Improving Health Care Equity:
Accreditation Requirements and Resources

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Session Objectives

- List key areas addressed by the new Joint Commission National Patient Safety Goal Requirements to improve health care equity.

- Describe implementation strategies related to the New National Patient Safety Goal Requirements to improve health care equity.

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2

Health Care Equity is a Quality and Safety Priority

Health care equity is a quality of care problem.

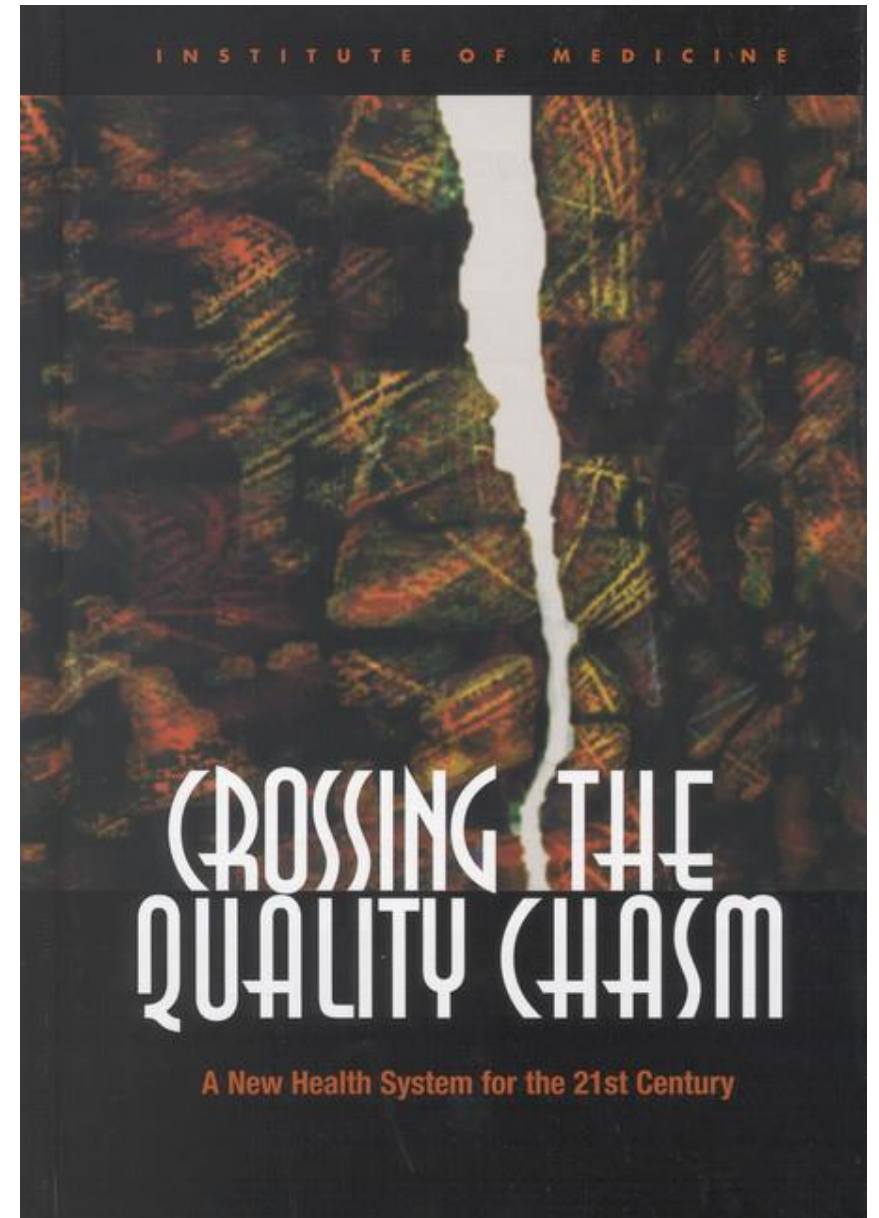Needs a similar approach to other patient safety priorities:

- Understand the root causes
- Address with targeted interventions
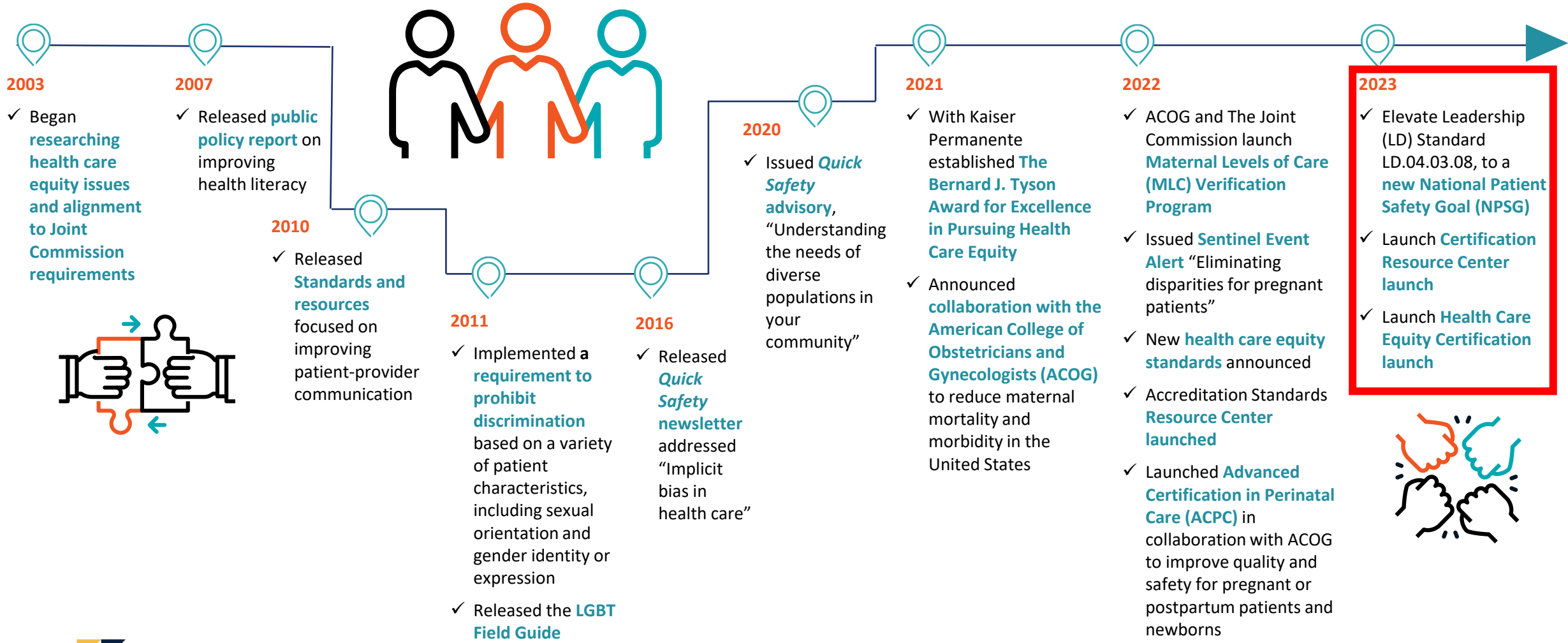
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Equity as Quality Domain

6 Domains of Quality:

- Safety
- Effectiveness
- Patient-Centeredness
- Timeliness
- Efficiency
- **Equity:** Providing care that <u>does not vary in quality because of personal characteristics</u> such as gender, ethnicity, geographic location, and socioeconomic status.

