

NHPCO Project ECHO 2023

Equity Where It Matters

Topic: Best Practices for Inclusive Metrics in End-of-Life Care

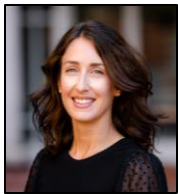
Date: 9/7/23

NHPCO Project ECHO Team



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Disclosures

Disclosure

The faculty and planners for this educational event have no relevant financial relationship(s) with ineligible companies to disclose.

Data Collection

In order to support the growth of the ECHO® movement, Project ECHO® collects participation data for each ECHO® program. Data allows Project ECHO® to measure, analyze, and report on the movement's reach. Data is used in reports, on maps and visualizations, for research, for communications and surveys, for data quality assurance activities, and for decision-making related to new initiatives.

Evaluation

You will be receiving an email with a link to complete a short survey about this session. Please complete the survey within 48 hours. We ask all participants to take the survey as it will help us to improve future sessions.

Ground Rules and Video Teleconferencing Etiquette

- This is an all share-all learn format; judging is not appropriate
- Respect one another – it is ok to disagree but please do so respectfully
- Participants – introduce yourself prior to speaking
- One person speaks at a time
- Disregard rank/status
- Remain on mute unless speaking and eliminate or reduce environmental distractions to improve sound/video quality
- Use video whenever possible; make eye contact with the camera when you are speaking
- **Do not disclose protected health information (PHI) or personally identifiable information (PII)**

Today's Agenda

- Introduction of Faculty – NHPCO Team
- Didactic Presentation – Ann Walker, RN, BSN, MBA, IHEC
- Case Study Presentation – Cordt T. Kassner, PhD
- Discussion – Session Participants, Faculty, and NHPCO Team
- Key Takeaways – Faculty and NHPCO Team
- Closing Remarks – NHPCO Team

Session Faculty



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Didactic Presentation

Diversity, Equity, and Inclusion

Acknowledging that diversity is not only racial, but multi-dimensional, encompassing not just race and ethnicity but gender, sexual orientation, religion, incarceration status, and more. LMHPCO is committed to ensuring that everyone feels seen and included from our Board of Directors to our staff, membership and affiliates. As an organization, we embrace diverse backgrounds and perspectives of those with whom we work and encourage our members to do the same with their staff, patients and families whom they serve.

~LMHPCO Board of Directors Diversity, Inclusion, and Equity Statement, approved 4/22/22

