



THE DISPARITIES SOLUTIONS CENTER

One Goal – High Quality Care for All

Celebrating 10 years of eliminating racial & ethnic disparities in healthcare.



The issue of racial and ethnic disparities in health care is now garnering great attention from health care leaders across the country given health care transformation, reform and the pursuit of value. The connections between disparities, quality, safety and cost are clear, and there is also a strong understanding of the importance of developing systems that provide value to diverse populations. Achieving equity in quality will not be easy and will not happen overnight— most important of all, it will require a movement.

In 2005 the Disparities Solutions Center was created to lead this movement.

The Disparities Solutions Center is dedicated to developing and implementing strategies to improve quality, eliminate racial and ethnic disparities, and achieve equity in health care. We aim to serve as a local, regional, and national change agent by:

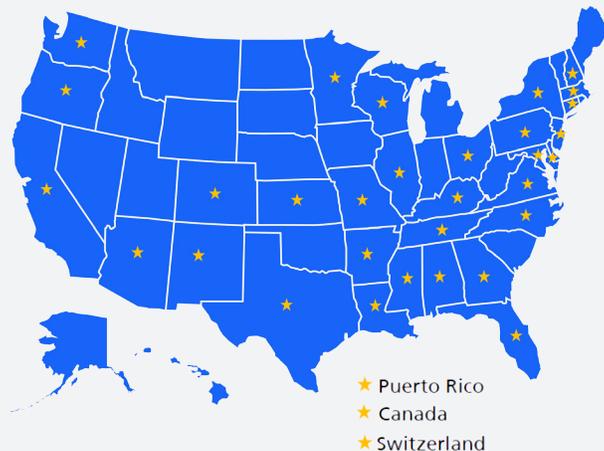
- **Translating existing and ongoing research on strategies to eliminate disparities and achieve equity into policy and practice**
- **Developing solutions to improve quality and address disparities,**
- **Providing education and leadership training to expand the community of skilled individuals dedicated to improving quality and achieving equity.**

CREATING A MOVEMENT: ACHIEVING EQUITY IN QUALITY

The Disparities Leadership Program

In 2007, the Disparities Solutions Center at Massachusetts General Hospital launched the Disparities Leadership Program (DLP). The DLP is a year-long, hands-on executive education program focused exclusively on helping health care leaders improve quality and achieve equity at their organizations.

Since its inception, 312 participants from 142 organizations representing 30 states, Puerto Rico, Canada and Switzerland have participated in the program. There have been many concrete outcomes of the DLP, but perhaps the most exciting are the movements created and led by our alumni.



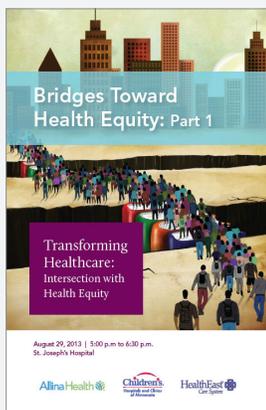
The Pediatric Health Equity Collaborative



In 2013, eleven DLP pediatric hospitals joined together to establish best practices, lessons learned and recommendations for the field with regard to race, ethnicity, language and other demographic data collection in pediatric care settings.

Minnesota DLP Alumni Collaborative

In 2013, building on previous efforts, six organizations in Minnesota are connected and meet on a regular basis, coordinating statewide events and activities, including “Bridges to Health Equity”.



GUIDING THE NATION

The Healthcare Quality and Equity Action Forum

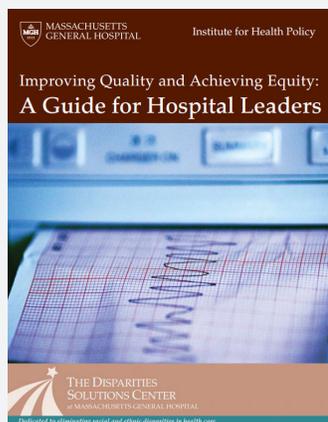
In response to DLP alumni feedback that there was a need for a conference focused on disparities, equity and quality, the DSC developed the bi-annual Healthcare Quality and Equity Action Forum. With conferences in 2012 and 2014, attended by a national audience of well over 200 individuals, the Forum has become the home for health care leaders to discuss how to improve quality, achieve equity and pursue value in a time of rapid health care system change.



