



Scan for CEUs

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Chief Patient Experience Officer
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Patient Experience Holds the Keys to Achieving Health Equity

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Learning Objectives

- Explain and justify the importance and process of setting health equity goals to leadership at your institution
- Identify disparities based on patient experience survey data from a variety of resources (i.e., Real Time, Community Insights, etc.)
- Create a plan to address identified inequities as well as methods for monitoring progress toward meeting the needs of diverse patient populations and achieving health equity

Nemours - a Leading Pediatric Health Care System



Department of Patient Experience Nemours Children's Health

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Cynthia Lewis, MBA, CPXP, Patient Experience Operations Manager



Daria Young, CPXP, Patient Experience Clinical Partner, Delaware Valley



Tyler Pieters, MHA, Patient Experience Partner, Florida



Kaitlin Danzig, Patient Experience Clinical Partner, Florida

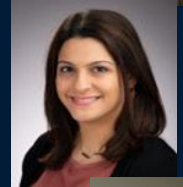


Part-time Clinician Liaisons:

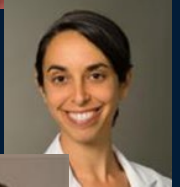
Cheyenne Hughes-Reid, Ph.D.
Patient Experience Clinician Liaison,
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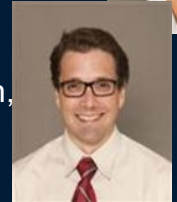
Sahar Barfchin, M.D.
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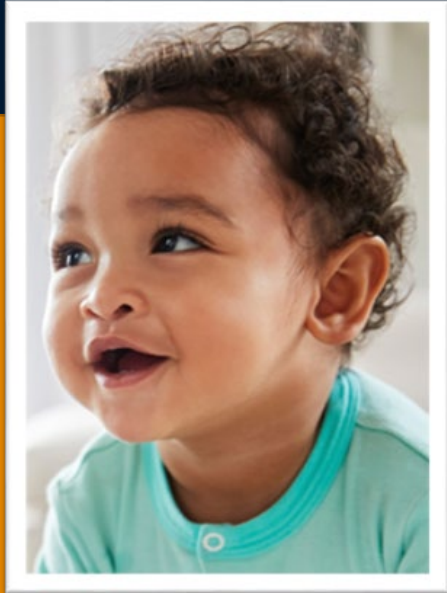
Nicole Kahhan, Ph.D.
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Carlos Araya, M.D.
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What is “Patient Experience”?



Everything we are and do, in partnership with children and families throughout the healthcare continuum.

Todo lo que somos y hacemos, en colaboración con los niños y las familias en todo el proceso de atención médica

Improving the Patient Experience

- The most important aspect of the patient experience is **safe** and **high-quality** care.
- Health outcomes are primary and need to be **equitable** – safe and beneficial outcomes for **all** patients and families.



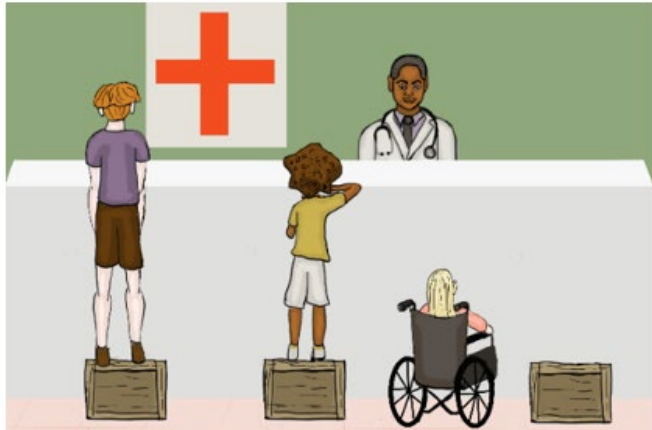
Equitable Care

Advance health equity so that everyone has the safest care and no one is disadvantaged due to demographic characteristics or social determinants



