

FEATURED SPEAKER



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Nemours Children's Health



1

Achieving Health Equity: the Pivotal Role of Real-Time Surveying

Peggy Greco, Ph.D.
Nemours Children's Health



NRC Health Symposium | Rhythm of understanding | #NRCSymp 2

2

PAGE 1
27th Annual NRC Health Symposium – Omni Nashville Hotel
Nashville, Tennessee
August 4–6, 2021

Achieving Health Equity: the Pivotal Role of Real-Time Surveying

At the completion of this course, attendees will be able to:

- Outline the importance and process of setting health equity goals for your institution
- Identify disparities in the patient experience based on your real-time survey data
- Create a plan to monitor progress toward meeting the needs of diverse patient populations and achieving health equity



3



4

Introductions

Part-time Clinician Liaisons



Peggy Greco, Ph.D.
Medical Director of Patient Experience



Rose Carrion
Patient Experience Manager



Christina Savoie, MS
Patient Experience Partner



Daria Young
Patient Experience Partner, Clinical



Amy Renwick, M.D.
Patient Experience Clinician Liaison - Delaware Valley



Cheyenne Hughes, Ph.D.
Patient Experience Clinician Liaison - Delaware Valley



Holly Antal, Ph.D.
Patient Experience Clinician Liaison - Florida



Jordan Smallwood, M.D.
Patient Experience Clinician Liaison - Florida



5

Setting Health Equity Goals: Why?



6

PAGE 3
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IHI Core Principle

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



7

Health Equity



8

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.

9

Diversity, anti-Racism, Inclusion, Value, and Equity Task Force (D.R.I.V.E.)



10

D.R.I.V.E. Work Streams

Pipeline, Recruitment and Onboarding

Education, Development and Programming

Associate Engagement and Retention

Policies, Processes and Culture

Research and National Prominence

Child and Family Impact

Community Engagement and Health

Marketing and Communications

11

Setting Health Equity Goals

- **Patients and Families**
- **Employees**
- **Leadership**
- **Infrastructure**
- **Community**



12

Where are the Disparities in Patient Experience?

13

Assessment of Disparities



Current State → Ideal State

14

Advantages of Real-Time Surveying

- Reliable and valid patient and family feedback
- Detailed open-ended feedback
- Increased rate of participation across all service lines results in reliable and actionable data to support current services and guide improvement work

15

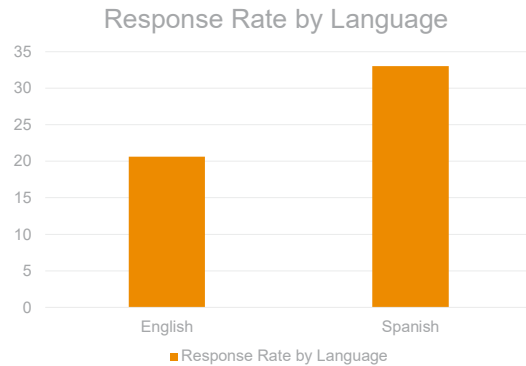
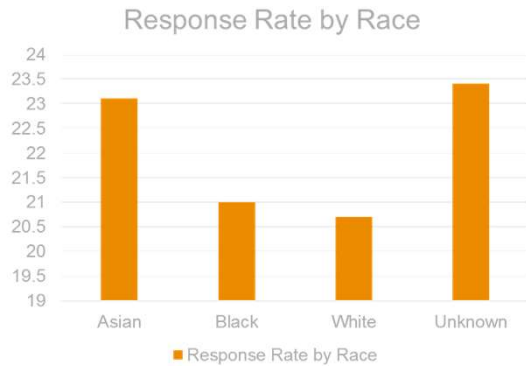
What Can Real Time Surveys Tell You About Disparities in Patient Experience?

- **Response Rate**
 - Analyst Corner
 - Demographic response rate
 - Race, Ethnicity, Language



16

Sample Response Rate Analysis



17

Real Time Surveys and Assessment of Disparities

- **Concerns within Open-Ended Comments**
 - Feedback Management
 - Search individual terms within the portal
 - Export a CSV file to allow for external search of multiple terms

18

Sample Comment Analysis



*I felt like I was not treated in a **fair** manner.*

*The triage wait seemed a bit **unfair**, as it prioritized certain children.*

*They want to assume and **discriminate** against people with mental health problems like anxiety.*

*Excellent attention, all the work group is very cordial since due to my lack of English I have been **discriminated** in other places, thanks for your excellent attention.*

*In this instance I would say that race was a factor; my family is **black** and we were stopped **IMMEDIATELY**, the other family was white and both parents were allowed to both go back*

19

Real-Time Surveys and Assessment of Disparities

- **Survey Item Responses**
 - Analyst Corner
 - Scores by Background Field
 - Race, Ethnicity, Language



20

Sample Survey Question Analysis

→ “Did you know what to do if you had more questions after your visit?”



