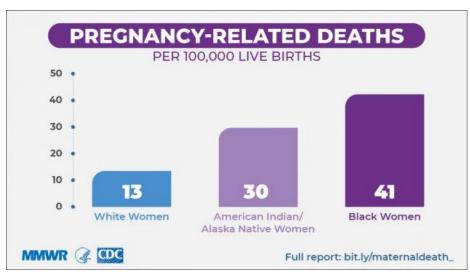
Why Health Equity?

LIFE EXPECTANCY

Figure 4. Life Expectancy at Birth by Community District, New York City, 2006-2015



- In 2015, New York City's life expectancy at birth was highest in Murray Hill (85.9), the Upper East Side (85.9), Battery Park/ Tribeca (85.8), Greenwich Village/SOHO (85.8), and Elmhurst/Corona (85.6).
- In 2015, life expectancy at birth was lowest in Brownsville (75.1), Morrisania (76.2), Central Harlem (76.2), The Rockaways (76.5), and Bedford Stuyvesant (76.8).

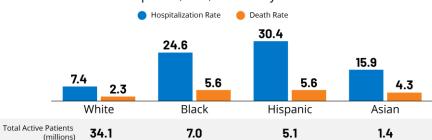


Petersen EE, Davis NL, Goodman D, et al. Racial/Ethnic Disparities in Pregnancy-Related Deaths — United States, 2007–2016. MMWR Morb Mortal Wkly Rep 2019;68:762–765. DOI: http://dx.doi.org/10.15585/mmwr.mm6835a3external icon

Why Health Equity?

COVID-19 Hospitalization and Death Rates among Active Epic Patients by Race/Ethnicity

Rate per 10,000, as of July 2020



NOTE: Rates for Black, Hispanic, and Asian patients are statistically significantly different from White patients at the p<0.05 level. Persons of Hispanic origin may be of any race but are categorized as Hispanic; other groups are non-Hispanic. Data for other racial groups not shown due to insufficient data. SOURCE: Epic and KFF analysis of Epic Health Record System COVID-19 related data as of July 2020.





Why Quality & Safety?

Institute of Medicine 6 Dimensions of Healthcare Quality (STEEP)

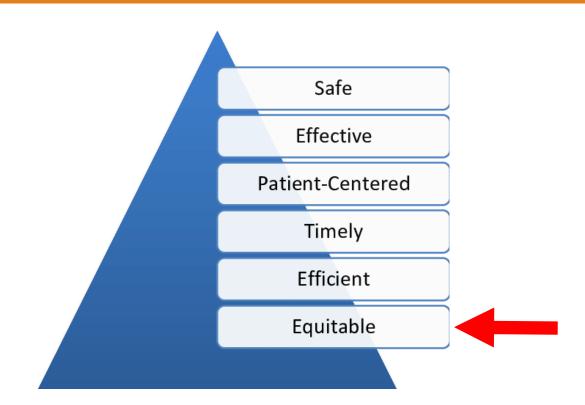
- □Safe
- □Timely
- Effective
- Efficient
- Equitable
- □ Patient Centered



*IOM STEEEP dimensions of quality: Safe, Timely, Effective, Efficient, Equitable, and Patient centered

*IHI Framework for Effective Board Governance of Health System Quality white paper

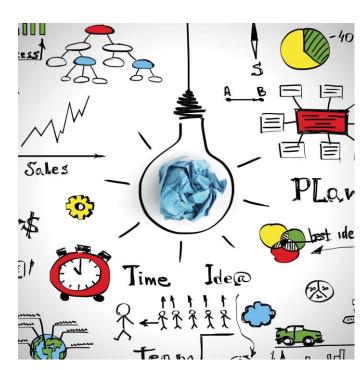
Why Quality & Safety?



