

NHPCO Project ECHO 2023

Equity Where It Matters

Topic: Engaging Community Systems to Improve Health Equity

Date: July 20, 2023

Information for Project ECHO Faculty

- Please reference notes included throughout this template for guidance on developing a presentation aligned with the Project ECHO model. The NHPCO team may need to edit slides in order to maintain fidelity to the Project ECHO model.
- Faculty should develop content for Didactic Presentation, Case Study (Situation, Assessment, Background), Discussion and Recommendations, Key Takeaways, and References slides
- The following timeline will be utilized to guide the session, please be mindful of time allotted when developing slides. Project ECHO sessions are designed to allow ample time for facilitated discussion with participants.
 - 3:00-3:05pm EST – Announcements and Introductions (NHPCO staff)
 - 3:05-3:30pm EST – Didactic presentation and Case Study (Session Faculty)
 - 3:30-3:55pm EST – Facilitated Discussion with participants (Session Faculty and NHPCO staff)
 - 3:55-4:00pm EST – Closing Remarks (NHPCO staff)

NHPCO Project ECHO Team

Program Director

Aparna Gupta – Vice President, Quality

Program Lead

Sarah Simmons – Director, Quality

Program Coordinator

Karuna Tamrakar – Program Specialist, Quality

IT Support

Tej Chana – Data Analyst, Quality

Content Expert

India Harris-Jones – Manager, Health Equity and Diversity

Content Expert

Rory Farrand – Vice President, Palliative & Advanced Care

Curriculum Advisor

Nicole McCann-Davis – Communications Expert and Health Equity Advocate, External Consultant

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 – Faculty
- Case Study Presentation – Faculty
- Discussion – Session Participants, Faculty, and NHPCO Team
- Key Takeaways – Faculty and NHPCO Team
- Closing Remarks – NHPCO Team

Faculty



Marisette B. Hasan, BSN, RN

Program Coordinator

The SC Coalition for the Care of the Seriously Ill



Aparna Gupta, DNP, FACHE, CPHQ

Vice President Quality

National Hospice and Palliative Care
Organization (NHPCO), VA

Engaging Community Systems to Improve Health Equity - *What does it look like?*

What is Health Equity?

“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 outcomes.”



<https://innovation.cms.gov/key-concept/health-equity>

Health equity is attained when every individual has individualized and person-centered tools, resources and opportunities to achieve optimal health

What is a community?

“Community is any configuration of individuals, families, and groups whose values, characteristics, interests, geography, or social relations unite them in some way” (National Academies Press, <https://www.ncbi.nlm.nih.gov/books/NBK425849/>)

A health equity approach embedded in community systems is :

✓ *Community-driven*

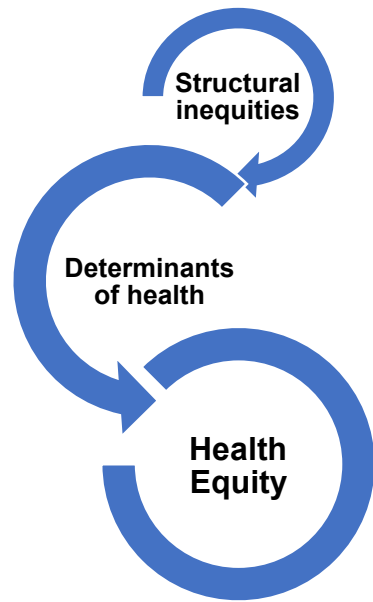
✓ *Multi-sectoral*

✓ *Evidence-Informed*

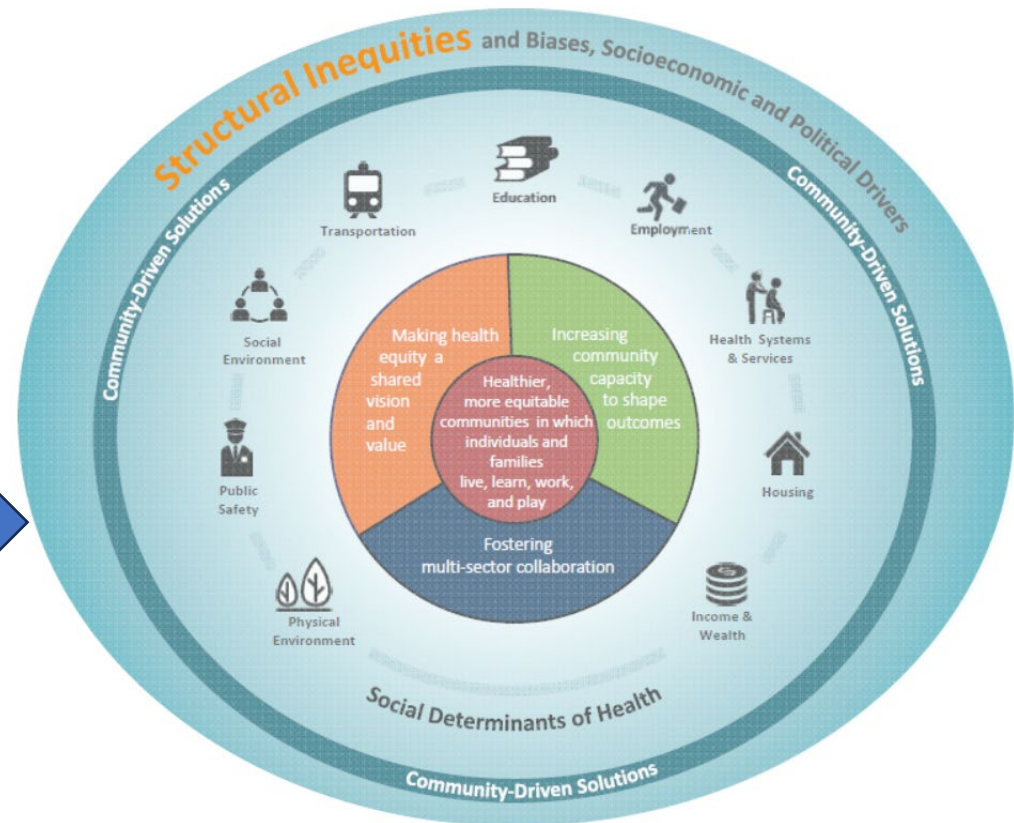
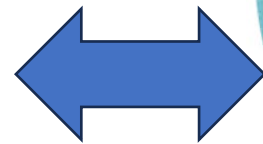
National Academies of Sciences, Engineering, and Medicine.
(2017). *Communities in action: Pathways to health equity.*



