



Healthcare Disparities

Seeing the Bigger Picture

Learning Objectives

- Define “healthcare disparity”
- Recognize healthcare disparities within community
- Describe data measures to assist with disparity identification
- Identify ways to address healthcare disparities in community

“Healthcare Disparity”

- + **“disparities are preventable differences in the burden of disease, injury, violence, or in opportunities to achieve optimal health experienced by socially disadvantaged racial, ethnic, and other population groups, and communities”** per CDC

Identified Disparities

- + Racial / ethnic
- + Gender
- + Economic
- + Educational
- + Cultural

68 yo white male.
Successful business
owner. History of
multiple hospitalizations
for heart disease.

46 yo Hispanic female.
History of HTN, high
cholesterol. Non-
compliant with medical
plan of care. Smoker

Healthcare Literacy

- + Individual knowledge and ability to locate, understand information in order to make informed decisions regarding their healthcare

What impacts healthcare literacy?

Age

Gender

Educational
level / ability to
adequately read

Economic
background

Support system

When health literacy matters

Understanding	Understanding discharge instructions
Understanding	Understanding medication use
Following	Following through with plan of care
Navigating	Navigating complex health systems
Signing	Signing consent forms

Impact to health

Poor management of conditions

Lack of follow up / failure to follow up

Improper use of medications

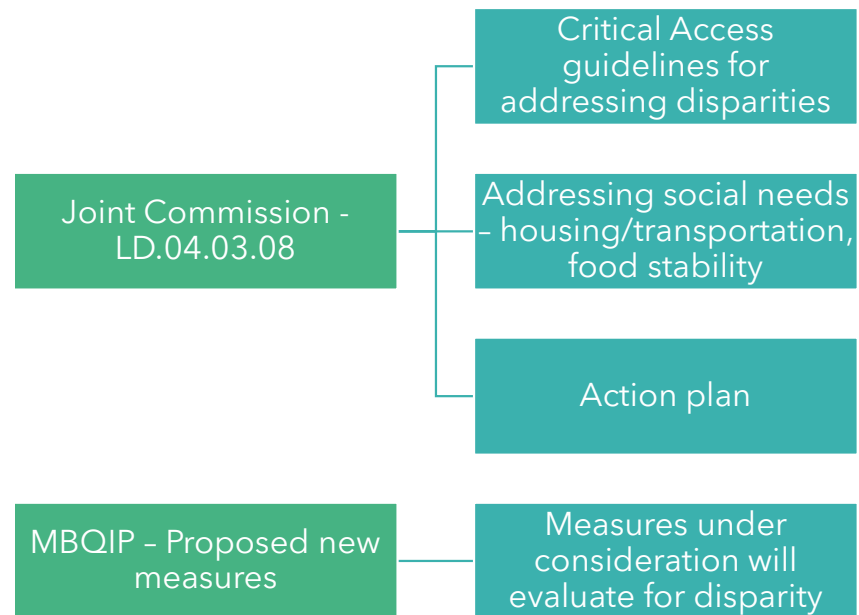
Increase risk of complications

Recurrent admissions

Poor quality of life

Resulting mental health issues

Importance of addressing disparities



It is the right thing to do

Where to begin



Start having conversation
with leadership

need support for change



Develop "task force"

start including information in
Quality Meetings



You have access to data,
start looking at data

look for patterns or common
"themes"

Do you see a patter?

Diagnosis patter among certain group

Deep dive into readmissions

Inappropriate use of ED services

Patient survey / complaint system

Patient / Family Engagement

Interview or survey patients of readmission



Interview patients in ED for non-emergency issues

why did they utilize
ED?

Are they aware of
higher cost?

Do they have a PCP?

Know the why

Lack of support

Lack of financial resources

Other social needs

Literacy level

Know your community resources

- + Free / fee-based clinic
- + Social services
- + Faith-based support
- + Engaging First Responders



Evaluate your processes

Admitting process

- is it conducive to patient learning and understanding?

Discharge process

- adequate time?
- adequate teaching?
- adequate assessment of understanding?

Signage

- what about those who cannot read?

Medical rounding

- is it multi-disciplinary?
- How are questions answered?

Patient / Family Engagement Committee

Include	Include patient / family representatives in process
Ask	Ask for input on processes
Solicit	Solicit possible solutions for improvement
Include	Include them in continued evaluation process

Examples of need for improvement



Everything is printed but do we assess for reading ability?



Are we doing teach-back or just asking for understanding?



Are we educating before medication administration and assessing for understanding?

Build community partnerships

- + Partner with churches for transportation and outreach
- + Partner with First Responders for in home follow up
- + Partner with neighboring communities
- + Work with providers to assist with services



Educate / Act

- + Staff / Providers on disparity issues

 - learn to recognize / assess for disparity on admission
 - know available resources and when to engage

- + Community on building healthcare literacy

 - empower them to speak up and ask questions
 - help them identify support system

Collect / Evaluate Data

- + Collect data on disparities
- + Report to committee
- + Monitor for improvement
- + Continue to facilitate change



Questions???