



ATW HEALTH SOLUTIONS  
Raising Healthcare's Standard



# Equitable Healthcare Measurement

## Supporting Community Voices, Systems, and Partnerships

“Nothing about us without us” is a common phrase in healthcare—one that reminds those traditionally in positions of power that affected individuals must have full and direct participation in decisions.

For years, healthcare measurement professionals have wanted to understand how the community can shape measurement. Because healthcare measures have not historically reflected the culture, lived experiences, and needs of marginalized communities and communities of color, they have not adequately represented community wants and needs. Until these are incorporated, healthcare measures cannot improve health outcomes or advance equity.

A new project led by ATW Health, with support from the Robert Wood Johnson Foundation, shows that a holistic approach to healthcare measurement is needed—one that includes patients and communities as equitable partners, alongside payers, providers, measure developers, government agencies, funders and researchers. For lasting change to happen, patients and communities must be equal stakeholders.

## Key Findings

Measures are needed that:

- ▶ Acknowledge past harms
- ▶ Create accountability
- ▶ Measure system-level equity
- ▶ Are transparent at every stage
- ▶ Include qualitative data
- ▶ Capture bias, microaggressions and disrespect
- ▶ Report racial and ethnic disparities
- ▶ Incentivize providers to close gaps and address root causes
- ▶ Address the holistic needs of patients
- ▶ Quantify community assets, connection, and more



## What Can You Do?

**Every healthcare organization has a role to play in shaping a more equitable healthcare system.** Dozens of conversations with community groups identified opportunities for meaningful change:

### Measure developers can:

- ▶ Engage in equitable community partnerships, where community has equal decision-making authority for measure development, selection, collection, ownership and analysis
- ▶ Capture qualitative data in culturally relevant formats such as story telling and through media
- ▶ Collect data about communities' culture and values

### Health systems can:

- ▶ Seek community expertise and uplift their voices
- ▶ Create equitable partnerships with community organizations
- ▶ Ensure that measurements are equitable throughout all stages of development

### Policymakers and funders can:

- ▶ Incentivize hospital systems to reduce health disparities and address root causes
- ▶ Fund capacity building for community organizations

### Community leaders and organizations can:

- ▶ Participate in and make decisions at every aspect of the measurement process, from development to reporting
- ▶ Represent the voices of marginalized communities and communities of color

## Moving Forward

ATW Health created a library of resources that serve as guide for payers, providers, measure developers, government agencies, and others to make patients and communities equitable partners in measurement. Resources include a report showcasing key findings from interviews with community members, case studies highlighting examples of best practices, and an informational video with perspectives from community organizations.



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