21

Scores by Background Field

Start Date: 1/1/2021 | End Date: 12/31/2021 | QuestionPod Name: Multiple values | Question FriendlyText: Knew what to do if question... | Race/Language Selector: Ethnicity | Race/Language Value: All | Facility Name: All | Location Name: All

QuestionPod Name	Question FriendlyText	Question ID	NRC Average	75th Percentile	Null		HISPANIC or LATINO		NOT HISPANIC or LATINO		UNKNOWN	
					%	n-size	%	n-size	%	n-size	%	n-size
ED/ AmbSURG/H	Knew what to do if questions	1034	61.2%	64.6%			67.5%	1,984	76.2%	3,595	64.0%	50
ED/ AmbSURG/H	Knew what to do if questions	1034	77.9%	83.3%	72.4%	29	81.4%	908	86.6%	2,656	86.1%	72
Inpt/ICU Question Pod	Knew what to do if questions	1034	68.2%	74.5%			71.8%	422	77.8%	1,135	75.0%	24
MedPract/PC UC - MP Que.	Knew what to do if questions	1034	74.9%	82.7%	85.7%	84	75.8%	11,557	83.1%	37,854	79.7%	2,493
MedPract/PC UC - MP Que.	Knew what to do if questions	1034	71.6%	76.0%	58.5%	65	68.9%	409	79.9%	289	66.2%	68
Overall	Knew what to do if questions	1034	74.3%	82.1%	70.1%	308	74.3%	19,572	81.7%	61,239	78.1%	3,405

22

Scores by Race and Language

LANGUAGE:	English-speaking	Spanish-speaking
Score	79.7%	62.9%
N	84,642	9,269

RACE	White	Asian	Black	Haw/Pac	Korean*	Mid-East	Nat Amer	Unknown
Score	81.4%	69.5%	77.6%	73.7%	60.0%	64.3%	79.3%	71.3%
N	51,264	1,343	17,822	323	40	1363	222	19,962

23

Goal-Setting

- **GOAL:** Achieve a culture of high engagement, inclusion and equitable treatment in ALL interactions with children and families by focusing on communication experiences
- **METRIC:** Measured by attaining a **minimum** 65% top box score or greater on the item *“Did you know what to do if you had more questions after your visit?”* for each and every racial and language subgroup with a minimum sample size of 1,000.

24

Key Metric

Scorecard report for January 1, 2021 - June 30, 2021

Key Metric: Knew what to do if questions

87.0

based on 23 patient returns

Improve my score →

→ Provider Scorecards



Did you know what to do if you had more questions after your visit?

25

Progress as of June YTD

LANGUAGE:	English	Spanish
Top Box Score Overall	81.2%	67.1%
N - Overall	69,113	7,812

RACE:	Asian	Black	Haw-Pac	Mid-East	Native Am	White	Unknown
Top Box-Overall	74.7%	80.4%	78.0%	70.8%	70.6%	82.5%	73.8%
N	1,017	14,116	300	840	990	31,640	17,163

26

Long-Term Structural/Systematic Efforts

- Increase **Spanish-language capability of EPIC** on AVSs and discharge paperwork
- Develop **Spanish-language capability for the Nemours App**
- Evaluate/improve our approach to **translation** of documents
- Improve enterprise-wide approaches to **interpretation**
- Improve accuracy of **demographic information capture**

27

Summary



- Real-time survey results (such as response rates, qualitative comments, and survey responses) can be utilized to assess our disparities, identify goals, and track progress

28

Health Equity Index

29

Patient Experience Equity Index Score

*Patient Experience has created a “**Patient Experience Health Equity Index**” so that we can track our progress on patient/family perspectives **across different racial, language, and ethnic groups.***

30

Creation of the Index Score

- 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?
- Did providers wash their hands before they saw/examined your child?