Board and Leadership Buy-In

Board chair, Dr. Jose Pagan, and board members putting emphasis on Social and Racial Equity:

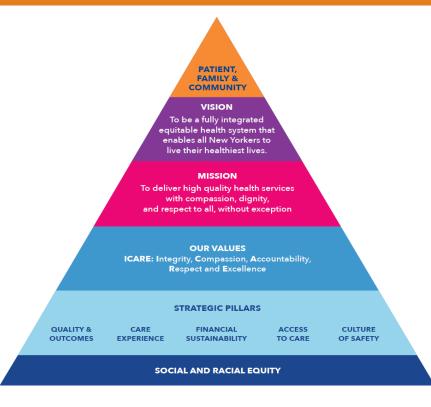
- □Strategic Pyramid explicitly calling out equity
- □System Dashboard equity metrics section
- □MWBE for procurement 30% goal
- □Board Equity, Diversity & Inclusion (EDI)
 Committee
- □Formation of the Equity & Access Council



Alignment with Mission & Vision

NYC Health + Hospitals Strategic Pyramid

- □Added *equitable* to the Vision Statement
- □Added **Social and Racial Equity** as the Foundation
- Included Social and Racial Equity metrics in System Dashboard



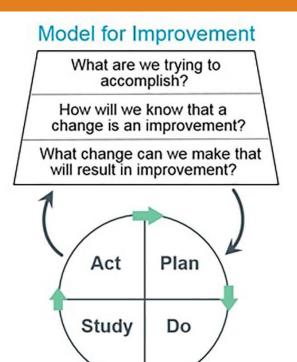
Engraining Equity into Quality & Safety

- □Started with allowing staff to speak their truth, share, support, and heal through series of Helping Healers Heal (H3) debriefs
- □Book club starting with How to Be
 An Antiracist by Ibram X. Kendi
- Hired a Director of Equity, Quality, and Safety
- □Challenged everyone in Quality & Safety to engrain equity into everything we do



Where Do You Start?

- What small change can you test tomorrow?
- Existing patient safety and risk management structure for adverse event reporting, investigation, RCA, corrective actions, report to Governing Body
- Lessons learned with HelpingHealers Heal (H3) implementation



Setting an Expectation



Added standing prompt to all QAPI board case discussions:

Discuss any bias or structural inequities that contributed to this case.

How Do You Define Bias?

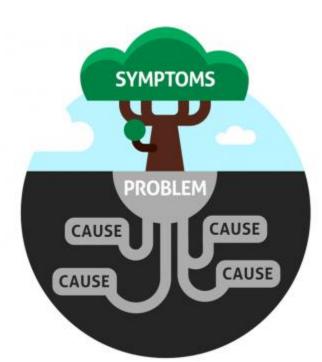




Bias Training – Speaking the Same Language

Must take a proactive approach to continuously investigate, catalogue and monitor for bias as a contributing factor at:

- the interpersonal level (i.e. explicit bias)
- the human behavioral level (i.e. implicit bias)
- the institutional level (i.e. policies and practices)
- the structural level (i.e. social and political determinants of health)



Leverage Incident Reporting System



Allow frontline staff to identify need for investigation of potential bias and structural inequities that contribute to adverse events, near misses/good catches, patient safety risks

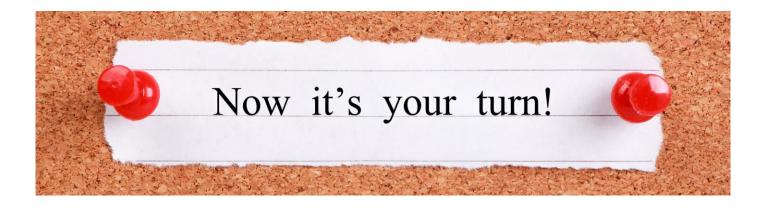
Care Experience

- Leverage same equity promptin investigations anddiscussions on patientcomplaints and grievances
- Unearth and address bias and structural inequities leading to poor care experience



Exercise 1

- Discuss bias and structural inequities that contributed to example RCA case (groups of 6)
- □Each group report out



Quality Assurance

- Ability to apply equity filters to all existing and new dashboards and reports with quality metrics
- Opportunity to review QAPI and other key dashboards and reports to ensure there are equity metrics