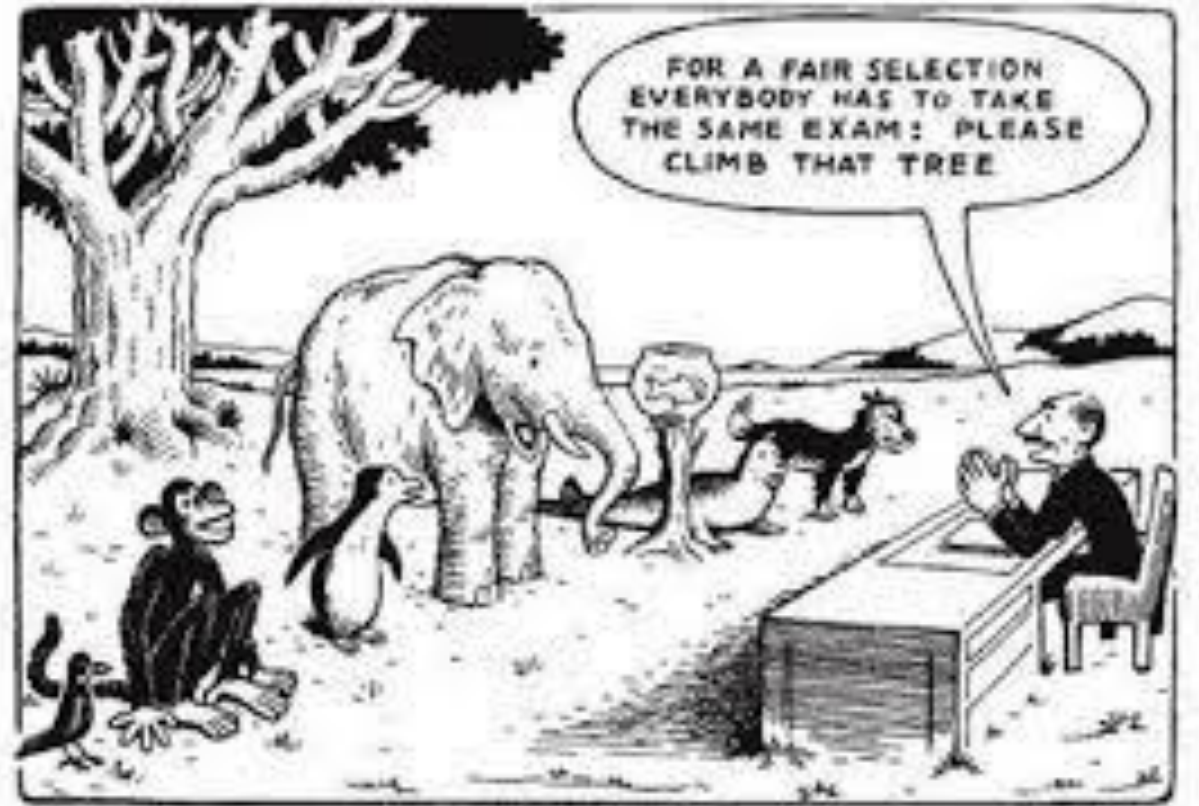
Diversity, Equity, and Inclusion

Diversity From a Hospice and Palliative Care Perspective

The presence of differences that may include race, gender, religion, sexual orientation, ethnicity, nationality, socioeconomic status, language, (dis)ability, age, religious commitment, or political perspective.

Diversity, Equity, and Inclusion

One size does not fit all



Diversity, Equity, and Inclusion

Equity From a Hospice and Palliative Care Perspective



CMS defines health equity as the attainment of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health regardless of:

- **Race**
- **Ethnicity**
- **Disability**
- **Sexual Orientation**
- **Gender Identity**
- **Socioeconomic Status**
- **Geography**
- **Preferred Language**
- **Or other factors that affect access to care and health outcome**

Diversity, Equity, and Inclusion

EQUITY is not the same as EQUAL



Diversity, Equity, and Inclusion

Equity From a Hospice and Palliative Care Perspective

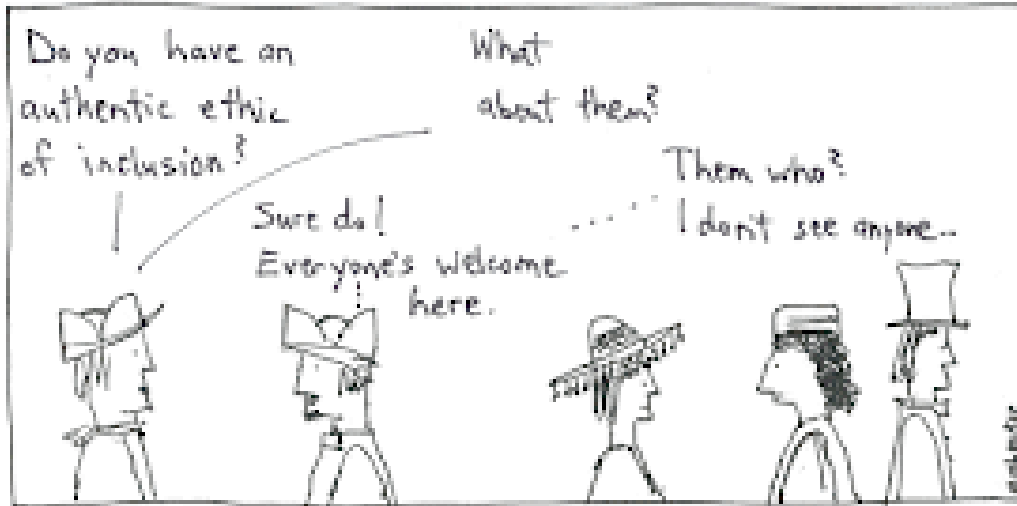
- Promoting justice, impartiality and fairness within the procedures, processes, and distribution of resources.
- Tackling equity issues requires an understanding of the root causes of outcome disparities within our society.

Diversity, Equity, and Inclusion

Inclusion From a Hospice and Palliative Care Perspective

- Inclusion is achieved when individuals, institutions, and programs are truly inviting to everyone.
- The degree to which diverse individuals are welcomed and able to participate fully in the decision-making processes and development opportunities within an organization or group.

Diversity, Equity, and Inclusion



Didactic Presentation Q&A

Case Study Presentation

DEI - Measurement

Diversity, Equity, and Inclusion - Measurement

We (hospices, palliative care providers, society, etc.) talk about DEI, but how do we actually measure it?

The LMHPCO Diversity Assessment Tool is highlighted on the next two slides.

This tool is available free of charge at <https://www.lmhpc.org/disparities-and-inequities>.

To download the tool directly:

<https://www.lmhpc.org/assets/healthinequalities/Copy%20of%20LMHPCO%20STAFFING-PATIENT%20DIVERSITY%20QAPI.xls>.

Diversity, Equity, and Inclusion - Measurement

LMHPCO Diversity Assessment Tool

LMHPCO PATIENT DIVERSITY ASSESSMENT TOOL							
Patient Diversity (new admissions over prior 12 months)							
	Racial Identification						
	Total #	Black	White	Native	Hispanic	Asian	Other
# OF PATIENTS SERVED BY RACE	200	40	140	10	10		
Totals	200	40	140	10	10	0	
Percentage	100.0%	20.0%	70.0%	5.0%	5.0%	0.0%	
RACE PERCENTAGES BY PARISH/COUNTY	CLICK HERE TO OBTAIN RACE PERCENTAGES BY PARISH/COUNTY						
OUACHITA		38%	57%		2%	1%	2%
MOREHOUSE		48%	48%	1%	2%	1%	
UNION		25%	68%	1%	5%	1%	
RICHLAND		35%	60%	1%	2%	1%	1%
LINCOLN							
AVERAGE PERCENTAGE FOR SERVICE AREA		36.50%	58.25%	0.83%	2.75%	1.00%	1.50%
						YES	NO
Is your overall patient demographics representative of the community you serve?							



