Mission
Novant Health exists to improve the health of communities, one person at a time.

Strategic goal
Position Novant Health to be a leader in health equity.

Objective
Identify and eliminate healthcare disparities.

Case study: Addressing high pneumonia readmission rate for African-Americans

What do we know about this patient population?
Understanding our data started with >90 chart reviews of African-American patients hospitalized with pneumonia between April 1, 2015, and Dec. 31, 2015.

Identified the disparity
African-American patients have a higher readmission rate for pneumonia than our other patient populations.

Project goals
• Decrease avoidable readmissions while improving the patient experience and ensuring quality outcomes.
• Create a repeatable model to identify and eliminate disparities.

Targeted interventions for improvement
Discharge
• Create process to support case managers in screening pneumonia patients.
• Identify patients who are at high risk for readmission.

Population health and home visits
• Increase support for patients after discharge.

Access to healthcare
• Provide convenient access to care for our more complex patient population.

Awareness
• Engage and educate team members about disparity and progress of project.
• Design plan to ensure team members receive cultural competency education.