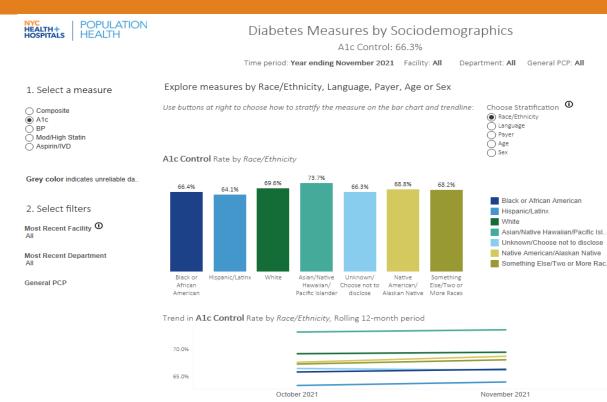


Data and Analytics

- □ High fidelity self-reported REAL SOGI data
- REAL data now required (hard stop) in MyChart for the patients to complete in "Prepare for your Visit"
- E&A Council collaborating with Epic, EITS, informatics to expand ethnicities from 20 to 200 categories
- New performance improvement projects with AIM statements to improve REAL SOGI data collection at facility level



Population Health Dashboards



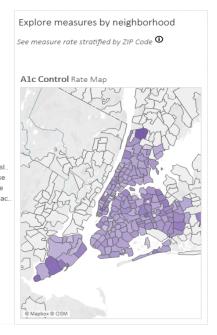




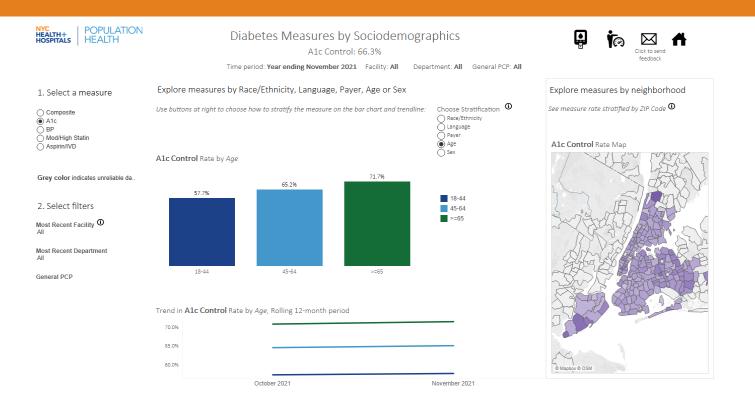




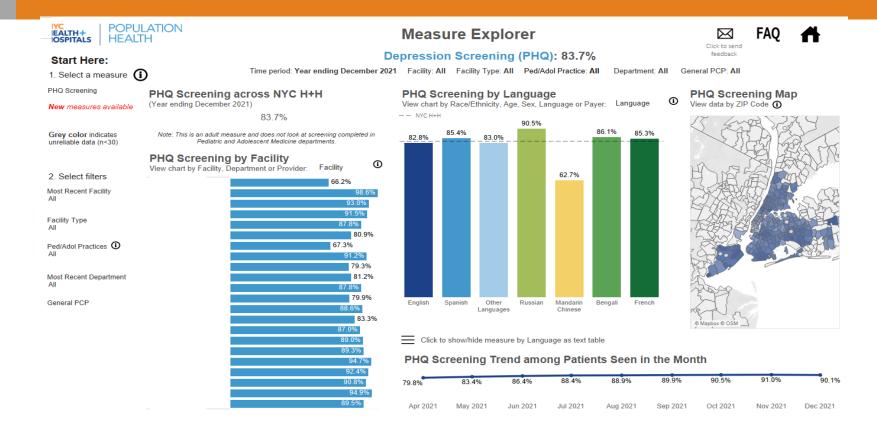




Population Health Dashboards



Population Health Dashboards



Engraining Equity in Performance Improvement

HEALTH+ QUALITY

Lead(s)

[Include Department Here] Performance Improvement (PI) – 2021-2022

Purpose: This tool should be used by senior leadership, including the CEO, CMO, CQO, and CNO, to plan a comprehensive strategy for department-level performance improvement (PI). Please include information about each anticipated PI iniative, aligning with the NYC Health + Hospitals 5 strategic pillars.

