



### EVENT SPEAKER

#### Kellie Goodson, MS, CPXP

Kellie is a thought leader in the areas of health equity and person/patient and family engagement (PFE) in healthcare quality and safety improvement. She has worked with multiple health systems to improve patient outcomes using the lens of health disparities identification and resolution paired with the tenets of quality improvement. She has led a multi-year analysis of hospitals leveraging and deploying PFE in quality and safety improvement that demonstrated a correlation between implementation of PFE and improvements in patient outcomes, specifically lower rates of 30-day readmissions and falls with injury. Kellie co-led national Affinity Groups for the topics of PFE and health equity for the Centers for Medicare and Medicaid Services and has served on national committees for the National Quality Forum and the Institute for Patient- and Family-Centered Care. An experienced speaker, she champions the inclusion of patient voices in health care improvement efforts and building partnerships with patients, families, and providers to transform healthcare delivery and outcomes. Kellie received her Bachelor of Science in Business from the University of New Hampshire and her Master of Science in Integrated Healthcare Management from Western Governors University. She is also, a Certified Patient Experience Professional (CPXP).

# OPERATIONALIZING HEALTH EQUITY PRACTICES

## A THREE-PART SERIES FOR HOSPITAL QUALITY + OPERATIONAL LEADERS

### OVERVIEW

Achieving health equity by reducing and eliminating health disparities is an important overarching goal for federal and private payers alike; therefore, hospitals and healthcare organizations must implement practices that support this goal. Identifying health disparities requires mastering basic practices such as collecting accurate and complete patient demographic data including race, ethnicity and language (REAL). More advanced practices such as regularly stratifying quality measures by patient demographics and reporting and monitoring outcomes allows healthcare organizations to begin to address potential disparities in outcomes. Operationalizing these and other practices that support the goal of achieving health equity accelerate and amplify improvements in patient outcomes while also improving the bottom line.

### TARGET AUDIENCE

Hospital Leadership, Clinical Nurse Specialists, Quality Professionals

### CONTINUING EDUCATION

1.0 nursing contact hours will be awarded for each session by the Iowa Hospital Association, Iowa Board of Nursing Provider No. 4. Iowa nursing contact hours will not be issued unless your Iowa license number was provided at registration. For nursing contact hours to be offered, you must log in individually, your webinar sign-in and sign-out times will be verified. Partial credit will not be granted. Attendees outside Iowa should check with their state Board of Nursing for nursing continuing education requirements.



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ALL WEBINAR SESSIONS ARE FROM 10:00 - 11:00 AM (CT)

### AUGUST 24

#### OPERATIONALIZING HEALTH EQUITY PRACTICES IN REAL DATA COLLECTION

##### OVERVIEW

In this session, participants will review the HQIC Health Equity Organizational Assessment (HEOA) metrics 1, 2, 3 and learn how to meet each level to advance their performance. Strategies and actions for collecting patient self-reported REAL data, validating REAL data, and advancing collection of data beyond REAL, such as SOGI or Veteran status will be discussed. Participants will also receive a tool to examine the completeness of their REAL data.

##### LEARNING OBJECTIVES

- + Explain the importance of REAL data collection in relation to improving health equity.
- + Describe strategies and actions to verify the accuracy and completeness of patient self-reported demographic data.
- + Discuss additional demographic data (beyond REAL) that can be collected to advance health equity such as disability status, sexual orientation/gender identity (SOGI), veteran status, geography and/or other social determinants of health (SDOH) or social risk factors.

### SEPTEMBER 28

#### OPERATIONALIZING HEALTH EQUITY PRACTICES IN QUALITY IMPROVEMENT

##### OVERVIEW

In this session, participants will review the HQIC HEOA metrics 4, 5, 6 and learn how to meet each level to advance their performance. Strategies and actions for identifying and addressing health disparities will be discussed including data disaggregation and health equity-focused quality improvement. Real-life examples that illustrate how to identify and address gaps in patient outcomes (i.e., reduced health disparities) will be provided.

##### LEARNING OBJECTIVES

- + Explain the importance of disaggregating healthcare measures using patient demographic data in relation to improving health equity.
- + Discuss strategies and actions for identifying health disparities and communicating findings to key stakeholders.
- + Describe interventions shown to resolve health disparities factors.

### OCTOBER 26

#### OPERATIONALIZING HEALTH EQUITY PRACTICES IN ORGANIZATIONAL PROCESSES + PROCEDURES

##### OVERVIEW

In this session, participants will review the HQIC HEOA metric 7 and learn how to meet each level to advance their performance. Strategies and actions including delivery of culturally and linguistically appropriate services (CLAS) and operationalizing health equity practices such as actively involving key stakeholders including patients, their families, and community partners in the planning, development, and implementation of health equity efforts will be discussed.

##### LEARNING OBJECTIVES

- + Discuss strategies and actions to deliver culturally and linguistically appropriate services.
- + Describe organizational structures that support health equity practices.
- + Explain the importance of operationalizing the HEOA foundational, intermediate and advanced health equity practices throughout the organization.

**ACCESS THE HEOA METRIC TABLES**

<https://bit.ly/3z6gLQJ> (Link)

**REGISTER HERE**

[https://zoom.us/webinar/register/WN\\_3wt40adgS2aQmYj5O3mlng](https://zoom.us/webinar/register/WN_3wt40adgS2aQmYj5O3mlng) (Link)