31

Patient Experience Equity Index: by Language and Ethnicity

LANGUAGE:	English	Spanish	Differential
2020 Score	82.6	68.5	14.1
Jan-Feb 2021	84.5	72.4	12.1
March-April 2021	83.6	73.0	10.6

ETHNICITY:	Non-Hispanic	Hispanic	Differential
2020 Score (N)	82.8	75.8	7.0
Jan-Feb 2021 (N)	84.9	78.5	6.4
March-April 2021 (N)	84.0	78.0	6.0

KEY:
Green = decreased disparity
Red = increased disparity

32

Patient Experience Equity Index: by Race

RACE:	Asian	Black	Hawaiian-Pacific	Korean	Mid-East	Native Am.	White	Differential B/W	Differential A/W
2020 Score	77.1	78.8	78.7	66.7	73.1	79.6	84.7	5.9	7.6
Jan-Feb 2021	79.6	82.0	83.8	83.1	78.5	84.1	86.0	4.0	6.4
Mar-Apr 2021	77.7	80.5	78.2	79.6	77.4	77.9	85.7	5.2	8.0

KEY:

Green = decreased disparity

Red = increased disparity

33

Location in the portal

Scores by Background Field

Start Date: 1/1/2021 | End Date: 12/31/2021 | QuestionPod Name: (Multiple values) | Question FriendlyText: (All) | Race/Language Selector: Language | Race/Language Value: (All) | Facility Name: (All) | Location Name: (All)

Equity Index

ENGLISH						SPANISH			
83.7%						72.2%			
QuestionPod Name	Question FriendlyText	Question ID	NRC Average	75th Percentile	ENGLISH		SPANISH		
					%	n-size	%	n-size	
Ed/ AmbSURG/ HospOut - Emergency Question Pod	Care providers explain things	1056	57.4%	68.1%	81.2%	4,932	66.9%	934	
	Care providers listened	1061	62.2%	68.5%	78.7%	4,976	66.8%	940	
	Comfort talking with nurses	1032	67.5%	75.7%	83.1%	4,892	67.4%	927	
	Confidence and trust in nurses	161	66.4%	75.7%	83.0%	4,787	73.8%	894	
	Did provider wash hands	4009	61.9%	69.1%	69.0%	4,194	55.0%	857	
					%	n-size	%	n-size	
Overall	Care providers explain things	1056	77.0%	88.4%	88.2%	66,210	76.7%	8,459	
	Care providers listened	1061	81.2%	88.8%	87.0%	73,518	76.7%	8,865	

34

Summary



We can currently identify and address gaps in patient experience described by those in racial and ethnic minorities – *as well as measure progress* - through **establishment of a Patient Experience Equity index**

35

Patient Perspective: Community Insights

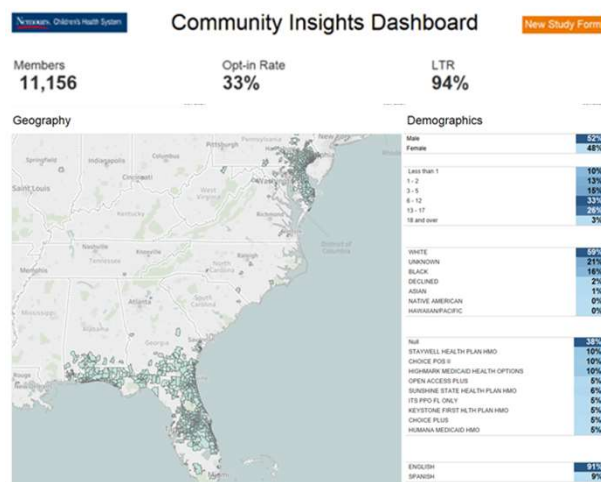
36

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

37

Community Insights

- We now have over **11,000** patients and families participating in “Community Insights”, our novel virtual advisory council, an innovative means of engaging a significant number of our patients and families from diverse backgrounds on their experiences.