STRATEGIC PILLARS

	Quality & Outcomes	Financial Sustainability	Care Experience	Culture of Safety	Access to Care
PI Initiative Name:					
PI Initiative Aim (baseline data included in aim):					
Primary Metric Description:					
Primary Metric Numerator:					
Primary Metric Denominator:					
Equity Lens of PI Initiative:					

Types of Equity Lens

SYSTEMIC EQUITY: HEALTH & CARE FOR THE WHOLE BEING

Race and Ethnicity

racism, bias, discrimination, expectations, cultural practices

Early Childhood Experiences

family structure, disability, neglect, abuse, family support, bullying, neuro-cognitive development

Education

literacy, language, early childhood education, vocational training, high education, educator quality and retention

Economic Stability

employment, income, debt, support, assets

Neighborhood and Physical Environment

housing, transportation, walkability, zipcode, geography, infrastructure, parks, playground, population size. natural disasters

Biology and Genetics

age, inherited conditions, predisposition, life expectancy





Personal Health Choices tobacco/alcohol/drug use, belief

systems, sexual health, diet preferences

Community

support systems, exposure to violence/trauma, policing, justice equity, religious institutions, community programs

Mental Health

access, family/community support, policing, housing,

Gender and Sexual Orientation

discrimination, bias, history, staff education, domestic violence. access, coverage



Healthcare System Composition

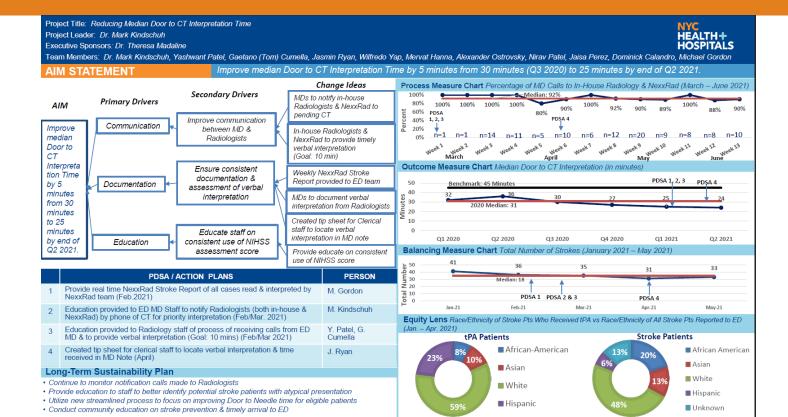
health coverage. physician/provider/ pharmacy availability, access, quality of care, culturally appropriate care

