

Getting to Equity: Looking Back (Briefly) and Moving Ahead

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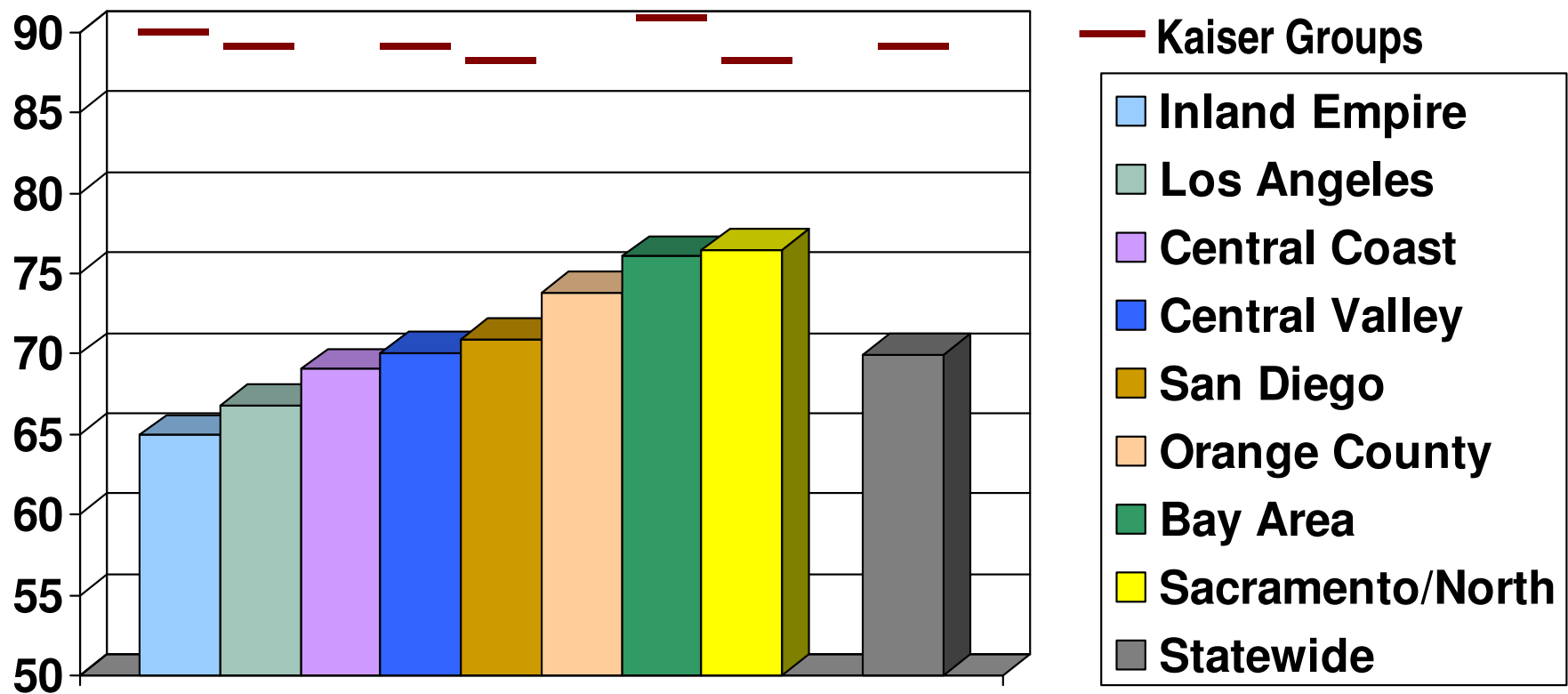
What We Know

- Equity is essential component of quality
- Health care disparities exist
- Achieving equity can affect:
 - Quality
 - Safety
 - Cost
 - Risk management



Disparities Exist in CA

Clinical Performance Variation in California P4P



MY 2006 Clinical Results by Region

Source: Slide courtesy of IHA – Data from www.opa.ca.gov

Achieving Equity: Looking Ahead

- Many causes, many solutions
- Must move beyond diagnosing the problem
- Have some examples of what can work, but need more
 - Must measure we do
 - Share experiences

