



Achieving health equity: the pivotal role of Real-time Feedback

IHI's Core Principle is to advance health equity so that everyone has the safest care, and no one is disadvantaged due to demographic characteristics or social determinants. With NRC Health we align with this mission of providing everyone a voice. Health inequity is pervasive across many populations but is especially apparent along lines of race. Gaining insight to demographic characteristics and how those translate to experiences are essential for organizations to embrace Human Understanding.

Identifying disparities in experience

Real-time Feedback from NRC Health

“Overall, with Real-time Feedback, results are very helpful in identifying your current state and also identify appropriate goals. They help you choose where the greatest disparities are, and to track your progress.” –Peggy Greco

Provide every person a voice

Human Understanding occurs by hearing each person’s story. This goes beyond the experience within the four walls of the organization. Real-time Feedback provides insights on how the patient experience measured up to the family’s expectations. This information is used to inform improvement efforts but when paired with Community Insights, patients are given a seat at the table to create further change within the organization.

ORGANIZATIONAL EXAMPLE:

With Real-time Feedback’s robust quantitative and qualitative insights, Nemours Children’s was able to assess their disparities, identify goals, and track progress. They were able to:

- Increase Spanish-language capability of EPIC for discharge paperwork.
- Develop Spanish-language capability for the Nemours app.
- Evaluate/improve their approach to translation of documents.
- Improve enterprise-wide approaches to interpretation.
- Improve accuracy of demographic information captured.
- Create a “Patient Experience Health Equity Index” to track progress on patient/family perspectives across different racial, language, and ethnic groups.
- Identify and address gaps in patient experience described by those in racial and ethnic minorities.

Nemours Children’s understands that to have Human Understanding you need to include the patient and family perspectives in multiple ways. They did this in their diversity, inclusion, and health equity mission as well by pairing Real-time Feedback with Community Insights. Through their “Fairness Survey” within Community Insights, Nemours Children’s was able to have input from patients/families that allowed them to:

- Identify opportunities for improvement.
- Monitor their progress as an organization.
- Reshape initiatives in response to the progress and feedback.
- Continue movement towards health equity.

TOP FIVE TAKEAWAYS FOR DE&I EFFORTS

01

Reliable and valid data

Use NRC Health’s solution to enable Human Understanding.

02

Detailed open-ended

Hear from patients and families in their own words using text analytics feedback.

03

Increased rate of participation

Leverage NRC Health’s questions for Diversity & Inclusion Insights.

04

Actionable data to guide improvement

Examine Diversity and Inclusion interactions with Social Determinants of Health.

05

Providing patients a voice for change

Use Community Insights to hear directly from your community and use those insights to drive your Diversity and Inclusion efforts.