

Using Data to Improve Quality & Achieve Equity



As few as **14%** of health care organizations are using patient data to assess variation in care & outcomes.

National data show disparities in health care for several minority populations. Routine, standardized collection & analysis of socio-demographic data are necessary at an institutional level to enable organizations to assess performance & address disparities in quality of care.

COLLECTING PATIENT DATA

A Diversifying Population

Year
2043

Racial & ethnic minorities will account for a majority of the U.S. population

% of U.S. population that speaks a language other than English at home

20

30

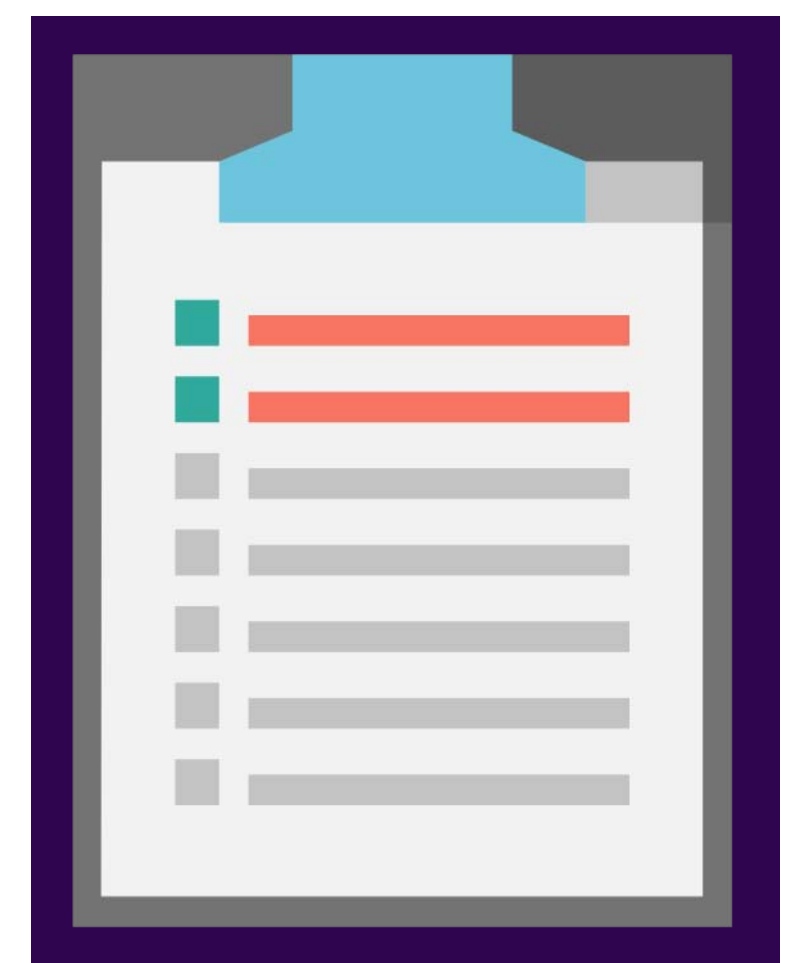
% of direct medical costs for African Americans, Hispanics, & Asian Americans that are excess costs due to health inequities

% of the newly insured that are minorities

48

Ensuring Data Quality

- ✓ Create a standardized process for collecting data by trained staff. Formalize by developing an institutional policy on data collection & analysis.
- ✓ Patient self-reporting is the gold standard.
- ✓ Collecting data at registration has been shown to increase reporting rates, enhance efficiency of the data collection process, & reduce variations in data that impact quality.
- ✓ Special considerations are needed to ensure data quality for pediatric patients, as information is collected from caregiver(s) rather than patients themselves.

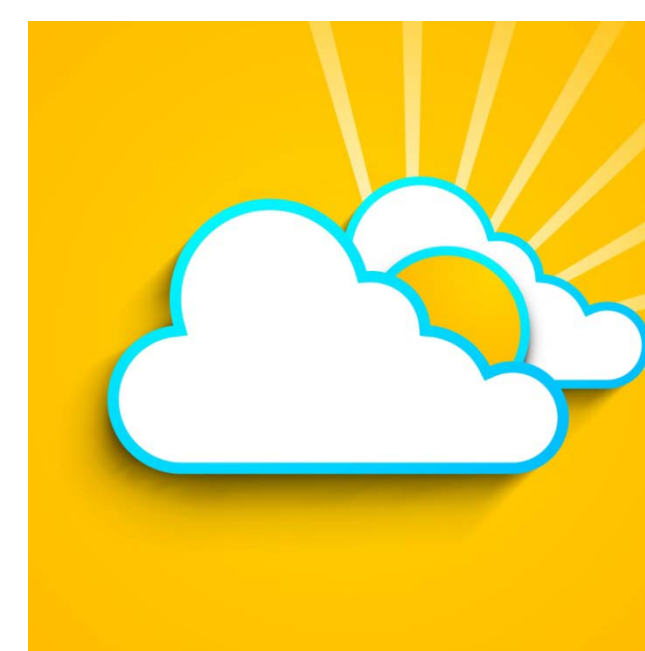


CREATING DISPARITIES DASHBOARDS



With an accurate, robust data set, organizations can begin identifying key quality measures to stratify by race, ethnicity, language, & other characteristics to monitor for disparities in quality of care.

Reporting this data routinely to key leadership in the organization is essential for gaining buy-in to reduce disparities & prioritizing where to invest. This data can be used to implement systems improvements, as well as tailor patient care plans.



Reaping the Benefits of Data Collection & Dashboards

- ✓ Achieve equitable health outcomes for all patients
- ✓ Reduce costs associated with disparities in care
- ✓ Reduce hospital readmissions
- ✓ Receive incentive payments for reducing disparities
- ✓ Meet patient-centered medical home certification standards
- ✓ Enhance marketing of services for your population
- ✓ Enable strategic decision-making