001. DATA EXPLORATION

POPULATIONS LEAST LIKELY TO RECOMMEND FH

Left: 2015 HCAHPS data
Below: ED 72-hour readmission rates

23.7% Asian
34.7% Black

Comparisons of ED data to HCAHPS scores highlight staff-assigned status as an unreliable data collection method, while exemplifying that self-reporting provides more reliable information, and reduces missing information.

1 IN 10 PATIENTS CATEGORIZED AS OTHER OR UNKNOWN

002. CHANGE MANAGEMENT STRATEGY

Internal dashboards were created to monitor disparities utilizing the Parkland Model disparities ratio. 2015 Heart Failure Re-Admission Rates are represented here.

003. CENTER FOR HEALTH EQUITY

The FH System Diversity Council brings together leadership from Process Improvement, GME, Informatics, Finance, Public Affairs, Diversity and Inclusion, and a number of other departments.

Develop, Implement, Evaluate

- Research
- Education & Training
- Advocacy
- Leaders
- Communities
- Institutions

Empower

Lori A. Boardman, MD, ScM, Alric Simmonds, MD, Anwar Georges-Abeyie. December 2015.