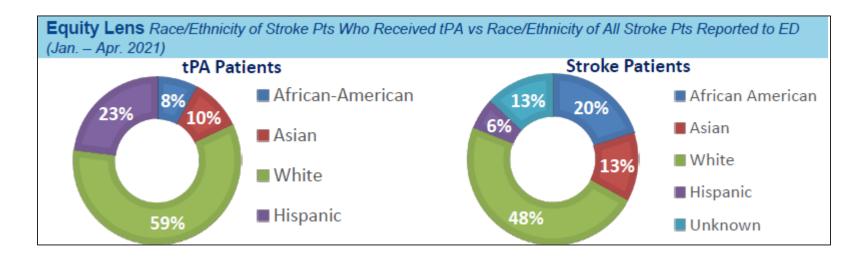
> @DocNellCam @KomalBajajMD 10/2021



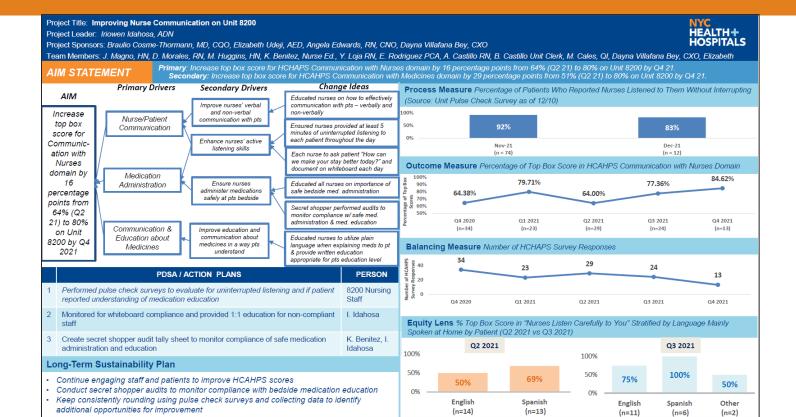


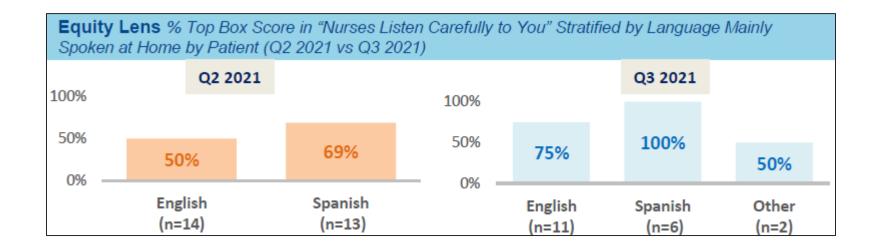
food insecurity, access, education, food deserts, diet education, culture





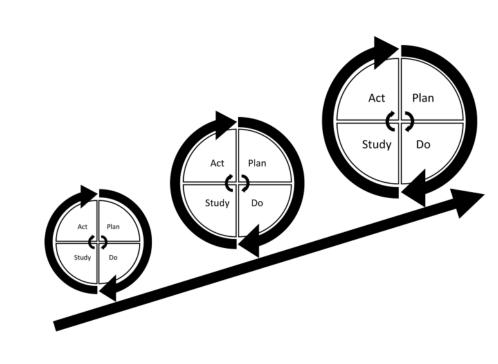
What could have contributed to some of these differences?





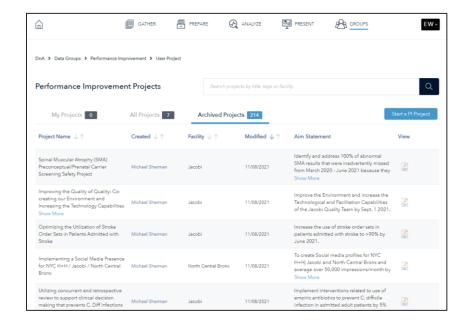
Climb the PDSA Hill

- Equity lens applied to process and outcome measures
- Design PDSA cycles addressing disparities as they are identified
- New PI projects where AIM directed at closing health disparities



System-wide Learning

- □PI projects with equity lens presented at:
 - Departmental QAPI
 - □ Facility QAPI
 - System Board QAPI
- All balanced-scorecard PI projects included in quarterly QAPI reports to Governing Body
- □Uploaded into System PI Searchable Database



Exercise 2

- Brainstorming potential equity lens to apply to supplied PI project prompts (small group exercise)
- □Each group report out



Addressing Equity as a System: Medical Eracism

NYC
HEALTH+
Live Your Healthiest Life. HOSPITALS

Thursday, February 11, 2021

Abolishing Race Based Medicine for Kidney Function, VBAC and More

NYC Health + Hospitals Office of Quality & Safety, in partnership with the Equity & Access Council, has embarked on an effort to abolish race based medicine from our medical practices across our health system.

NYC Health + Hospitals is proud to be leading the nation in removing race based practices in the delivery of care. We stand resolute in treating our patients as individuals and targeting our treatments and guidance based on their specific biology and unique social and life experiences, not simply their race or ethnicity.