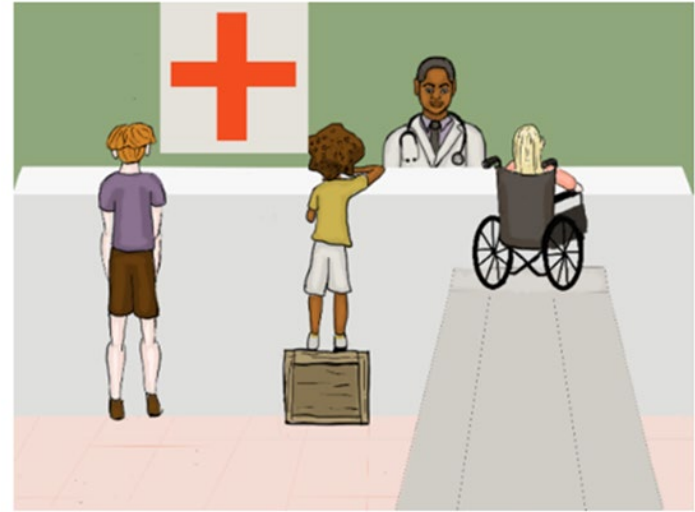
Equality vs Equity

EQUALITY



Artist: Courtney Dabney

EQUITY – OUR GOAL!



The Quintuple Aim for Healthcare Improvement



Racial/Ethnic Differences in ED Opioid
Prescriptions for Fractures

THE MUTUALLY REINFORCING CYCLE OF
DATA QUALITY AND RACIALIZED
STEREOTYPES THAT SHAPES ASIAN
AMERICAN HEALTH

Disparities In the Quality Of Clinical Care
Delivered To American Indian/Alaska Native
Medicare Advantage Enroll

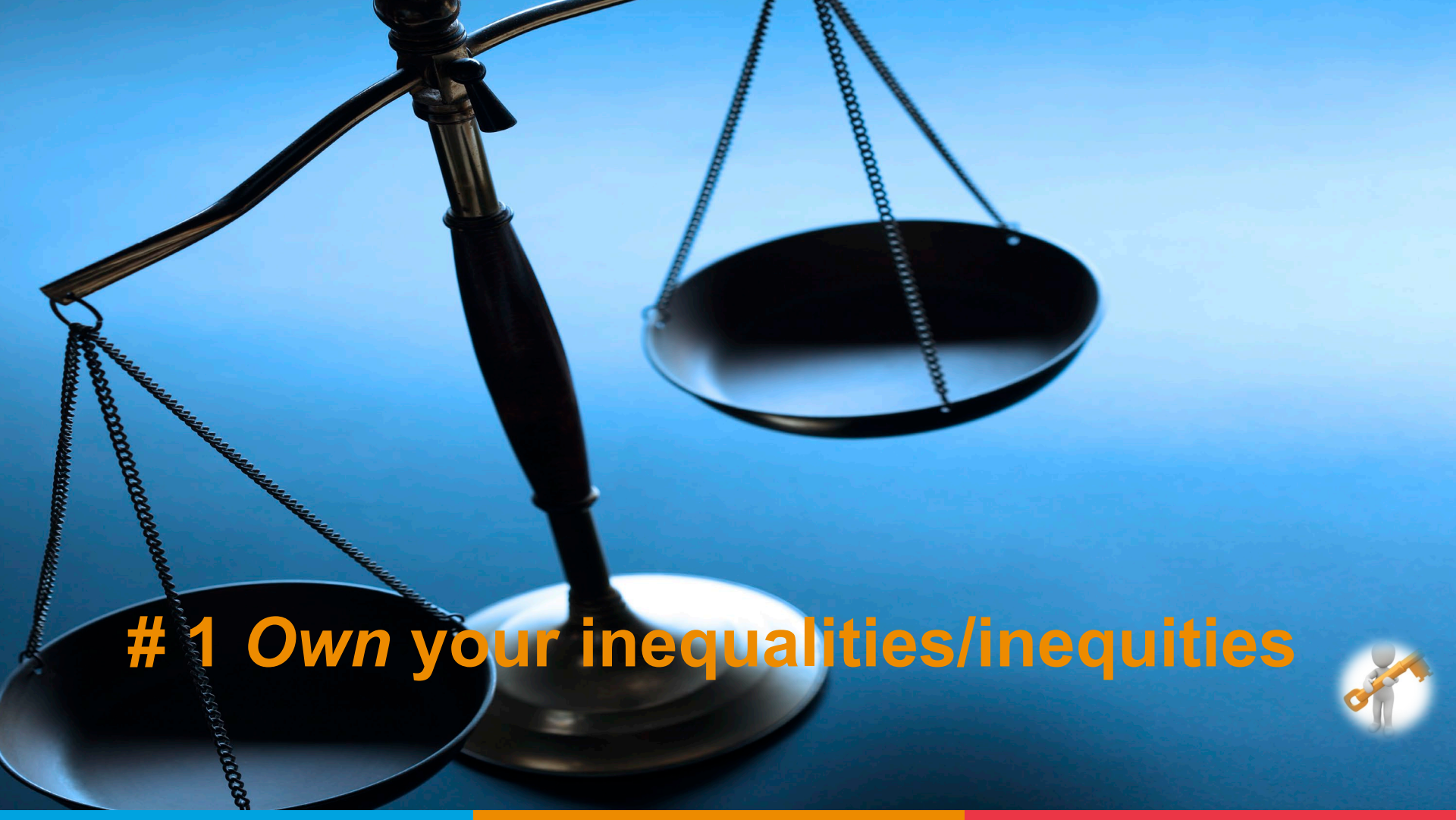
**How Implicit Bias Contributes to
Racial Disparities in Maternal
Morbidity and Mortality in the
United States**