From here to there....



Focus on the Connections



National Academies of Sciences, Engineering, and Medicine. (2017). *Communities in action: Pathways to health equity*.

Health Equity through Transformed Systems of Health

Indicators of meaningful community partnerships:

- Diversity and inclusivity
- Partnerships and opportunities
- Acknowledgment, visibility, and recognition
- Sustained relationships
- Mutual value
- Trust
- Shared power
- Structural supports for community engagement



Aguilar-Gaxiola, S., Ahmed, S. M., Anise, A., Azzahir, A., Baker, K. E., Cupito, A., ... & Zaldivar, R. (2022). Assessing meaningful community engagement: a conceptual model to advance health equity through transformed systems for health: organizing committee for assessing meaningful community engagement in health & health care programs & policies. NAM perspectives, 2022.

Didactic Presentation Q&A

Case Study

Engaging Community Systems : Every village looks different



Situation

Ms. C is a 68 y/o woman with advanced Congestive Heart Failure (CHF), diabetes and kidney failure. She is dually eligible for Medicare and Medicaid. After her last stay in the hospital, the hospitalist shared with her that her prognosis is very limited because her ejection fraction is less than 25% and her ability to rebound after her last 2 hospitalizations in the past 4 months has been limited.



Background

The hospice liaison came to see Ms C and discussed the services and support she could receive at home, however, she was told that if she elected the hospice benefit, she would not be able to keep her home care aide from the Medicaid (MCD) Community Long Term Care program.

The aide provides Ms C in-home support for custodial care and bathing 24 hours per week (roughly three hours a day)



Assessment

Ms. C lives alone and has no one to be with her during the day. She is dependent for her activities of daily living (ADLs) and instrumental activities of daily living (IADLs) upon the aide who is provided under MCD services.

In the absence of these personal services, Ms. C would be unable to take care of her basic needs and her quality of life would be adversely impacted.

Ms. C is not willing to give up these services.

Discussion and Recommendations



Discussion and Recommendations

- What matters most for Ms. C and her care?
- What kind of community programs and services are available for Ms. C that would fulfill her care needs?
- If Ms. C would elect the hospice benefit – would she gain a better quality of life or lose current (life sustaining) services with no alternatives?
- When there are no family and next of kin available for the beneficiary, how do community systems engage with the individual to enhance and improve quality of life?
- How can community health and support systems enhance and improve the delivery of equitable and accessible care to all?



Key Takeaways

- Key Points

- ✓ Health inequities are closely linked to social determinants of health, which, in turn require innovative conceptual models for community engagement
- ✓ For communities to engage in improving health equity, there must be shared power and a willingness to share resources
- ✓ The consumer must be at the center of care delivery
- ✓ Health disparities exist everywhere - on an individual and very personal level



Key Takeaways

- Actionable Steps
 - ✓ Cultivate comprehensive health equity science (through the collection and sharing of key data and evidence)
 - ✓ Optimize interventions
 - ✓ Reinforce and expand robust partnerships
 - ✓ Enhance capacity and workplace diversity, inclusion and engagement



Key Takeaways

- Conversation Starters / Questions to Consider:
 - ✓ What current community-based systems and programs in serious illness and end of life are available to individuals?
 - ✓ Does the Medicare Hospice benefit provide an all-comprehensive, person-centered, need-based care delivery model for all?
 - ✓ What matters most to individuals who are experiencing serious illness or are at their end of life but with disparate resources and opportunities for self-care?

References

- <https://innovation.cms.gov/key-concept/health-equity>
- National Academies of Sciences, Engineering, and Medicine. (2017). *Communities in action: Pathways to health equity*.
- Aguilar-Gaxiola, S., Ahmed, S. M., Anise, A., Azzahir, A., Baker, K. E., Cupito, A., ... & Zaldivar, R. (2022). *Assessing meaningful community engagement: a conceptual model to advance health equity through transformed systems for health: organizing committee for assessing meaningful community engagement in health & health care programs & policies. NAM perspectives, 2022.*
- <https://www.cdc.gov/healthequity/core/>
- NHPCO DEI Report

Session Evaluation and Certificate of Completion

- Your feedback is valuable as we plan upcoming sessions!
 - Please complete the [Project ECHO Session Evaluation](#)
- 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 within 10 days of each session using the links found on the Project ECHO webpage.
 - *Project ECHO Session Evaluation*
 - *Project ECHO Post-Session Knowledge Check*

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
- To receive participate in the Health Equity Certificate, please complete the following within 10 days of each session using the links found on the Project ECHO webpage.
 - *Project ECHO Session Evaluation*
 - *Project ECHO Post-Session Knowledge Check*

Upcoming Sessions

Date: August 3

Topic: Identifying Cultural Needs to Enhance the Care Experience

Date: August 17

Topic: Intentional Inclusivity in the Workplace

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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