38

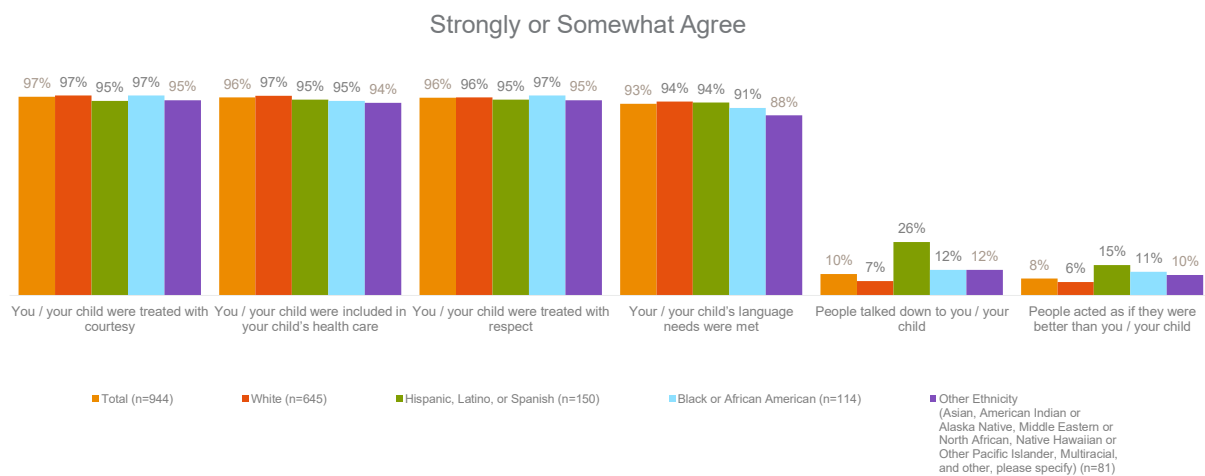
“Fairness” Survey

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

39

Rating Statements Based on Experience – Ethnicity Breakout



40

Fairness Survey

Do you feel that you and/or your child have ever been treated differently or unfairly at Nemours?

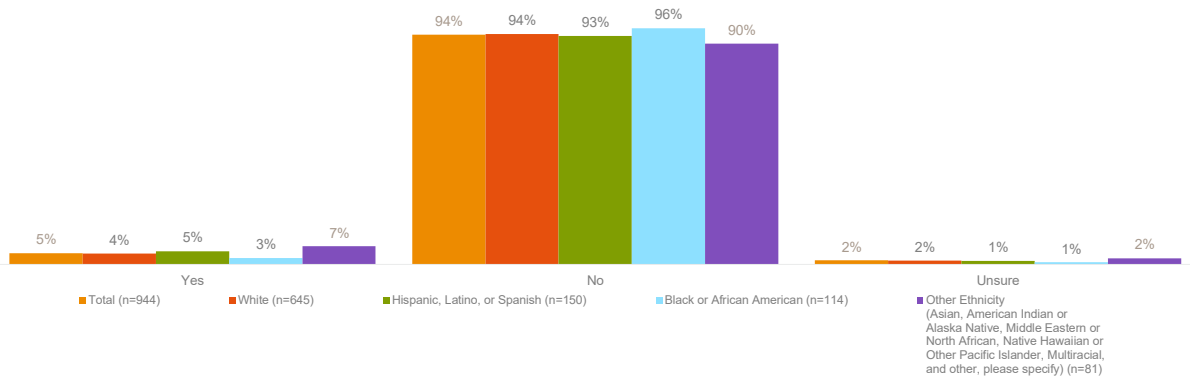
- Yes
- No
- Unsure

41

Feeling Treated Differently or Unfairly

Q) Do you feel that you and/or your child have ever been treated differently or unfairly at Nemours?

5% of total respondents stated they have felt they have been treated differently or unfairly at Nemours.



42

Fairness Survey

If yes, why do you believe you and/or your child were treated differently or unfairly?

- Age
- Race/ethnicity
- Gender identity
- Religion
- Sexual orientation
- Language
- The country I or my child was born in
- Type of medical insurance
- Health status
- My or my child's disability
- Other, please specify: [open-ended, anchor]
- I don't know [anchor, exclusive]

43

Fairness Survey

→ Please tell us more about your experience(s) of being treated differently or unfairly. [essay, optional]

44

Summary



Input From Patients/Families allows for:

- Identification of opportunities
- Monitoring of progress
- Reshaping initiatives in response to progress
- Continual movement toward **Health Equity**

45

What's Next?

- Where are YOUR disparities?
- How will you use Real Time Surveying in your journey to Health Equity?
- Stay connected: peggy.greco@nemours.org

46

Discussion



47

Questions?



48

PAGE 24
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