INSTITUTE OF MEDICINE

CROSSING THE QUALITY CHASM

A New Health System for the 21st Century

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4

Our Journey to Advance Equity

2003
- ✓ Began **researching health care equity issues and alignment to Joint Commission requirements**

2007
- ✓ Released **public policy report** on improving health literacy

2010
- ✓ Released **Standards and resources** focused on improving patient-provider communication

2011
- ✓ Implemented **a requirement to prohibit discrimination** based on a variety of patient characteristics, including sexual orientation and gender identity or expression
- ✓ Released the **LGBT Field Guide**

2016
- ✓ Released *Quick Safety* **newsletter** addressed "Implicit bias in health care"

2020
- ✓ Issued *Quick Safety* **advisory**, "Understanding the needs of diverse populations in your community"

2021
- ✓ With Kaiser Permanente established **The Bernard J. Tyson Award for Excellence in Pursuing Health Care Equity**
- ✓ Announced **collaboration with the American College of Obstetricians and Gynecologists (ACOG)** to reduce maternal mortality and morbidity in the United States

2022
- ✓ ACOG and The Joint Commission launch **Maternal Levels of Care (MLC) Verification Program**
- ✓ Issued **Sentinel Event Alert** "Eliminating disparities for pregnant patients"
- ✓ New **health care equity standards** announced
- ✓ Accreditation Standards **Resource Center launched**
- ✓ Launched **Advanced Certification in Perinatal Care (ACPC)** in collaboration with ACOG to improve quality and safety for pregnant or postpartum patients and newborns

2023
- ✓ Elevate Leadership (LD) Standard LD.04.03.08, to a **new National Patient Safety Goal (NPSG)**
- ✓ Launch **Certification Resource Center launch**
- ✓ Launch **Health Care Equity Certification launch**

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New National Patient Safety Goal

- NPSG.16.01.01 to improve health care equity
  - 6 EP requirements (promoted from Leadership chapter)
  - Resources in Resource Center

- Applicable to HAP, CAH, selected services in AHC/BHC

- Release Timeline:
  - Prepublication requirements (Jan 2022)
  - Implementation (July 2023)

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New NPSG.16.01.01

NPSG.16.01.01: Improving health care equity for the hospital's patients is a quality and safety priority.

Commitment, vision, creativity, and sustained effort at all levels (including the C-suite and the Board)

Established leaders and standardized structures and processes in place to improve health care equity

Efforts should be fully integrated with existing quality improvement activities within the organization

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Designate a Leader (EP 1)

The hospital designates an individual(s) to lead activities to improve health care equity for the hospital's patients.

Intent and Implementation Strategies:

– Establishes clear lines of accountability

– Identify an individual that will have responsibilities for activities to reduce health care disparities.

– Consider how health care equity initiatives are coordinated across the hospital.

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Resources for EP 1

Health Equity Snapshot: A Toolkit for Action

This resource includes a discussion guide to help health care leaders facilitate robust discussions about health equity. (Source: AHA IFDHE)

The Health Equity Roadmap

The resource includes an electronic assessment tool that provides hospitals and health systems with their current position on the health equity journey. (Source: AHA IFDHE)

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Assess Health-Related Social Needs (EP 2)

> The hospital assesses the patient's health-related social needs and provides information about community resources and support services.

Intent and Implementation Strategies:

- Addressing health-related social needs (HRSNs) can help reduce health care disparities and improve health outcomes

- Flexibility to determine which patients to assess for HRSNs, which HRSNs to assess, and which resources to provide to address HRSNs

- Focus on a representative sample or collect data from all patients

- Connect patients with resources and support services in the community

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Resources for EP 2

The PRAPARE Implementation and Action Toolkit

This toolkit provides sample scripts (Chapter 2) that have been developed to educate patients on the importance of collecting data on social determinants of health and how that information will inform care and services. (Source: NACHC)

A Guide to Using the Accountable Health Communities Health-Related Social Needs Screening Tool: Promising Practices and Key Insights