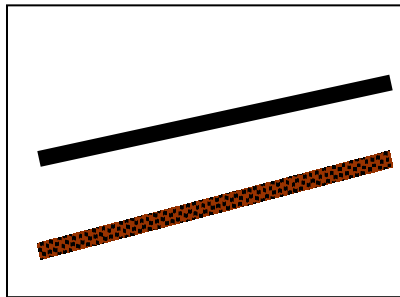


Achieving Equity: Looking Ahead

- Toolbox for practice solutions includes:
 - QI approaches
 - Disease management
 - Literacy interventions
 - Language assistance

QI & Health Care Disparities

NEUTRAL

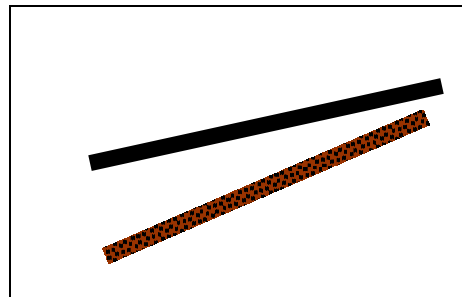


One-size-fits-all

- ESRD patients

Seghal, JAMA 2003

NARROWING

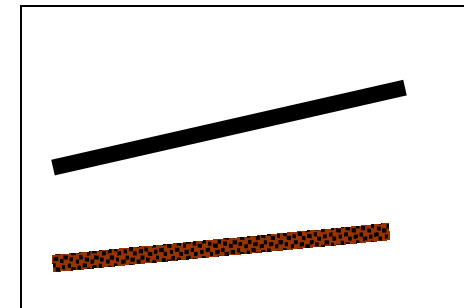


Culturally tailored

- Depression

Arean, Medical Care 2005

WIDENING



One-size does not fit all

- CABG

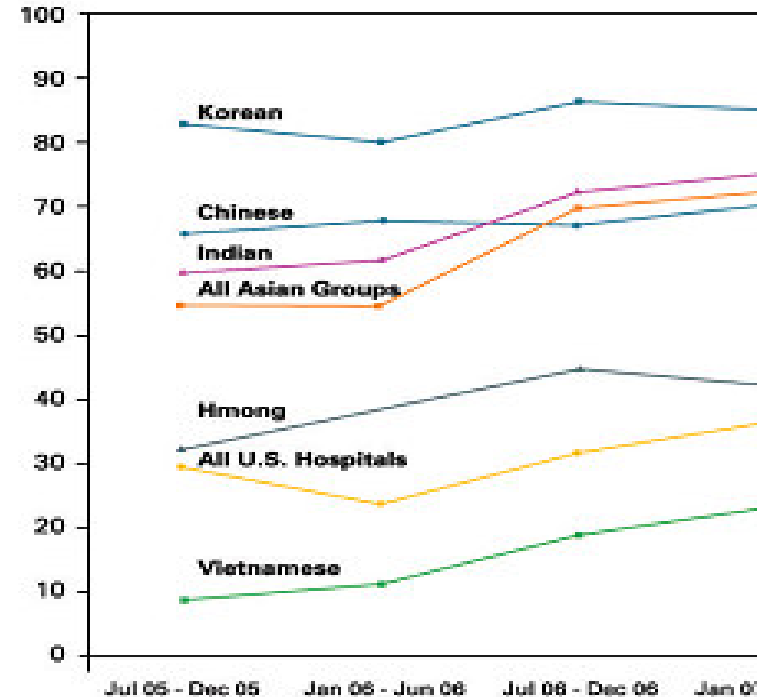
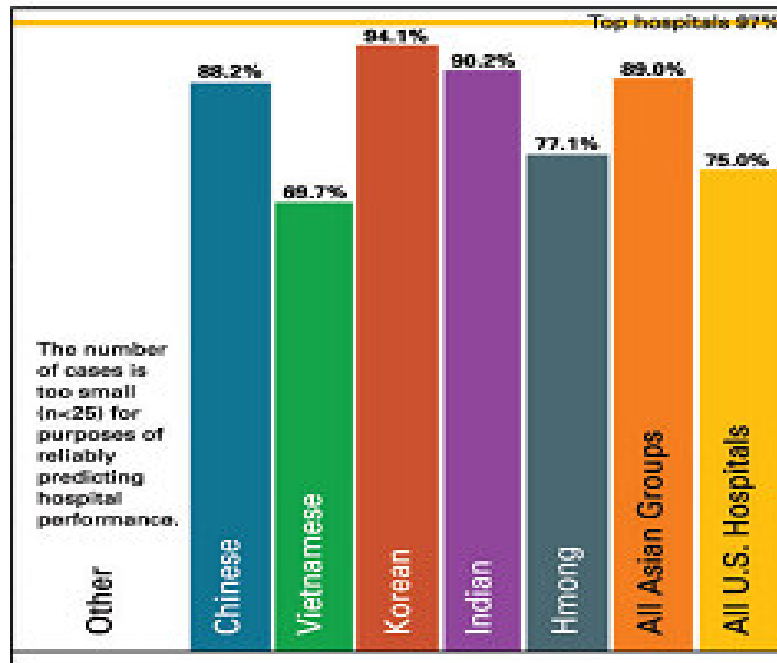
Werner, Circulation 2005

