



ATW HEALTH SOLUTIONS

HARNESS THE POWER OF EQUITY AND AUTHENTIC ENGAGEMENT



Go Beyond Patient Experience to Improve Healthcare Quality, Safety, and Satisfaction



Financial. Health disparities cost the U.S. health system \$451 billion a year, according to a new study published in *JAMA*. For hospitals, inadequate access to preventive care in underserved communities leads to more emergency department visits and hospitalizations for preventable conditions. Emergency department visits and hospitalizations for preventable conditions can be avoided with better access to preventive care in underserved communities. Data from the Agency for Healthcare Research and Quality suggest that up to 27% of emergency department visits could be managed in physician offices, clinics, and urgent care centers—saving \$4.4 billion annually.



Reputational. A healthcare organization's commitment to actively addressing health disparities can shape how patients, the community, and potential employees view it. Health disparities decrease levels of trust—an essential component to building and maintaining positive relationships—in historically marginalized communities, with **20% of Americans reporting** they have experienced discrimination within the healthcare system.



Legal. Under the Affordable Care Act (ACA), hospitals and their leaders have a legal responsibility to address health disparities.

Partner With ATW Health Solutions: Partnering with ATW Health Solutions can help your organization embrace and elevate the voice of the patients and the community. Our full suite of services and solutions leverage our teams expertise and data analytics capabilities to develop strategic plans for engagement and equity programs that improve outcomes.

ATW Health Solutions' work to improve stroke outcomes in Cook County, Illinois, is just one example of successful engagement. This two-phase campaign, launched in response to disproportionate rates of stroke morbidity and mortality, galvanized action to address multiple factors: fear of police, lack of trust in healthcare, financial insecurities, and insufficient understanding of stroke.

The Impact of Authentic Engagement

Authentic engagement of patients, families, and communities requires healthcare organizations to embrace and elevate the voice of patients from all walks of life. It crosses race, ethnicity, socioeconomic status, education, religion, disability, sexual orientation, and gender identity.

Such engagement enables organizations to collaborate with patients, families, and community members to design effective healthcare services and solutions. It also can drive improved outcomes and satisfaction, as well as policy change.

Take the Engagement & Equity Assessment

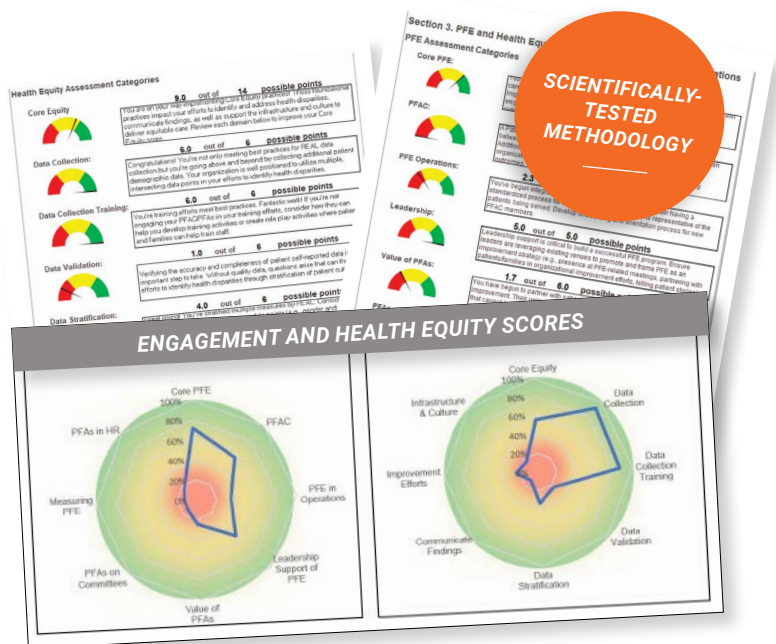
How well is your healthcare organization doing engaging patients, residents, families, caregivers, and communities? Do you have the practices in place to identify and address health disparities?

Evidence tells us that interventions focused on person and family engagement, known as PFE, and health equity improve quality and safety outcomes.

ATW's Engagement and Equity Assessment is an integrated tool by which healthcare organizations can measure their practices in these crucial areas. Participants receive a report that scores their organization's performance against national benchmarks, identifies areas of opportunity, and makes recommendations for improvement.

Contact us to find out how your organization can benefit from this proven tool.

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“The report showed us how we compared to others and gave useful ideas to improve. It sparked new discussions especially in the Quality/Safety/Risk Prevention Committee and was given to our Board of Directors.”

- VANDERBILT UNIVERSITY MEDICAL CENTER

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ATW's Engagement & Equity Assessment provides facilities with key information regarding the use of person and family engagement (PFE) and health equity strategies and practices shown to improve the outcomes of individuals and organizations. Our assessment identifies areas of opportunity and makes recommendations on how to integrate engagement and health equity practices with quality and safety processes and systems.

Our integrated tool measures practices of quality and safety programs that identify and address health disparities and that effectively engage:

- Patients
- Residents
- Families
- Caregivers
- Communities

The assessment report provides comparative benchmark data based on our scientific methodology and algorithms that were tested and validated by a national expert panel and more than 200 hospitals focused on quality and safety improvements. The recommendations were developed using decades of expertise in studying and

implementing evidence-based practice across more than 4,000 hospitals.

Engagement/experience and health equity leaders will complete the assessments with other key stakeholders. This assessment asks about the following broad areas:

- Demographics
- Direct care engagement practices
- Operational and strategic engagement practices
- Preparedness to address health disparities

The Engagement & Equity Assessment is straightforward. A small team of key stakeholders can complete the assessment in as little as a few hours. Some facilities gather a group to come to a consensus on responses to the assessment, while others divide the assessment sections among the group for completion. Once you have all the responses, entering them online takes less than 15 minutes.

The assessment report calculates your engagement and health equity scores. Data is then analyzed and benchmarked at the system (if applicable) and national levels, followed by a detailed



Key Stakeholders:

- Engagement/Experience
- Health Equity or Diversity, Equity, & Inclusion
- Quality/Performance Improvement
- Nursing/Clinical Operations
- Human Resources
- Patient Access/Registration
- Patient/Resident Advisory Board or Council

facility-level assessment across each engagement and equity domain with recommendations.

ATW's Engagement & Equity Assessment provides your organization with the baseline data needed to improve your performance. The engagement and equity practices assessed align with The Joint Commission and CMS health equity measures. The assessment supports your efforts to develop strategic plans to improve health equity. With ATW as your partner, you can identify actionable opportunities for improvement and implement strategies that reduce health disparities.

To learn more about ATW's Engagement & Equity Assessment, contact

Kellie Goodson at (312) 858-6800 or kellie.goodson@atwhealth.com.

Strategies to complete the assessment:

- > Gather stakeholders for a meeting. Schedule a 90-minute to 2-hour meeting with the key stakeholders to review each question and agree upon a response.
- > Divide up the questions. Assign each section of the assessment to a key stakeholder who is most likely able to answer the questions in that section. Allow them 3-5 business days to provide their responses.
- > Set up individual meetings with key stakeholders. Meet with key stakeholders, ask them the questions pertaining to their functional area, and record their responses.