PRIMARY CARE DEVELOPMENT CORPORATION

CENTER OF EXCELLENCE for Integrated Health Solutions
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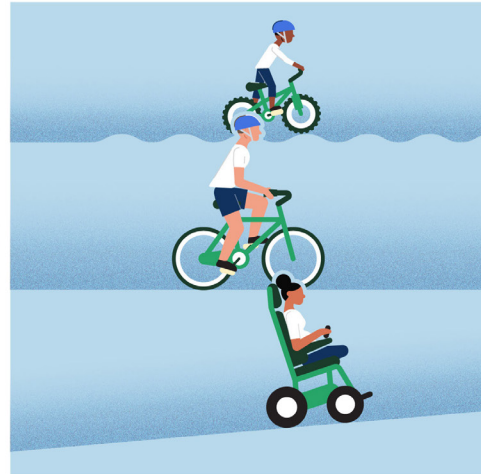
NATIONAL COUNCIL *for* Mental Wellbeing

PROVIDING EQUITABLE AND RESPONSIVE CARE

Defining Equity

EQUALITY:
Everyone gets the same–regardless if it's needed or right for them.

EQUITY:
Everyone gets what they need–understanding the barriers, circumstances, and conditions.

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Equity: [2,3]

- Everyone gets the treatment or care that is right for them.
- Allows people to attain the highest level of health, regardless of cultural, demographic, or socio-economic status.

Responsiveness: [6]

- The intentional and consistent decision providers make to see, respect, and celebrate the aspects that make each person unique.
- An acknowledgment of a patient's intersectional existence in the world and how this shapes their experiences.

"Deep equity means working towards outcomes in ways that model dignity, justice, and love without re-creating harm in our structures, strategies, and working relationships."
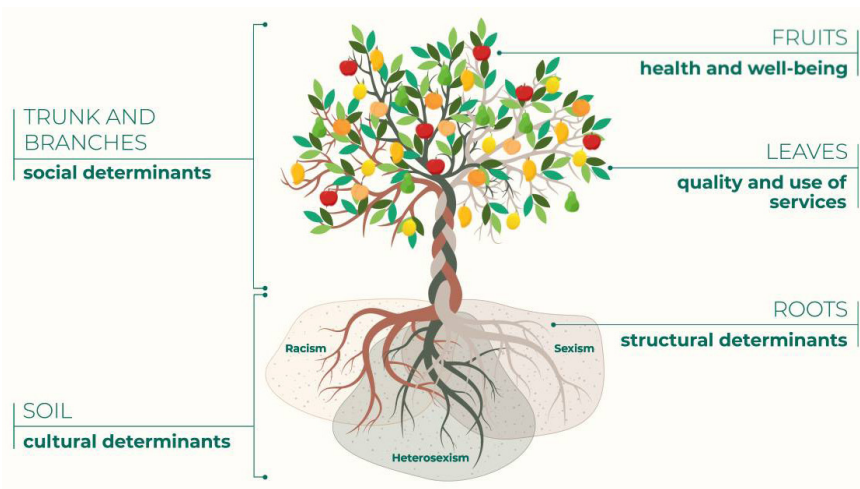
Change Elemental [1]

The Means

The Ends

"Equity is the absence of avoidable or remediable differences among groups of people, whether those groups are defined socially, economically, demographically, or geographically."

World Health Organization [3]

Social Determinants and Intersectionality [5]

FRUITS
health and well-being

LEAVES
quality and use of services

TRUNK AND BRANCHES
social determinants

ROOTS
structural determinants

SOIL
cultural determinants

Racism   Sexism

Heterosexism

Click on the tree for more on Intersectionality: Amplifying Impacts on Health Equity

Structural Determinants of Health:
Policies and institutional practices that determine the allocation of societal resources.

Social Determinants of Health:
Conditions in which people are born, live, learn, work, play, worship and their age, which affects a wide range of health functioning and quality of life outcomes and risks.

Quality and use of services:
The safety, effectiveness, patient-centeredness, timeliness, efficiency, and consistency of healthcare and other social resources that people use.
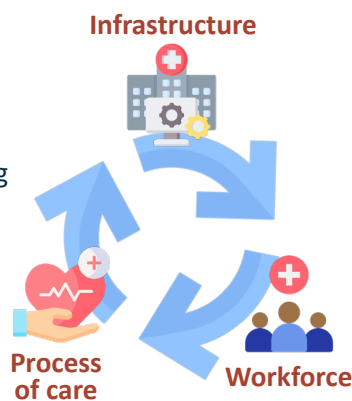
Health and wellness:
Well-being experienced by various individuals and groups.

Achieving Equity Through Responsive and Integrated Care [4]

- Diversify and expand the workforce to include team members that are representative of patient populations and share similar lived experiences.

- Provide care that is affirming and tailored to people's identities and needs.

- Increase accessibility to care by expanding the workforce to extend hours, leverage telehealth, or adopt a satellite location.

- Implement integrated processes to ensure patient navigation and care coordination.

- Utilize software that captures multiple identities in data and leverages cross-sectoral data for insights.

Infrastructure

Process of care

Workforce

- Tap into data across health systems, including payers, EMR, and population health tools to better understand the populations you serve, recognize risks associated with populations and optimize integrated care offerings to support population needs.

- Conduct community needs assessments regularly to address the rapidly changing community needs.

- Implement focus groups and patient and family advisory councils to capture insight into the needs of your community and to inform policy and practice changes.

- Maximize care team insights and ask for representation at operational, clinical, and quality improvement meetings.

Key Takeaways

- Beyond race and ethnicity, inequities in healthcare access and outcomes often impact communities experiencing poverty, people who are immigrants, those who identify as LGBTQIA+, people with disabilities, and those who live in rural areas.

- Providing culturally responsive and equitable care can improve health outcomes by expanding access to coordinated and appropriately matched care that acknowledges individuals' differences and prioritizes their unique social needs, while also informing programmatic decisions that enhance integrated care.

References

1. "Advancing Deep Equity." Change Elemental, https://changeelemental.org/advancing-deep-equity/.

2. Barlow, Joan. "Graphic on Equity." Robert Wood Johnson Foundation, https://www.rwjf.org/en/insights/blog/2022/11/we-used-your-insights-to-update-our-graphic-on-equity.html.

3. "Health Equity." World Health Organization, https://www.who.int/health-topics/health-equity.

4. "Integration Optimization: Understanding Equity and What It Means to Provide Responsive Care." Primary Care Development Corporation, 21 June 2023, https://www.pcdc.org/resources/operationalizing-integration-understanding-equity-and-what-it-means-to-provide-responsive-care/

5. Michaels, Eli, et al. "Intersectionality: Amplifying Impacts on Health Equity." Mathematica, 26 Jan. 2023, https://www.mathematica.org/blogs/intersectionality-amplifying-impacts-on-health-equity.

6. "What Is Culturally Responsive Care?" San Diego Foundation, 25 Jan. 2023, https://www.sdfoundation.org/news-events/sdf-news/what-is-culturally-responsive-care.

National Council for Mental Wellbeing Resources

Population Health Management

Part 1: Introduction to Population Health

Part 2: Measurement-informed Care

Part 3: Clinical Pathways

Part 4: Office Hour – Real-world Examples

Social Determinants of Health

Part 1: Screening for Patient Social Risks in Integrated Care Settings

Part 2: Integrated Care Screening Tools & Implementation Considerations

Health Equity Toolkit

Advancing Health Equity Toolkit

Health Equity Office Hour

Understand Health Inequities, Health Disparities & Social Determinants of Health within Integrated Care Settings