



**Institute for Diversity
and Health Equity**

An affiliate of the American Hospital Association

Announcing AHA's 2018 Equity of Care Award Winner and Honorees

AHA's Equity of Care Award

The American Hospital Association and Institute for Diversity and Health Equity are proud to announce Navicent Health of Macon, Georgia, as the 2018 Equity of Care Award winner and four hospitals and health systems as honorees:

- Atrium Health/Carolinas Medical Centers – Charlotte, NC
- Cone Health – Greensboro, NC
- Regional Health – Rapid City, SD
- Rush University Medical Center, Chicago

Each year, the AHA's Equity of Care Award is presented to hospitals or health systems that are noteworthy leaders that have moved beyond plans and achieved a high level of success in advancing diversity and equity through data, leadership, cultural awareness and partnerships.

The goals of this award are to recognize outstanding efforts among hospitals and health systems that advance equity of care for all patients; to accelerate progress of the [National Call to Action to Eliminate Health Care Disparities](#) and its stated goals and milestones; and to spread lessons learned and progress toward health care equity and the promotion of diversity.

Congratulations to Navicent Health and all of our 2018 honorees!



WHAT IS THE INSTITUTE FOR DIVERSITY AND HEALTH EQUITY?

The Institute for Diversity and Health Equity exists to empower health organizations to provide equitable care for all individuals. We offer strategies, resources and data, as well as a professional network of experts, to help health care leaders accelerate and improve their organization's equity, diversity and inclusion objectives.

2018 Equity of Care Award Winner and Honorees: What's Next?

- Diversity Dialogues with leaders from all nominated hospitals and health systems
- Institute webinars showcasing best practices in advancing equity and promoting diversity
- Case studies for the winner and each honoree

2018 Winner: Navicent Health – Macon, Georgia

Since committing to AHA's #123forEquity pledge in 2015, Navicent Health has taken measurable steps to improve diversity, inclusion and health equity and has demonstrated comprehensive gains in addressing the health disparities in the community it serves.

During fiscal year 2014-2015, Navicent Health made a commitment to document health outcomes by evaluating race, ethnicity, and language (REaL) preference data collected at the time of admission in patients with select conditions. As a result, programs were created to help influence social determinants of health and improve condition-specific access to clinics for diabetes, heart failure and chronic obstructive pulmonary disease (COPD).

Since launching these programs, Navicent Health has resolved readmission health disparities among African American patients with COPD, heart failure, and diabetes, as well as health disparities among females with diabetes. Navicent Health also developed a cultural competency

and engagement program in 2017, which has supported patients, employees, associates, physicians, vendors and other partners.

To recruit, select and re-appoint its board members, Navicent's Health Board follows a competency-based performance guide. This means that each year, Navicent Health uses an assessment to identify both gaps and opportunities in talent and diversity on its board. Since implementing this tool, diverse board membership and board committee leadership increased to 35.3 percent and 41.6 percent, respectively in 2018.

Navicent Health is also committed to conducting a Community Health Needs Assessment every three years, which identifies health disparities in its service area. One of the focus areas from the 2015 survey was access to care due to the limited number of physicians working with Medicare, Medicaid and vulnerable populations. Navicent addressed this challenge by giving initial funding to assist Macon-Bibb County's Federally Qualified Health Center in expanding into new areas of Bibb County, augmenting gaps in services to other clinics. Navicent has also developed new access points through community partnerships with government, civic, recreational and educational establishments and religious organizations.

2018 Honorees

Atrium Health/Carolinas Medical Centers – Charlotte, North Carolina

Atrium Health created an electronic scorecard, now available to leaders across its system, which includes selected population health, quality and clinical outcome measures along with teammate and patient experience data. The tool stratifies race, ethnicity, and language preference (REaL) data across dimensions of gender and location, allowing organization leaders to identify gaps in outcomes across populations and attain more targeted interventions.

Atrium Health also achieved a 90% collection rate of REaL data, and expanded its data collection work to include sexual orientation and gender identification information.

Cone Health – Greensboro, North Carolina

To better serve its communities, Cone Health formed a data analytics team that provides strategic support for not only collecting REaL data but also designing interventions to address disparities and improve care. Cone Health's CEO also commissioned its leadership team to take unconscious bias training. Having better understood its



need and value, Cone extended the training to its directors as well. Currently, unconscious bias training is being developed to engage frontline staff.

The training will be added to a number of already developed health equity educational offerings focused on issues such as cultural competency and cultural humility.

Regional Health – Rapid City, South Dakota

In 2016, Regional Health launched a system-wide effort to improve staff cultural awareness by offering cultural competency education courses. Regional's programming included special sessions created for medical staff as well as non-medical staff. As a result, 60 percent of caregivers participated in face-to-face training within a 12-month period. In 2017, this training was extended to all new caregivers on their first-day orientation. As of this year, an additional session is now part of Regional's 90-day follow-up orientation.

Regional Health also developed a job shadowing program for Native American students and organizations focused on eliminating social and economic disparities. Furthermore, Regional has consciously worked to diversify its governing board, moving from 0% to 15% in 2018.

Rush University Medical Center – Chicago, Illinois

Since 2007, Rush has shown dedicated commitment – with sustained growth and performance – to address diversity, inclusion and health equity. In 2017, Rush led the formation of West Side United, a collaborative comprised of residents, health care organizations, businesses, government agencies and community organizations. West Side United's goal is to reduce Chicago's 16-year life expectancy gap among West Side and Loop/downtown residents by 50% by 2030. Using a strategy of hiring, buying and sourcing, investing, and volunteering locally, Rush has also committed to hire more than 1,000 employees and invest \$2 million annually in the West Side over the next three years.