**Stroke rehab improves recovery, So why aren't
Hispanic survivors getting enough of it?**

Black and American
and Alaska Native (AIAN)
Women Have Higher Rates
of Pregnancy-Related
Death Compared to White
Women

Confronting Racism In Pediatric Care





1 Own your inequalities/inequities



Dexal

Current State



Ideal State



Nemours Anti-Racism Statement

We define being an anti-racism organization as creating an environment where all children, families and associates, regardless of race or the color of their skin, know they are valued. We are committed to combatting racial disparities in the United States through all of the many factors that impact the health of children. This includes working to achieve equitable health outcomes for all children, including but not limited to medical care.

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graph LR; A[Limited Awareness] --> B[Reactive]; B --> C[Proactive and Systematic]
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Limited Awareness

Reactive

Proactive
and
Systematic

#2 Identify Disparities...

...in partnership



Data are foundational... ...*but people are THE story*



**Include the patient and family
perspective on diversity,
inclusion, and health equity
in multiple ways**

Partnering with Patients and Families

Patient Rounding

Patient/Family Advisory Councils

Post-Visit / Post-Stay Surveys

Open-Ended Comments

Virtual Advisory Community



Partnering with Patients and Families

Patient Rounding



Partnering with Patients and Families

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Partnering with Patients and Families

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Partnering with Patients and Families



Virtual Advisory Community

Fairness Survey

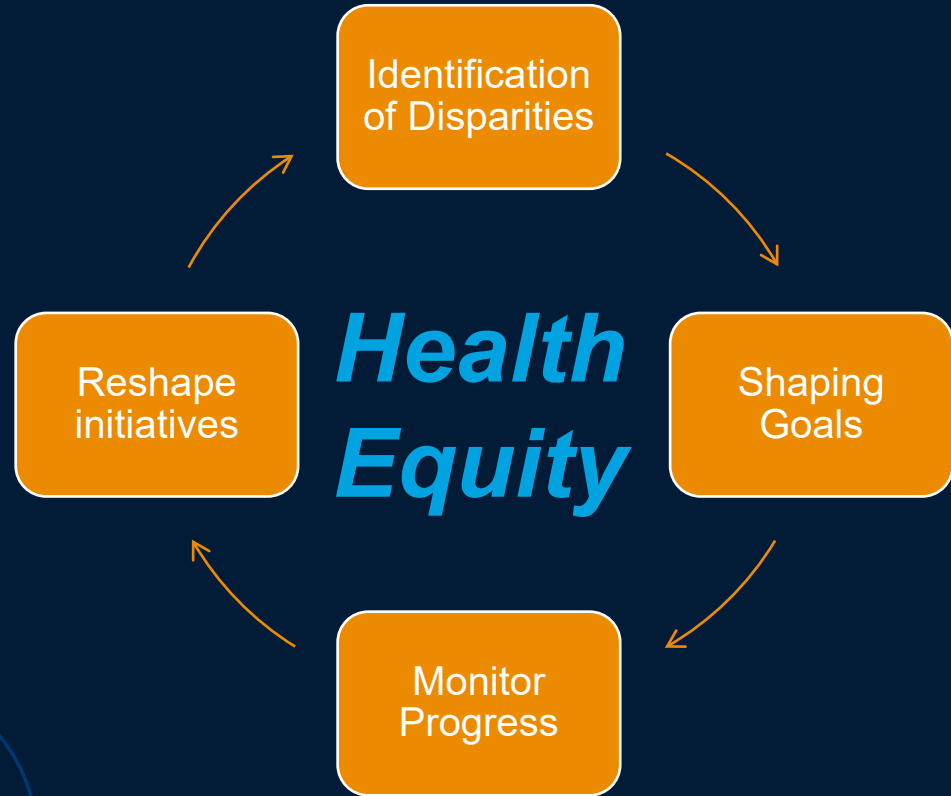
On a scale of 1-5, how would you rate the following statements based on your experience at Nemours:

- You/you child were treated with respect
- You/your child's language needs were met
- People talked down to you/your child
- You/your child were treated with courtesy
- People acted as if they were better than you/your child
- You/your child were included in your child's health care

Fairness Survey

- Do you feel that you and/or your child have ever been treated differently or unfairly at Nemours?
 - Yes
 - No
 - Unsure
- If yes, why do you believe you and/or your child were treated differently or unfairly?
- Please tell us more about your experience(s) of being treated differently or unfairly.

Input from Patients and Families allows for...





**# 1 Own your inequalities/
inequities**



**#2 Identify Disparities...
...in partnership**

#3 Set Goals



Goal-Setting



Current State → Ideal State



Voice of the Child and Family Annual Goal

- **The GOAL is to...** Improve safety of care by helping children and families understand recommendations and how to get their questions answered
- **We MEASURE our progress...** through the survey question, *“Did you know what to do if you had more questions after your visit?”*

Why this goal?

- Disparities in understanding how to get questions answered
 - ALL families- no matter their language spoken- should be provided with clear instructions and know how to have their questions answered
- This knowledge impacts return to the ED – patients are almost three times as likely to return when they don't know how to have their questions answered

“Did you know what to do if you had questions after your visit” predicts return to the ED*

- **Overall, 2.9%** of patients return to the ED when they answer “yes, definitely” versus **6.8%** returning to the ED when they answer “no”
 - For patients identifying as Black, **8.6%** return to the ED when they answer “no”
 - For Spanish-speaking patients, **9.2%** return to the ED when they answer “no”

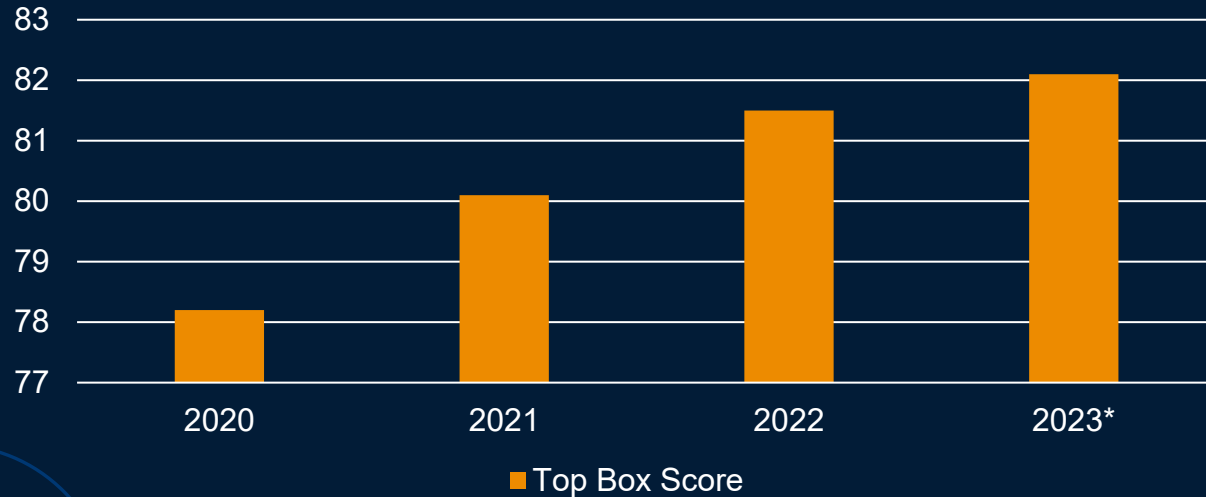
**all findings are statistically significant*

Goal-Setting



Overall Progress 2020-2023

Top Box Score on Survey Item: “Did you know what to do if you had questions after your visit?”



