

The Disparities Solutions Center

The Disparities Solutions Center (DSC) at Massachusetts General Hospital is dedicated to developing and implementing strategies to improve quality, eliminate disparities, and achieve equity in health care.

We aim to serve as a local, regional, and national change agent by:

- **Creating change** by developing new research and translating the findings into policy and practice.
- **Finding solutions** that help health care leaders, organizations, and key stakeholders ensure that every patient receives high-value, high-quality health care.
- **Encouraging leadership** by expanding the community of health care professionals prepared to improve quality, address disparities and achieve equity.

STRATEGIC PLANNING AND LEADERSHIP AND CHANGE MANAGEMENT COACHING



The Disparities Leadership Program

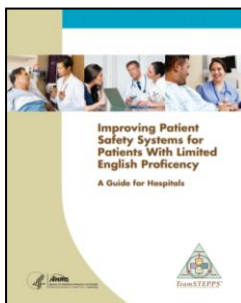
In 2007, the DSC launched the Disparities Leadership Program, a year-long, hands-on executive education program focused exclusively on helping health care leaders improve quality and achieve equity at their organizations. Since its inception, 416 participants from 174 organizations (including 96 Hospitals and 44 health plans) representing 33 states, Puerto Rico, Canada and Switzerland have participated in the program.

Hospital Improvement Innovation Network

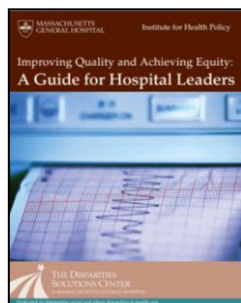
The DSC has also provided technical assistance to hospitals within the HIIN in several states, including California.

INNOVATIONS IN CARE DELIVERY

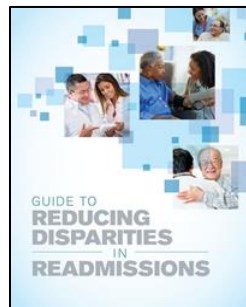
The DSC develops and disseminates guidance for identifying and addressing racial and ethnic disparities in health care to a national audience. In a stepwise fashion, our center provides an array of resources ranging from securing leadership buy-in to developing equity reports to improving patient safety for patients with limited-English proficiency. Our reach is expanded through routine national web seminars with partners such as the American Hospital Association, and a listserv of over 5,000 interested leaders nationally and internationally.



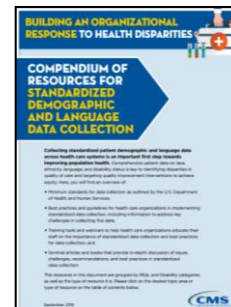
Improving Patient Safety Systems for Patients with Limited English Proficiency



Improving Quality and Achieving Equity: A Guide for Hospital Leaders

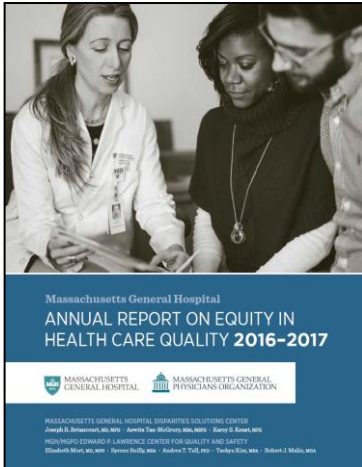


Guide to Reducing Disparities in Readmissions*



CMS Compendium of Resources for Standardized Demographic and Language Data Collection*

QUALITY IMPROVEMENT: MONITORING AND REPORTING DISPARITIES

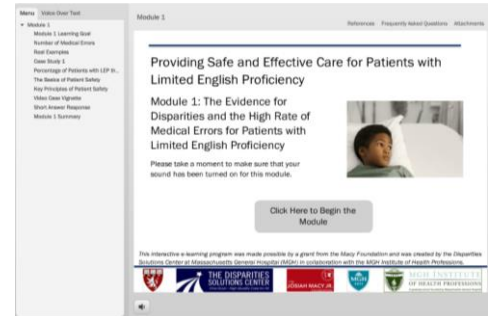


The DSC provides continued support and guidance to the disparities portfolio at MGH and develops local efforts that strive for national excellence.

The Annual Report on Equity in Healthcare Quality (AREHQ) is developed in collaboration with the MGH Center for Quality and Safety and is MGH's key tool to assure that data drives disparities elimination. It provides an analysis of our patient demographics, where they receive care, and key quality measures stratified by patient race, ethnicity, and language proficiency.

As a result of this performance measurement and monitoring tool, the DSC has successfully implemented programs to improve outcomes and eliminate racial and ethnic disparities related to diabetes management and colorectal cancer screening.

The DSC, in collaboration with the MGH Institute of Health Professions (IHP), developed and pilot tested an interprofessional curriculum focusing on providing safe, effective care for patients with limited English proficiency. Module 2 of the program, which focuses on working effectively with interpreters in clinical settings, was adapted and rolled out to providers at Massachusetts General Hospital as part of mandatory training requirements in FY16 and FY17. The course is now assigned to all incoming residents and attendings. 6,914 MGH employees have been trained to date. The course has also been rolled out for use by institutions across the Partners system.



NATIONAL EXCELLENCE

In 2013, The Association of American Medical Colleges (AAMC) awarded the Disparities Solutions Center at Massachusetts General Hospital the **AAMC Learning Health System Challenge Award** for its work on disparities, equity and quality improvement. In 2014, MGH and the Disparities Solutions Center received the American Hospital Association's inaugural **Equity of Care Award** for its efforts to reduce health care disparities and to promote diversity within the organization's leadership and staff.

