Health Equity Change Package

Overview

The purpose of this Health Equity Change Package is to support organizations through their health equity journey. This change package contains strategies and several resources that provide best practices, tips, and tools to help organizations advance health equity.

Steps to Consider to Advance Health Equity

There are many facets to promoting health equity: collecting race, ethnicity, and language preference and other data pertinent to understanding the patient population and the community, providing culturally and linguistically appropriate services, providing respectful and trauma-informed care, conducting screenings for social drivers of health and connecting patients with the appropriate resources.

> **Health Equity** means everyone has a fair and just opportunity to be as healthy as possible.

Outlined below are several steps to consider to advance health equity within your organization.

1. Understand your patient population and community – use public information on your community or your patient population's data (e.g., race, ethnicity, preferred language, sexual orientation, gender identity, socio-economic status) to better understand your patient and community needs and preferences.

2. Use the data to stratify patient outcomes, including patient experience, to identify areas where disparities may exist.

3. Identify the drivers of these disparities by using quality improvement tools that help understand barriers and challenges (e.g., Fishbone Diagram).

4. Consider involving patients and/or caregivers in your plan to gather their thoughts and perspectives on specific strategies developed.

5. Perform a Plan-Do-Study-Act (PDSA) cycle and implement strategies that address the cause of the barriers identified.

6. Use SMART goals to monitor key measures and trends to assess progress.

7. Use the resources throughout this package to address some of the challenges/barriers identified (e.g., implement strategies that address the culturally and linguistically appropriate services to ensure that needs are met for a diverse patient population, use the tools on shifting language on ageism to improve patient experience within the nursing home).

8. Ensure that there is a plan to sustain momentum and address other barriers/challenges on a periodic basis, as they are identified.

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Resources

Health Equity

- Arthur Kleinman's Eight Questions
- Combating Implicit Bias and Stereotypes
- Communication Styles
- Effective Cross-Cultural Communication Skills
- How to Better Understand Different Social Identities
- Working Effectively with an Interpreter

Culturally and Linguistically Appropriate Care

- Culturally and Linguistically Appropriate Services
- CLAS Standards Handout
- Case for CLAS
- CLAS Action Plan
- CLAS, Cultural Competency, and Cultural Humility
- Resources to Take You to the Head of the CLAS (Culturally and Linguistically Appropriate Services)

Ageism in Healthcare

- Addressing Health Equity in Nursing Homes
- Shifting the Language on Ageism
- Addressing Ageism in Healthcare
- Ageism and Its Impact on Health

Trauma-Informed Care

- In the Health Equity Journey, Trauma-Informed Care Plays a Vital Role
- Handle With Care: Why Using Trauma Informed Care Can Make a Difference

Health Equity

- CMS Framework for Health Equity
- Health Equity Challenges and CMS Resources to Address Them
- Communicating about Health Equity Concepts
- Data Source Handout to Identify Disparities

Culturally and Linguistically Appropriate Services

- Guide To Developing A Language Access Plan
- Culturally and Linguistically Appropriate Services Overview
- Health Equity Guiding Principles for Inclusive Communication
- Reframing Language on Mental Illness
- Improving Care for People with Limited English Proficiency

Social Drivers of Health

- Tools to Assess and Measure Social Determinants of Health
- Redesigning Care Around the Social Determinants of Health
- Social Determinants of Health Overview
- Improving the Collection of Social Determinants of Health with ICD-10-CM Z Codes

Podcasts and Webinars

Podcasts

- [CLAS Podcast (Part 1) - Governance, Leadership and Workforce](#) – provides an overview of the CLAS Principal Standard and how implementing CLAS in your governance, leadership, and workforce supports your health equity efforts.
- [CLAS Podcast (Part 2) - Communication and Language Assistance](#) – focuses on opportunities to incorporate CLAS into a healthcare organization's communication workflows and addresses language assistance barriers.

- [CLAS Podcast (Part 3) - Engagement, Improvement and Accountability](#) – discusses continuous improvement and accountability interventions to ensure that the CLAS Standards implementation is successful and sustainable.
- [What is Person-First Language in Recovery?](#) – discusses the use of first-person language in recovery and how it makes an impact on those that are in recovery.

Webinars

- [Social Drivers of Health-The Missing Link](#) – focuses on the use of Z-codes in healthcare settings that help capture the social drivers of health.
- [Closing the Health Literacy Gap: Advancing Health Equity Webinar](#) – explores the factors that contribute to health literacy disparities, highlights the importance of health literacy, and its contribution to promoting health equity.

- [An Overview and Discussion on Ableism](#) – discusses how biases and barriers may affect patient care and outcomes and strategies to dismantle ableism, increase accessibility, and create a more inclusive healthcare environment.
- [Advancing Health Equity through Immunization](#) – provides an overview on strategies implemented by organizations to address vaccination, equity especially in vulnerable populations that may face barriers to vaccine uptake.

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