Advancing Health Equity Through Data Stratification and Cultural Competence Training
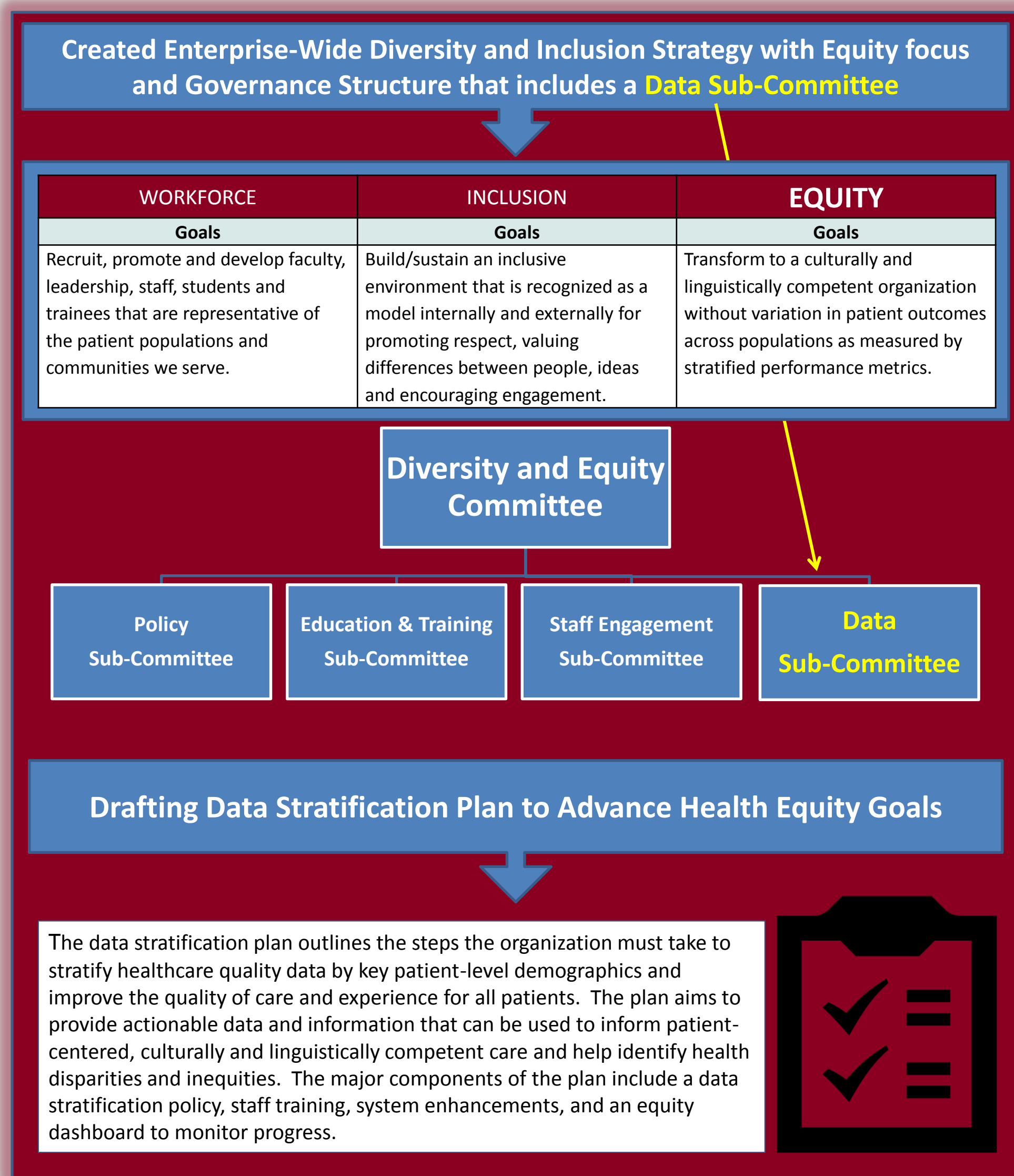
THE UNIVERSITY OF CHICAGO MEDICINE
AT THE FOREFRONT OF MEDICINE®

Opportunity: Organizational plan for collecting and validating patient demographic data and stratifying quality measures to identify variations or gaps in health outcomes.

Solution: Data stratification plan with specialized training, updated policies, processes, and systems and organizational structures that support disparity focused intervention.

Strategize

Created Enterprise-Wide Diversity and Inclusion Strategy with Equity focus and Governance Structure that includes a Data Sub-Committee

WORKFORCE	INCLUSION	EQUITY
Goals	Goals	Goals
Recruit, promote and develop faculty, leadership, staff, students and trainees that are representative of the patient populations and communities we serve.	Build/sustain an inclusive environment that is recognized as a model internally and externally for promoting respect, valuing differences between people, ideas and encouraging engagement.	Transform to a culturally and linguistically competent organization without variation in patient outcomes across populations as measured by stratified performance metrics.

Diversity and Equity Committee

Policy Sub-Committee	Education & Training Sub-Committee	Staff Engagement Sub-Committee	Data Sub-Committee

Drafting Data Stratification Plan to Advance Health Equity Goals

The data stratification plan outlines the steps the organization must take to stratify healthcare quality data by key patient-level demographics and improve the quality of care and experience for all patients. The plan aims to provide actionable data and information that can be used to inform patient-centered, culturally and linguistically competent care and help identify health disparities and inequities. The major components of the plan include a data stratification policy, staff training, system enhancements, and an equity dashboard to monitor progress.

Educate

Delivering Interactive, Skill-Building Cultural Competence Course and Customized Department Training

More than 5000 Hours of Cultural Competence Training and Over 150 Graduates of 18-Hour Course

Design Specialized Registration Training to Accurately Capture Patient Demographics

Certificate of Completion
is hereby granted to
[Name Here]
Fall 2015 UCM 18-Hour Cultural Competence Course

Focus on knowledge, skills and behaviors that enable effective cross-cultural communication

Evaluate

Establish Health Equity Outcomes Committee
• Evaluate Stratified Quality Data
• Recommend Disparity Focused Interventions

Recommendations

Established Diversity and Equity Committee
• Evaluate Progress toward providing Culturally and Linguistically Appropriate Services (CLAS)
• Recommend Enterprise-wide Strategies to Advance Health Equity and Improve Quality

Diversity and Equity Committee
Objective Statement
Transform University of Chicago Medicine to a culturally and linguistically competent organization without variation in patient outcomes across populations as measured by stratified performance metrics.

Transform

POLICY NAME: Health Care Quality Data Stratification
DRAFT DATE: October 24, 2015
POLICY:
Health Care quality data stratified by key patient-level demographics informs patient-centered, culturally and linguistically competent care and helps identify variations or gaps in health outcomes. Timely and valid representative data collection and analysis is essential to providing high quality, equitable care.

Creating Data Stratification and Analysis Policies

Upgrade systems and implement best practices for enriched patient demographic data capture (e.g. granular race/ethnicity, sexual orientation, gender identity, etc.)

HRET Disparities Toolkit
A Toolkit for Collecting Race, Ethnicity, and Primary Language Information from Patients

Data Systems

Stratifying Quality Metrics by Patient Demographics and Integrating Equity into Quality Reports

Quality Measures Stratified by Male v Female

FY16 Clinical Effectiveness Scorecard
Scorecard Interpretation

This represents a graph showing baseline performance, the most recent 12 months of performance, and our goal for FY16.

Desired Direction
Baseline and Rolling 12 Months
Goal range

For a given metric, is higher or lower better?