Equity Report (Dashboard)

- Answers:
 - What is the current state?
 - How have things changed over time?
 - How are we doing relative to goals?
 - What are we doing to understand problems?

Sample Equity Report

% of Asian surgery pts receiving treatment to prevent blood clots within 24hrs before or after selected surgeries.



IOTE: All data included in the sample display are hypothetical.
 . higher number indicates better performance.

A Word about Measurement

- Must have race, ethnicity and language preference data
 - HRET Disparities Toolkit lays out how to do this
- Look at what you already collect
 - National Health Disparities Report
- Compare actual numbers, not differences
- Use best performing group as benchmark
- Define inequality
- Look at change over time

Disease Management

- Tailoring aspects of care
 - Who delivers information
 - How information is delivered
 - What information is delivered
- Patient activation

Patient Activation

- Ability and willingness to take on managing one's own care
- Differs by race, socio-environmental factors
- Linked to health behavior and outcomes
- Improvement in activation could reduce gap by 50-88%



Literacy

- Affects knowledge of conditions
- Affects use of services (mammograms, Pap, ED discharge, informed consent)
- Behavior (breast feeding, use of MDI)
- Late stage presentation for prostate ca
- Meeting literacy needs improves equity??
- Tools
 - AMA Health Literacy Toolkit

Language Assistance

- Professional interpreters improve
 - Understanding
 - Use of services (preventive, ED)
 - Diabetes outcomes (e.g., A1c)
 - Satisfaction
- Reduce gap in equity?

Karliner et al. Health Serv Res. 2007

CAFP

Moving Ahead

- What can you do?
 - Talk about it
 - Think broadly
 - Measure
 - Do it well
 - Share the information
 - Take action



Some Basics for Moving Ahead

Remember the rules of improvement

- It's all about *systems and teams*
 - Make it easier to do the right thing
- You need *fertile soil*
 - Culture trumps strategy; “what you do is louder than what you say”
 - And the soil needs tilling
- Need *facts and stories*
 - Local “proof”, local story
 - Incentives to move toward goal

Help Taking ACTION

- Project based at UCSF Center for the Health Professions
- Funded by The California Endowment
- Support for doing improvement projects that advance equity in care
- Information about how to apply coming in Feb 2009 <http://futurehealth.ucsf.edu/TheNetwork/>

References

- AMA Literacy Toolkit <http://www.ama-assn.org/>
- Addressing Language Barriers in your Office
<http://www.familydocs.org/practice-resources/cultural-proficiency.php>
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<http://www2.massgeneral.org/disparitiessolutions/>
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Questions?



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