This guide describes the HRSN Screening Tool from the Accountable Health Communities (AHC) Model and share promising practices for universal screening. (Source: CMS)
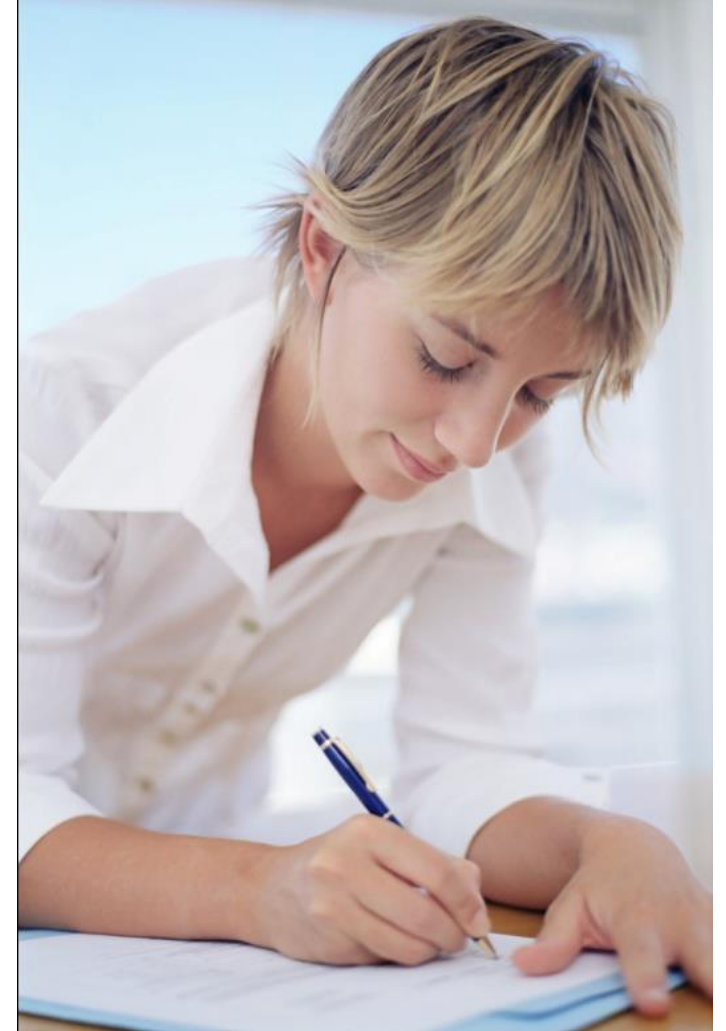
Identify Health Care Disparities (EP 3)

The hospital identifies health care disparities in its patient population by stratifying quality and safety data using the sociodemographic characteristics of the hospital's patients.

Intent and Implementation Strategies:

– Understand which processes and outcomes vary by sociodemographic characteristics

– Organizations choose which measures to stratify and which sociodemographic characteristics to use for stratification:

  • Focus on high-risk topics or select measures that affect all patients
  • Examples of sociodemographic characteristics in Notes

Resources for EP 3

A Framework for Stratifying Race, Ethnicity and Language Data

This guide provides a framework for stratification of patient race, ethnicity and language data and guidance on how to use the data to identify and address health care disparities. Sample dashboards are also provided. (Source: AHA)

Health Equity, Diversity, & Inclusion Measures for Hospitals and Health System Dashboards

This document provides a table format on steps to address health care disparities identified through stratified data and includes multiple links to additional resources. (Source: AHA IFDHE)

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Develop an Action Plan (EP 4)

The hospital develops a written action plan that describes how it will improve health care equity by addressing at least one of the health care disparities identified in its patient population.

