

AnMed Health Disparities Dashboard

Keeping it REaL: An Analysis of Health Care Quality Among Priority Patient Populations

The goal of our project was to research and develop a disparities dashboard to identify and strategically address AnMed Health's most vulnerable, underserved and costly patient populations. The disparities dashboard is adjunct to our system-wide quality measures and management strategies.

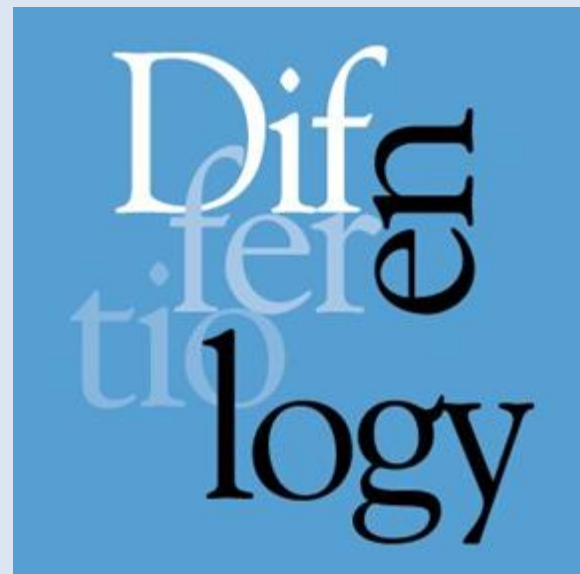
4 Steps to Population Health Management



Diversity

Any collective mixture characterized by similarities and differences

- Roosevelt Thomas, PhD, AIMD



"Differentiology"

The science of "different-ness"

- John A. Miller, Jr., FACHE, President, AnMed Health

Accomplishments

1. Increased documentation of REaL data at registration.
2. Decreased AMI readmissions among African American patients over two years.
3. Spanish interpretation volumes increased 27% from 2012 to 2013. On track to increase volumes by 7% in 2014.
4. Standardized an electronic process to document medical interpretation encounters.

Next Steps

1. Interventions
 - Ongoing assessment
 - Continuum opportunities
2. Maintain a focus
 - Leadership updates
 - Continued data trending
3. Assess cost impact
4. Project escalation
 - Carolinas Health Care System

Disparities Dashboard Snapshot

National Hospital Quality Measures		1- White	1- Hispanic	2- African American
Heart Failure	Appropriate Care Score Populations:			
Evaluation of LVS Function	Heart Failure	100.00%	100.00%	
ACEI or ARB for LVSD	Acute Myocardial Infarction	100.00%	100.00%	
HF Appropriate Care Score (ACS)	Pneumonia	100.00%	100.00%	
AMI	SCIP			
Aspirin at arrival	Stroke	100.00%	100.00%	
Aspirin Prescribed at discharge	VTE	100.00%	100.00%	
	Immunizations			

30-Day Readmissions	White	Hispanic	African American	American Indian	Asian	Unknown / Other	Overall
Overall Rate	18.57%	25.00%	19.89%	50.00%	0.00%	0.00%	18.83%
Overall Volume	325	2	72	2	0	0	401
Heart Failure Rate	23.57%	66.67%	25.37%	50.00%			24.22%
Heart Failure Volume	95	2	34	1			132
AMI Rate	13.64%	0.00%	25.00%				15.19%
AMI Volume	9	0	3				12
Pneumonia Rate	18.17%	0.00%	11.32%	100.00%		0.00%	17.15%
Pneumonia Volume	105	0	12	1		0	118
COPD Rate	16.50%	0.00%	20.91%	0.00%	0.00%	0.00%	16.99%
COPD Volume	116	0	23	0	0	0	136

Patient Experiences with Care	White	African American	American Indian	Hispanic
% of Responses in Best Category (9-10 Rating)				
H-CAHPS Experience 9-10 (Inpatient)				
Overall Rating	76.50%	74.30%	73.60%	85.70%

Language Services	Outpatient Services	Inpatient Services
Other	3.3%	9.5%
Spanish	86.6%	75.4%
Vietnamese	1.0%	
Sign Language	6.6%	8.3%
Arabic	0.5%	0.7%
Chinese/Mandarin	0.5%	1.2%
German	0.03%	
Russian	1.4%	4.9%
Farsi (Persian)	0.03%	