The Roadmap to Reduce Disparities

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Learning Objectives

- Describe a roadmap for reducing disparities in health care
- Introduce policy and QI versions of roadmap
Finding Answers

- A national program supported by the Robert Wood Johnson Foundation with direction provided by the University of Chicago.
Goals of Finding Answers

- Grant funds to evaluate solutions to reduce racial/ethnic health care disparities.
- Conduct systematic reviews of disparities interventions
- Disseminate results and provide technical assistance to address disparities in care.
Dissemination & Translation

- Provide information about what works—and what doesn’t
- Create resources and toolkits
33 Interventions
A Roadmap and Best Practices for Organizations to Reduce Racial and Ethnic Disparities in Health Care


www.solvingdisparities.org
Roadmap for Reducing Racial and Ethnic Disparities in Care

1) Recognize disparities and commit
2) Implement QI infrastructure and process
3) Make equity an integral part of quality
4) Design intervention(s)
5) Implement, evaluate, and adjust intervention(s)
6) Sustain intervention(s)

Chin MH et al. JGIM 2012; 27:992-1000
Roadmap for Reducing Racial and Ethnic Disparities in Care

#1 Recognize disparities and commit to reducing them

Examine Your Performance Data Stratified by Race, Ethnicity, Language, and SES

- Individual and organizational readiness to change
Get training for your staff to work effectively with diverse populations

SGIM Goals for Health Disparities Courses

- Existence of disparities, etiologies, solutions
- Mistrust, subconscious bias, stereotyping
- Communication, trust building
- Commitment to reduce disparities

Univ. of Chicago Course

- Self-insight exercises
- Field trips & Chicago history
- Group disparities project
- Reflective essays and discussion
- Individual patient care (e.g. interpreters) and policy (e.g. Medicare)

Vela et al. JGIM 2008; 23:1028-1032; Vela et al. JGIM 2010;25 Suppl 2:S82-85
Does It Work?

- Disparity data interventions helpful but not sufficient
- Knowledge/attitude interventions helpful but not sufficient
  - Sequist TD et al. Ann Intern Med 2010

- RWJF Aligning Forces For Quality
  - Data show us the problem, now what?
Roadmap Step 2

- Implement basic quality improvement structure and process
  - Quality culture
  - Quality improvement team
  - Goal setting and measuring
  - Local champion
  - Leadership support
Roadmap Step 3

- Make equity an integral component of quality improvement efforts
IOM Model of Quality

<table>
<thead>
<tr>
<th>Crosscutting Dimensions</th>
<th>Components of Quality Care</th>
<th>Type of Care</th>
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<tbody>
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<td>Preventive Care</td>
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<td>Patient/family-centeredness</td>
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<td>Health Systems Infrastructure Capabilities</td>
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Roadmap Step 4

- **Design intervention(s)**
  - Determine root causes
  - Consider 6 levels of influence
  - Review literature
  - Learn from peers
  - Consider specific interventions
Roadmap Step 4

- **Design intervention(s)**
  - Determine root causes
    - Process mapping
    - Talk to target population, not just proxies
      - Minority providers may not be proxies for the target population
Conceptual Model

Financing / Regulation / Accreditation

Community

Person

Health Care Organization

Provider

Patient

Process

Access

Outcomes

Chin MH & Goldmann D. JAMA 2011
Example Research Questions
6 Levels of Influence
Pediatric Asthma

- **Policy**: How can policy and resource allocation promote clean air, reduced exposure to second-hand smoke, and a non-allergenic housing environment for children?
6 Levels of Influence

- **Health Care Delivery Entity**: How can emergency department visits and readmissions be reduced by enhanced primary care access?
  - Extended hours
  - Same-day appointments
  - Open access scheduling
6 Levels of Influence

- **Microsystem**: How can office-based care teams collaborate with community health workers to support home-based asthma management?

- **Provider**: How can providers perform culturally appropriate motivational interviewing to promote self-management?
6 Levels of Influence

- **Patient/Family**: How can parents safely use email or text messaging to receive real-time advice on handling severe asthma exacerbations?
- **Community**: How can school-based programs promote early recognition and management of asthma in student athletes?
Roadmap Step 4 (Cont.)

- Evidence-based strategies
  - Multifactorial attacking different levers
  - Culturally tailored QI
  - Team-based care
  - Families and non-health partners
  - Patient navigators
  - Interactive skills-based training
Roadmap Step 5

- Implement, evaluate, and adjust intervention(s)
Consolidated Framework for Implementation Research

- Intervention (relative advantage)
- Outer (external incentives)
- Inner (culture)
- Individuals (beliefs)
- Process (plan, execute, evaluate)

Behavior Change Theory

- Beliefs and knowledge
  - Why innovations are good
- Social norms
  - It’s the culture / QI collaboratives
- Environmental factors
  - Incentives
- Self-efficacy
  - Coaching / QI collaboratives
Motivation

- **Intrinsic**
  - Professionalism
  - Doing the right thing

- **Extrinsic**
  - Financial
  - Other rewards

- **RWJF Reducing Health Care Disparities Through Payment and Delivery System Reform**
Roadmap Step 6

- Sustain intervention(s)
  - Institutionalization
    - Culture, incentives, integrate into daily operations
  - Societal Business Case
    - Direct medical costs - $229 billion 2003-2006
    - Indirect costs - $1 trillion 2003-2006
    - Healthy national workforce – US Census Bureau
      - 2050 – Hispanic 30%, Black 13%, Asian 8%
Roadmap Step 6

- **Sustain intervention(s)**
  - Business Case – Align policy incentives
    - Global payments – Accountable care organizations (ACOs), bundled payments
    - Population health
    - Pay-for-performance - disparities
    - Link community & health care system - CDC, HHS
    - Community needs assessment for non-profit hospitals
Payment and Care Types

Payment Type
- Fee for service
- Capitation
- Bundled payment
- Blended approach

Care Type
- Prevention
- Acute care
  - Outpatient
  - Inpatient
- Chronic care
- End of life

Wells Shoemaker, MD, October 2014
Summary Points

- Prioritize reducing disparities
  - Leadership matters
- Look at your own data
  - Sunlight is a great sanitizer and motivator
- Tailor your care delivery solutions
- Align financial incentives to reduce disparities
- Address the spectrum
QI Version of Roadmap

- Link quality and equity
- Create a culture of equity
- Diagnose the disparity
- Design the intervention
- Secure buy-in
- Implement and sustain change