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.

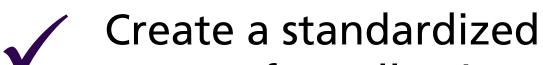
COLLECTING PATIENT DATA

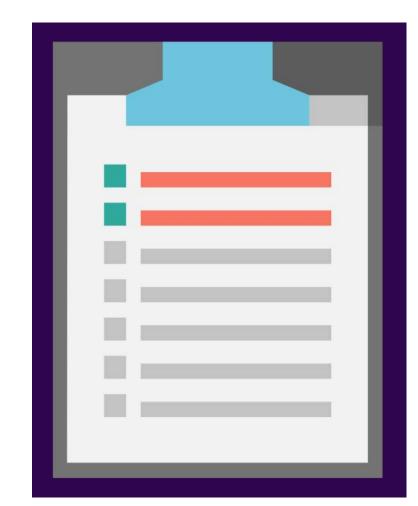
A Diversifying Population



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

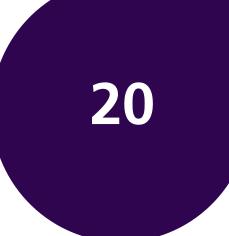
Ensuring Data Quality

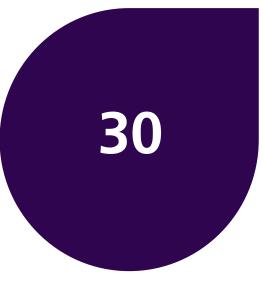




2043

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





% 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



process for collecting data by trained staff. Formalize by developing an institutional policy on data collection & analysis.



 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.

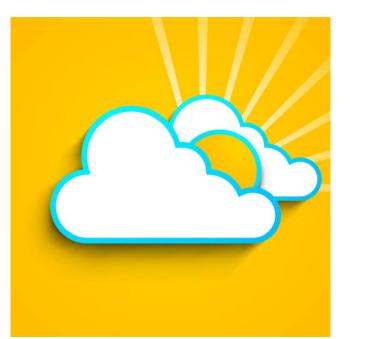
CREATING DISPARITIES DASHBOARDS



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
- \checkmark 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

References

Betancourt, JR, Green, AR, King, RR, Tan-McGrory, A, Cervantes, M, Renfrew, M. Improving Quality and Achieving Equity: A guide for hospital leaders. 2009. The Disparities Solutions Center, Massachusetts General Hospital. Available at: <u>http://www2.massgeneral.org/disparitiessolutions/z_files/disparities%20leadership%20guide_final.pdf</u>.
Robert Wood Johnson Foundation. Disparities in health care persist. Available at: <u>http://www.rwjf.org/content/dam/images/Illustrations/2/Equity%20Infograph.pdf</u>.

For more information, please visit www.mghdisparitiessolutions.org.



^{1.} Health Research & Educational Trust. Reducing health care disparities: Collection and use of race, ethnicity and language data. August 2013. Available at: http://www.hpoe.org/EOC-real-data.