



The Hahn Foundation

of the Indiana Hospital Association

BREAKING DOWN BARRIERS: ACHIEVING EQUITY IN HEALTH CARE

Join us for a day of data-driven discussions designed to help us define an effective performance improvement platform that will move the needle towards health equity in the communities we serve. Our presenters will reveal how cross-sector collaborations can hold the key to safer, more equitable care for all.

10 a.m. – noon

When Good Isn't Good Enough: How Unconscious Bias Harms Patients...Despite Our Good Intentions

Gloria Goins

Former Chief Diversity & Inclusion Officer, **Bon Secours Mercy Health**

The outcomes of unconscious bias can be seen across all industries. But, in the health care industry, the need to mitigate it is of particular importance. Evidence-based impacts of unconscious bias on safety, quality, and mortality show that we are unintentionally putting our patients at risk. Cross cultural competency is a "must have" skill as we define what it means to address, support and manage the ever-changing U.S. population. In this session, the participants will learn about practical actions that can be taken to reduce the effects of unconscious bias in hospital operations.

Noon - 1 p.m. **Lunch**

1 – 2 p.m.

Population Health - Defining Outcomes by Asking the Right Questions

Benjamin Anderson, MBA, MHCDS

Former Rural Hospital CEO, Kearny County Hospital, Kansas

VP, Rural Health and Hospitals, **Colorado Hospital Association**

Value-based healthcare delivery in its simplest form is the practice of measuring changes in health outcomes against the cost of producing them. Yet, effectively measuring these outcomes is a complex process that requires the intervention of mission-focused, adaptive leadership.



Gloria Goins



Benjamin Anderson

Location:

CRG Event Center

2499 Perry Crossing Way, Suite 205, Plainfield, IN 46168

Date: Thursday, June 24, 2021

Time: 10 a.m. - 3:30 p.m.

Registration Fee: \$95

Register online: <https://cvent.me/RqrQ2v>

One of the most common barriers to producing meaningful outcomes is our failure to ask the right questions. In traditional patient satisfaction surveys, hospitals often inquire about the taste of food quality, staff communication, or the state of the facilities. In essence, we are asking, "How were we?" What we should be asking is, "How are you? Has your health improved? What do you value in your healthcare experience and how can we help you develop and achieve your own health goals?"

In this presentation, Benjamin tells the story of how one frontier healthcare delivery system is making the transition from an internal focus on traditional process improvement to patient-centered outcomes by successfully soliciting the input of 80% of the households in its culturally diverse county. This collaborative survey process leveraged relationships with a medical school, local government, healthcare, public health, law enforcement, employers, education system, and area migrant services. The data was surprising and has redefined this county's strategy for improving the health of its population.

2 - 3:30 p.m.

How Data Can Transform Your Community's Health

Matt Browning, MBA, MHA, CPHQ, VP of Data & Member Solutions, and Madeline Wilson, MSN, RN, CLSSBB, Patient Safety & Quality

Advisor, **Indiana Hospital Association**

Kathy Kuntz, CPC, CPCD, CRC, Regional Director of Client Services, and Thad Perry, PhD., EVP, **Bill Dunbar and Associates**

The definition of health care disparities is stated as "the inequalities that exist when people of certain groups or populations do not benefit from the same health status as other groups." Does your organization have processes in place to assess the community you serve for these groups at risk? In this session, we will define health equity and inequality, along with social determinants of health. IHA staff will also provide a canvas of all the health care organizations that promote the initiative, coupled with corresponding goals aimed at reducing disparate conditions in our state. Join us as we show what the state's data is telling us, and how we can partner with you to improve your awareness of the many social determinants of health impacting your patients and your community.

Understanding the importance of striving for health equity through acknowledging social determinants of health in the communities you serve is the first step to enabling your patients to achieve a healthier life. In order to understand, you must first have a snapshot that tells your community's story and, as demonstrated by IHA, that can be found through the data you collect. Endorsed Business Partner Bill Dunbar and Associates will provide a short case study using a subset of data from a hospital system. By improving coding and documentation, along with using z-codes, a positive impact can be demonstrated for the patient, hospital and community.

Questions?

Contact Laura Gilbert 317-423-7793 lgilbert@IHAcconnect.org