Intent and Implementation Strategies:
– Focus on reducing one health care disparity

Specific population(s) of focus

Organization's improvement goal

Strategies and resources to achieve the goal
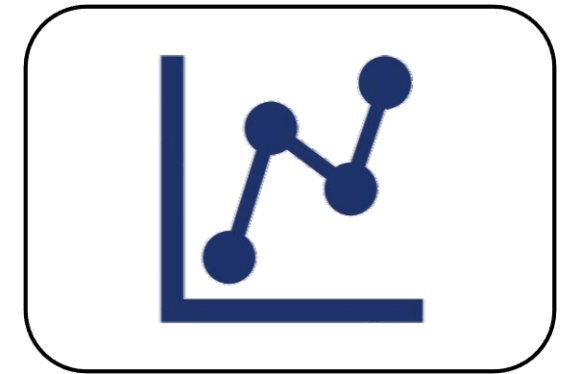
Process to monitor and report progress

Resources for EP 4

Disparities Impact Statement
This fillable worksheet guides the development of a 5-step action plan to identify health disparities and priority populations, define goals, establish a health equity strategy, determine what your organization needs to implement its strategy. (Source: CMS)

PRAPARE Readiness Assessment Tool
The tool asks a series of questions to help organizations determine their level of readiness for moving forward with health equity-related efforts.
(Source: NACHC)

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Make Improvements (EP 5)

The hospital acts when it does not achieve or sustain the goal(s) in its action plan to improve health care equity.

Intent and Implementation Strategies:

– Assess progress and evaluate whether efforts to reduce health care disparities are successful

– Identify opportunities to revise the action plan or provide additional resources to achieve goal(s)

- Review stratified quality and safety metrics to track progress
- Collect feedback from patients about new services or interventions
- Evaluate staff training and education needs

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Resources for EP 5

The Health Leads Social Health Data Toolkit

This toolkit offers detailed instructions on screening process metrics, building run charts using your screening data, setting targets, and monitoring to identify where improvement may be needed. (Source: Health Leads)

Health Equity, Diversity & Inclusion Measures for Hospitals and Health System Dashboards

This resource provides guidance on operationalizing measures under data collection, stratification and use, cultural competency training, diversity and inclusion in leadership and governance, and strengthen community partnerships. (Source: AHA)

Keep Stakeholders Informed (EP 6)

> At least annually, the hospital informs key stakeholders, including leaders, licensed practitioners, and staff, about its progress to improve health care equity.

Intent and Implementation Strategies:

– Leadership, practitioners, and staff need to be aware of the organization's initiatives to address health care disparities and understand their role

– Important to receive updates about the challenges and successes of the organization's efforts to improve care for all patients

  • Examples: Presentations (quarterly meetings, town hall, staff meetings), newsletters, progress boards, intranet page

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Resources for EP 6

Community-Driven Health Equity Action Plans
This resource provides an outline for a two-page summary of your health equity action plan to help engage your stakeholders in a targeted way. (Source: NAM)

The PRAPARE Implementation and Action Toolkit
This toolkit provides information on engaging stakeholders (Chapter 2). It includes example steps an organization can take to engage stakeholders, from staff to leadership to patients, based off of lessons learned from PRAPARE health center pilot sites. (Source: NACHC)

Accreditation Standards Resource Center

https://www.jointcommission.org/our-priorities/health-care-equity/standards-and-resource-center/

Focused Resources to Support Standards Compliance

Make Health Care Equity a Leader-Driven Priority

Assess Health-Related Soci

Use Data to Identify Disparities Across Patient Groups

Monitor Health Care Equity

Evidence-based Interventions

Snapshots
Brief synopses of approaches used by other organizations.

Soundbites
Brief videos of organizations' lessons learned.

Strategies
Links to resources such as toolkits, templates, and guides.

