

NHPCO Project ECHO *Equity Where It Matters*

Key Takeaways: Best Practices for Inclusive Metrics in End-of-Life Care September 7, 2023

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.
- Tackling equity issues requires an understanding of the root causes of outcome disparities within our society.

Actionable Steps:

- When conducting a DEI assessment of your organization, consider the following:
 - 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?
- When thinking about implementing a DEI program in your organization, consider if DEI is part of your organization's continuing education requirements for staff at all levels.

Conversation Starters:

1. What is your largest challenge in accomplishing DEI?
2. What are the benefits of accomplishing DEI?
3. Who is your organization's "champion" for making progress on DEI initiatives?
4. Is the racial composition of your staff/Board/patient's representative of the community you serve?

Participant Perspectives:

- "Equity needs to be looked at from all angles, I love the deep dive and the questions on what we look like organizationally from the inside out."
- "Excellent QAPI to conduct for an institutional self-assessment!"
- "The answer doesn't matter – what's important is the question." It's critical to ensure that we are asking the right questions with regard to hospice quality and equity.
- Organizations should focus on "customizing the overall care and approach based on what we learn from our communities."
- "Our reaction is usually we have so much to give, but we also have so much to learn."
- "Look at your community foundations, national foundations, and state foundations to seek support in this area."
- "We absolutely have outreach materials developed by the NHPCO DAC for many of our black and brown communities, we also need to do listening sessions as we work to build partnerships."



- “Let's gear up now to do our internal organizational assessments and community assessments and training our staff so we are prepared for the regulatory health equity requirements.”
- “Love the idea of customizing the overall care and approach based on what we learn from our communities!”

References:

- LMHPCO Board of Directors Diversity, Inclusion, and Equity Statement, approved 4/22/22: <https://www.lmhpc.org/disparities-and-inequities>.
- LMHPCO Diversity Assessment Tool: <https://www.lmhpc.org/assets/healthinequalities/Copy%20of%20LMHPCO%20STAFFING-PATIENT%20DIVERSITY%20QAPI.xls>.
- CMS DEI Resources: <https://www.cms.gov/about-cms/careers-cms/diversity-equity-and-inclusion>.
- Information on Z Codes:
 - [IMPROVING THE COLLECTION OF Social Determinants of Health \(SDOH\) Data with ICD-10-CM Z Codes \(cms.gov\)](https://www.cms.gov/medicare/coverage/coverage-guidance/2019/19-01-Improving-the-collection-of-social-determinants-of-health-sdo-h-data-with-icd-10-cm-z-codes)
 - [USING Z CODES \(cms.gov\)](https://www.cms.gov/medicare/coverage/coverage-guidance/2019/19-01-Using-z-codes)
- NHPCO Access and Inclusion - <https://www.nhpc.org/resources/access-and-inclusion/>
- *Hospice Through the DEI Lens: A Research Study Identifying Barriers to Hospice Care in Underserved Communities*, National Hospice and Palliative Care Organization.
- NHPCO Diversity Tools and Resources <https://www.nhpc.org/education/tools-and-resources/diversity>
- Culturally and Linguistically Appropriate Services (CLAS) <https://thinkculturalhealth.hhs.gov/clas>
- CMS Framework for Health Equity <https://www.cms.gov/about-cms/agency-information/omh/health-equity-programs/cms-framework-for-health-equity>