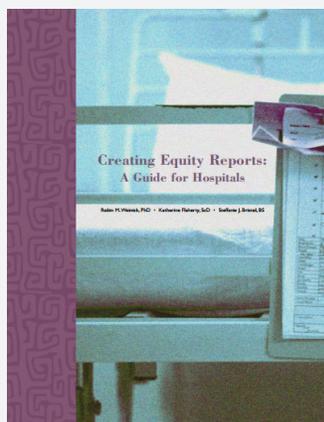
Guiding the Nation

The DSC develops and disseminates guidance for identifying and addressing racial and ethnic disparities in health care to a national audience. In a stepwise fashion, our Center provides an array of resources ranging from securing leadership buy-in to developing equity reports to improving patient safety for patients with Limited-English Proficiency.

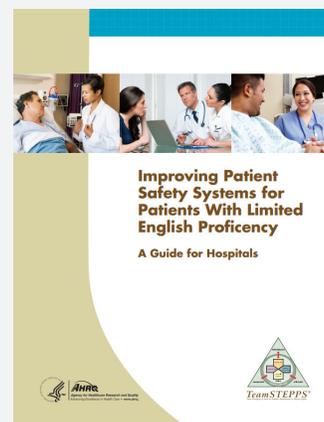
Our reach is expanded through routine national web seminars with partners such as the American Hospital Association, and a listserv of over 5000 interested leaders nationally and internationally.



Improving Quality and Achieving Equity: A Guide for Hospital Leaders & Creating Equity Reports: A Guide for Hospitals



Creating Equity Reports: A Guide for Hospitals



Improving Patient Safety Systems for Patients with Limited English Proficiency: A Guide for Hospitals

LOCAL EFFORTS & NATIONAL EXCELLENCE

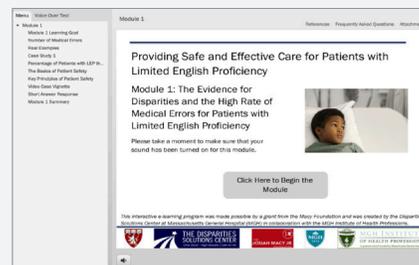
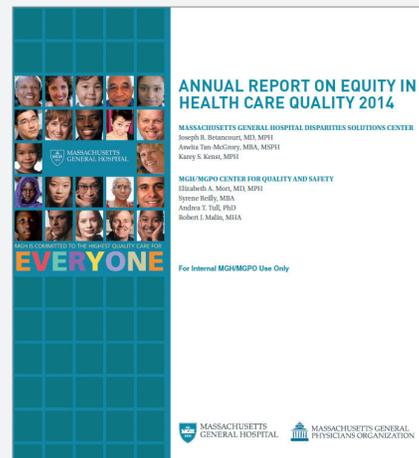
Local Efforts

The DSC provides continued support and guidance to the disparities portfolio at MGH and develops local efforts that strive for national excellence.

The *Annual Report on Equity in Healthcare Quality* (AREHQ) is developed in collaboration with the MGH Center for Quality and Safety and is MGH's key tool to assure that data drives disparities elimination. It provides an analysis of our patient demographics, where they receive care, and key quality measures stratified by patient race, ethnicity, and language proficiency.

As a result of this performance measurement and monitoring tool, the DSC has successfully implemented programs to improve outcomes and eliminate racial and ethnic disparities related to *diabetes management* and *colorectal cancer screening*.

The DSC, in collaboration with the MGH Institute of Health Professions (IHP), developed an interprofessional curriculum focusing on providing safe, effective care for patients with limited English proficiency. This program will now be rolled out to all health care providers at MGH.



National Excellence

In 2013, The Association of American Medical Colleges (AAMC) awarded the Disparities Solutions Center at Massachusetts General Hospital the AAMC Learning Health System Challenge Award for its work on disparities, equity and quality improvement. In 2014, MGH and the Disparities Solutions Center received the American Hospital Association's inaugural Equity of Care Award for its efforts to reduce health care disparities and to promote diversity within the organization's leadership and staff.