Removing eGFR



MEDICAL ERACISM — ENDING RACE BASED EGFR

August 2020

CONTEXT



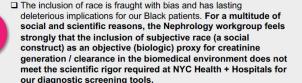
- When calculating a patient's kidney function (GFR), we often use a set of calculations based on various factors to estimate their glomerular filtration rate or eGFR
- Traditionally, these risk factors include serum creatinine, age, sex and race (Black vs. non-Black)
- The equation reports out two values. For <u>Black patients it increases the estimated GFR by 16-21%</u> to account for their "increased muscle mass", though no robust scientific evidence exists to support this claim
- The unintended consequence is to assert and propagate a biological cause for Black bodies being different from all non-Black bodies, a popular eugenicist view

CONTRIBUTING FACTORS



- ☐ African Americans have a 3x and Hispanics 1.5x higher risk of developing kidney failure than White Americans¹
- By having higher eGFRs, Black patients might have delayed referral to specialty services, dialysis and transplantation

KEY TAKEAWAYS



PLANS FOR CORRECTIVE ACTION



- ☐ Lab Services Standardize all eGFR calculations to use CKD-EPI eGFR(Cr) where results will be reported without race adjustment based on serum creatinine, age, sex, and is normalized to 1.73m2 body surface area
- ☐ Epic Work to ensure raced based eGFR is no longer reported out as 2 different values to our clinicians and patients
- Approved by Nephrology Workgroup, IM Council, ICU & OB/GYN leadership, Quality & Safety, Medical & Professional Affairs, Equity & Access Council, Clinical Lab Council, CMO Council
- 1. https://www.kidney.org/news/establishing-task-force-to-reassess-inclusion-race-diagnosing-kidney-diseases

VBAC Counseling

HEALTH+ HOSPITALS

MEDICAL ERACISM - STOP RACE-BASED VBAC COUNSELING

November 2020

CONTEXT:

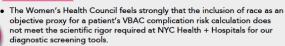
- + Clinicians may use a risk tool known as Vaginal Birth After Cesarean-section (VBAC) calculators to estimate the risk and likely success of a trial of labor for a vaginal delivery after an earlier C-section in a prior pregnancy.
- + Formulated in 2007, the VBAC calculation includes risk factors, such as age, BMI, and clinical history of delivery. These algorithms also consider whether the patient is of Black race or Hispanic ethnicity. For Black women it decreases the estimated success rate of vaginal deliveries by 67% and for Hispanic women by 68%.
- + The functional consequence is to insinuate a biological cause for Black & Hispanic women's bodies being fundamentally different from a "normal" body. This reinforces the false idea that race itself is a biologically significant risk factor for illness and minimizes the real effects of racism and health inequity on minoritized people.

CONTRIBUTING FACTORS:



- Black women remain 3x 4x more likely to die from pregnancy-related causes than White women in America.1
- While both the clinician and patient decide together whether a TOLAC or elective CS should be performed, the decision to pursue either may be influenced by medical bias.

KEY TAKEAWAYS:



The Women's Health Council applauds NYC Health + Hospitals clinicians for forgoing the use of the race-based VBAC calculators in their VBAC counseling. Additionally, the American College of Obstetricians & Gynecologists also stresses that individual complications must be assessed on a case-by-case basis.

PLANS FOR FURTHER ACTION:

- We must continue to eliminate health inequities from within Women's Health in the United States. A key first step is identifying how implicit biases affect the way we view, interact with and counsel our patients. De-implementation of race-based clinical calculators in favor of more equitable approaches that address both women's social determinants of health (e.g. insurance type, zip code, low income, racism) and their biological clinical measures (e.g. prior labor course, age, BMI).
- This is evidenced in NYC H+H's Cesarean-section rates below the NY state average (19%, vs. 22.9%) and successful VBAC rates greater than the NY state average (19%, vs. 13.3%). NYC Health + Hospitals remains committed to using the most empirically-relevant information to inform our diagnostic screening tools.

1. https://doi.org/10.1016/j.whi.2019.04.007



CERCA

NYC Coalition to End Racism in Clinical Algorithms



Michelle Morse, MD, MPH



Call to Action

- □Apply the bias and equity prompt to the next adverse event in your area/hospital/system
- □Apply the prompt to the next patient complaint/grievance
- Incorporate an equity lens into your CQFP capstone QI project
- □ Are you able to apply equity filter to quality metrics in your area/hospital/system?
- □Do you have reliable REAL SOGI data for your patients?

Acknowledgements

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- □Dr. Harry Cho CQFP alumni
- □Dr. Natalia Cineas
- □Yvette Villanueva
- ■Matilde Roman
- □Dr. Michelle Morse

Thank You!



Resources

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Resources

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