Diversity, Equity, and Inclusion - Measurement

LMHPCO Diversity Assessment Tool

LMHPCO STAFF DIVERSITY AND INCLUSION ASSESSMENT TOOL									
Staff Diversity									
	Racial Identification							Gender	
	Total #	Black	White	Native	Hispanic	Asian	Other	Male	Female
# of Administrative staff	3	3	0	0	0	0		1	2
# of RN Staff (FT,PT,PRN)	4	2	2	0	0	0		1	3
# of HOSPICE Aides	5	4	1	0	0	0		0	5
# of SW	1	0	1	0	0	0		0	1
# of Chaplains	1	1	0	0	0	0		1	0
# Volunteer Coordinators	0	0	0	0	0	0		0	0
#LPNs	0	0	0	0	0	0		0	0
# Marketers	1	0	1	0	0	0		0	1
# Nurse Practitioners	2	1	1	0	0	0		0	2
#Medical Director	1	0	1	0	0	0		1	0
Totals	18	11	7	0	0	0		4	14
Percentage		61.1%	38.9%	0.0%	0.0%	0.0%		22.22%	77.78%
							YES	NO	
Is your overall staff demographics representative of the patients you serve?									
Is your overall staff demographics representative of the community you serve?									

AVERAGE PERCENTAGE FOR SERVICE AREA		36.50%	58.25%	0.83%	2.75%	1.00%	1.50%
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Discussion and Recommendations

Discussion and Recommendations

Today we've tailored diversity, equity, and inclusion discussion for hospice and palliative care applications. We've also shared a useful tool to measure DEI in these organizations.

We'd like to take the remaining time for discussion.

- *What have you learned?*
- *What is one thing you can take away from this presentation and apply at your hospice tomorrow?*
- *What have been your most difficult obstacles to overcome in implementing DEI projects at your hospice?*
- *Tell us about a successful DEI project you've implemented at your hospice.*
- *What did we miss?*

Key Takeaways

Key Points

- DEI is the lifeblood of any successful organization
- DEI is achievable for any organization
- DEI has measurable outcomes that any organization can baseline and achieve progress

Actionable Steps

- Have you conducted a DEI assessment of your organization?
 - What does it currently look like?
 - What do you want it to look like?
 - Is it possible to achieve what you want it to look like?
- Have you implemented a DEI program in your organization?
- Is DEI part of your organization's continuing education requirements for staff at all levels?

References

1. LMHPCO Board of Directors Diversity, Inclusion, and Equity Statement, approved 4/22/22: <https://www.lmhpc.org/disparities-and-inequities>.
2. LMHPCO Diversity Assessment Tool: <https://www.lmhpc.org/assets/healthinequalities/Copy%20of%20LMHPCO%20STAFFING-PATIENT%20DIVERSITY%20QAPI.xls>.
3. CMS DEI Resources: <https://www.cms.gov/about-cms/careers-cms/diversity-equity-and-inclusion>.

Session Evaluation and Certificate of Completion

- Your feedback is valuable as we plan upcoming sessions!
- Project ECHO sessions are not accredited for continuing education, but we are able to offer a confirmation of completion for each session. To receive confirmation of completion, please complete the following [Project ECHO Session Evaluation and Knowledge Check](#) following each session.

NHPCO Health Equity Certificate

- Would you like to demonstrate your commitment to delivering culturally competent care across the continuum of serious illness in an equitable, inclusive, and person-centered manner?
 - NHPCO is pleased to offer a Health Equity Certificate for individuals who participate in at least 17 sessions in the *Equity Where It Matters* series
- Participants interested in earning the Health Equity Certificate must complete the following [Project ECHO Session Evaluation and Knowledge Check](#) each session.
- Effective July 20, the Session Evaluation and Knowledge Check can be completed using one link for each session.
- Session Evaluation and Knowledge Check links are unique for each Project ECHO session and do not expire. Links for each 2023 session can be found on the [NHPCO Project ECHO webpage](#).

Upcoming Sessions

Date: September 21

Topic: Supporting Hispanic Patients at the End of Life

Date: September 28

Topic: Supporting Patients Experiencing Housing Insecurity at the End of Life

Additional Information

NHPCO Project ECHO webpage:

<https://www.nhpc.org/regulatory-and-quality/quality/projectecho/>

NHPCO Project ECHO session recordings and Key Takeaways:

<https://www.nhpc.org/regulatory-and-quality/quality/projectecho/2023-project-echo-session-recordings/>

NHPCO Project ECHO Registration Link:

<https://nhpc.zoom.us/meeting/register/tZEsfu-trz4oGtQeKFw41UEIYNwjSli8QCBF>

For more information:

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