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On Demand Webinar

https://attendee.gotowebinar.com/recording/5502581134502279170
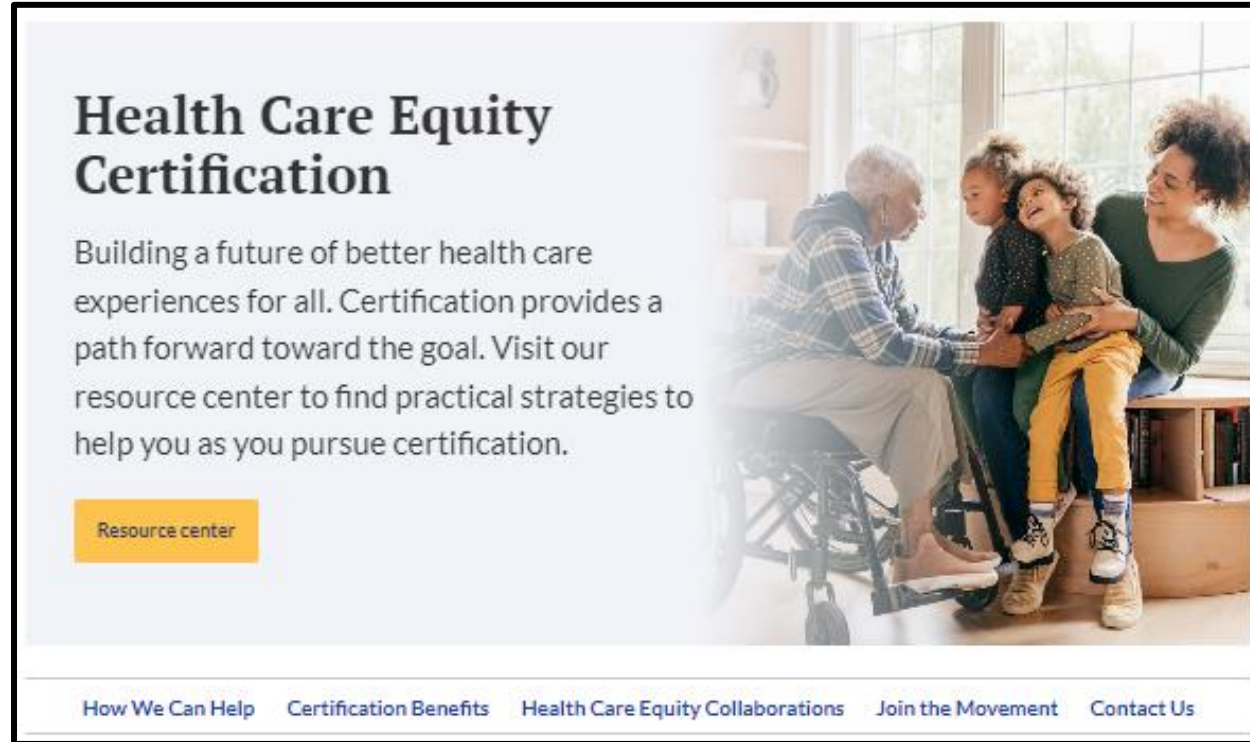
On Demand Pioneers in Quality Webinar - Joint Commission Improving Health Care Equity Standards and Resources (Oct 2022)

Free webinar

Overview of new requirements and resource center

LD standard language, same expectations in NPSG

New Advanced Certification Program

https://www.jointcommission.org/what-we-offer/certification/certifications-by-setting/hospital-certifications/health-care-equity-certification/

- Voluntary program

- Recognizes hospitals going above and beyond the accreditation requirements

- Resource center available

- 2-year award

On Demand webinar recording

https://register.gotowebinar.com/recording/7420957350596289537

Certification Chapters

Leadership
- Strategic priority
- Board involvement

Collaboration
- Engage patients
- Engage community organizations

Data Collection
- Community
- Patients
- Staff

Provision of Care
- Workforce diversity
- Staff training
- Communication
- Disabilities
- Health-related social needs

Performance Improvement
- Improve services
- Improve staff diversity, equity, and inclusion

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Certification Resource Center

https://www.jointcommission.org/our-priorities/health-care-equity/certification-resource-center/

Focused Resources to Support Standards Compliance

Leadership

Collaboration

Data Collection

Provision of Care

Strategies

Links to resources such as toolkits, templates, and guides.

Spotlights

Brief written synopses and videos of successful initiatives and practices implemented by other organizations.

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Questions?

For more information, please contact the
Department of Standards and Survey Methods (DSSM)
using the form located at https://dssminquiries.jointcommission.org

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