Language Progress 2020-2023

LANGUAGE:	English	Spanish	Disparity
Dec 2020 YTD	79.9 %	62.7%	17.2 points
Dec 2021 YTD	81.6%	67.6%	14 points
Dec 2022 YTD	82.4%	69.9%	12.5 points
June 2023 YTD	83.6%	71.9%	11.7 points
<i>Net Improvement</i>	<i>3.7</i>	<i>9.2</i>	<i>5.5 points</i>

Structural/Systemic Efforts

- Improve accuracy of **demographic information capture**
- Increase the number of **in-person interpreters**
- Increase **language capability of the EMR**
- Develop **Spanish-language capability for the patient portal**
- Evaluate/improve our approach to **translation** of documents
- Implement systematic **communication strategies**

The Quintuple Aim for Healthcare Improvement



**# 1 Own your inequalities/
inequities**

**#2 Identify Disparities...
...in partnership**

#3 Set Goals



EXIT 23



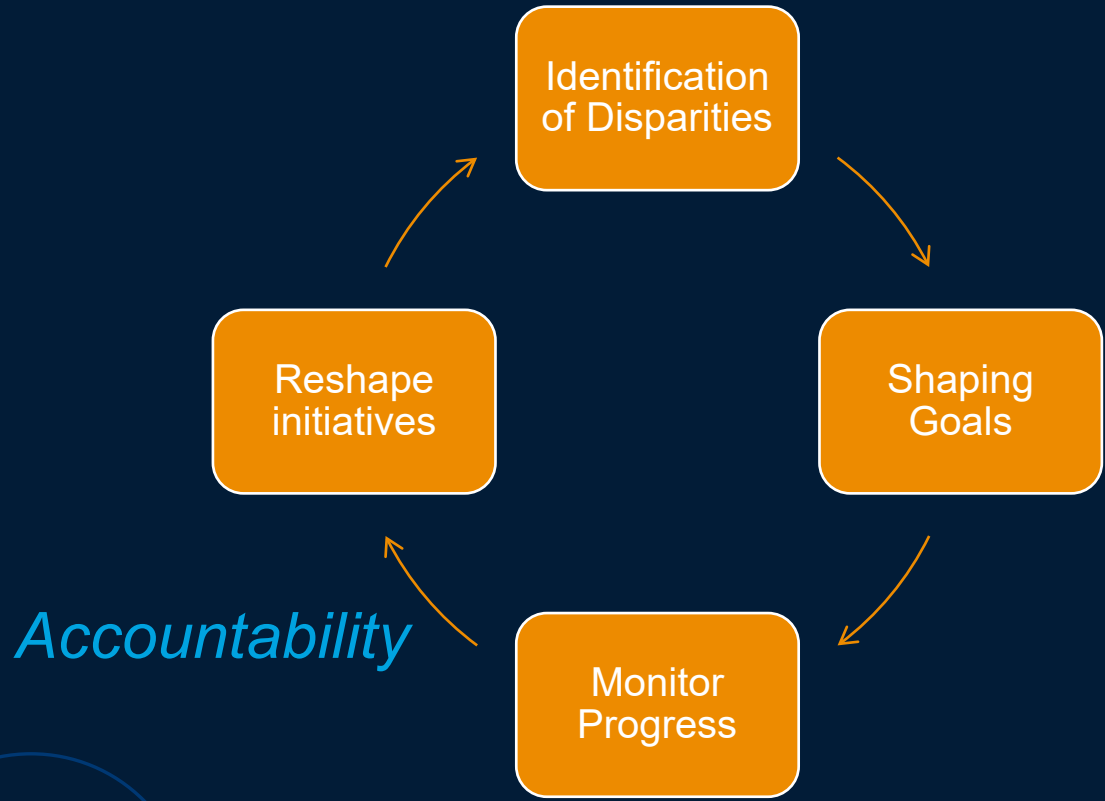
#4

INCREASE

ACCOUNTABILITY

STRAIGHT AHEAD





Patient Experience Equity Index

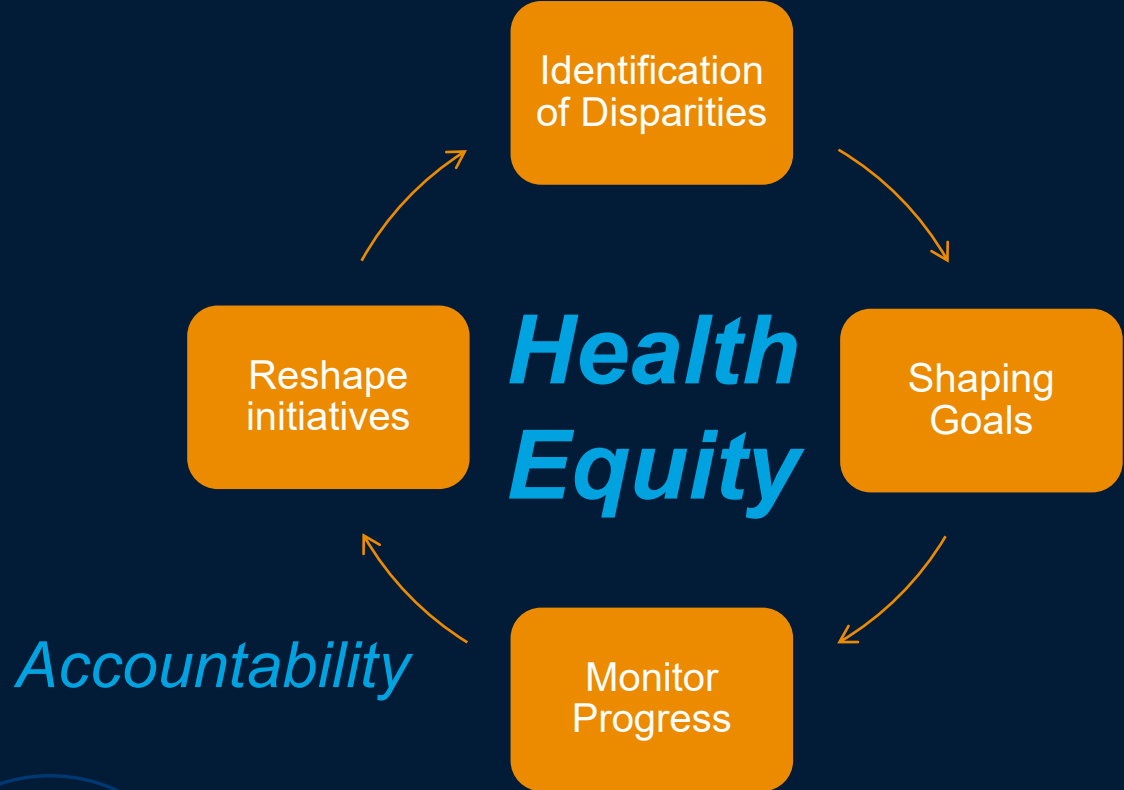
- Did the care providers listen carefully to you?
- Did the care providers explain things in a way you could understand?
- Were you comfortable talking with nurses about your child's worries or concerns?
- Did you know what to do if you had more questions after your visit?

Patient Experience Equity Index, by Language

	English-speaking	Spanish-speaking	Disparity
2020	83.3	69.5	13.8
2021	85.1	76.6	8.5 ↓
2022	85.5	78.1	7.4 ↓
2023 (YTD)	86.0	79.1	6.9 ↓

Patient Experience Equity Index, by Race

	Asian	Black	White	Asian/White Disparity	Black/White Disparity
2020	75.6	79.9	86.0	10.4	6.1
2021	79.0	83.9	87.2	8.2 ↓	6.4
2022	79.1	84.4	87.3	8.2	2.9 ↓
2023 YTD	79.5	84.9	87.6	8.1 ↓	2.7 ↓



**# 1 Own your inequalities/
inequities**



**#2 Identify Disparities...
...in partnership**



#3 Set Goals



**#4 INCREASE
ACCOUNTABILITY
STRAIGHT AHEAD**



#5 View Through an Equity Lens



- Safety/Security
- Staff Turnover
- Patient Portal
- Patient Grooming
- Death/Bereavement



- Safety/Security
- Staff Turnover
- Patient Portal
- Patient Grooming
- Death/Bereavement



Viewing patient experience through the lens of diversity, inclusion, and equity allows for:



- Identification of opportunities
- Monitoring of progress
- Reshaping initiatives in response to actual experience
- Continual movement toward **Health Equity** and meeting the needs of **everyone** we serve



#1 Own your inequalities/inequities



#2 Identify Disparities...

...in partnership



#3 Set Goals



EXIT 23



#4

INCREASE

ACCOUNTABILITY

STRAIGHT AHEAD





#5 View Through an Equity Lens





Thank you!



Stay connected: peggy.greco@nemours.org