

# Health Equity In Action: A BMCS Success Story



## Monthly HQIC Health Equity Office Hours

Rosa Abraha, MPH

May 16, 2024

# Rosa Abraha – Health Equity Lead

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Rosa Abraha, MPH

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Rosa leads Alliant Health Solution's health equity strategic portfolio and embeds health equity in the core of Alliant's work. Rosa has 10+ years of experience in public health advisory for premier agencies, including the Centers for Disease Control and Prevention (CDC), the National Institutes of Health (NIH), and the Food and Drug Administration (FDA). She holds a master's of public health in health policy and management from Emory University.

# BAPTIST MEDICAL CENTER SOUTH

HEALTH EQUITY / SDOH



# SHANNON DIETZ, RN, BSN, MHA



**Shannon Dietz, RN, BSN, MHA  
AVP, Quality and Patient Safety**

Shannon Dietz is the associate vice president for quality and patient safety at Baptist Medical Center South in Montgomery, AL.

She has been in healthcare for 25 years and specialized in quality and patient safety for the past 12 years. In her current role, she has oversight of quality, physician quality/ peer review, performance improvement, and infection prevention.

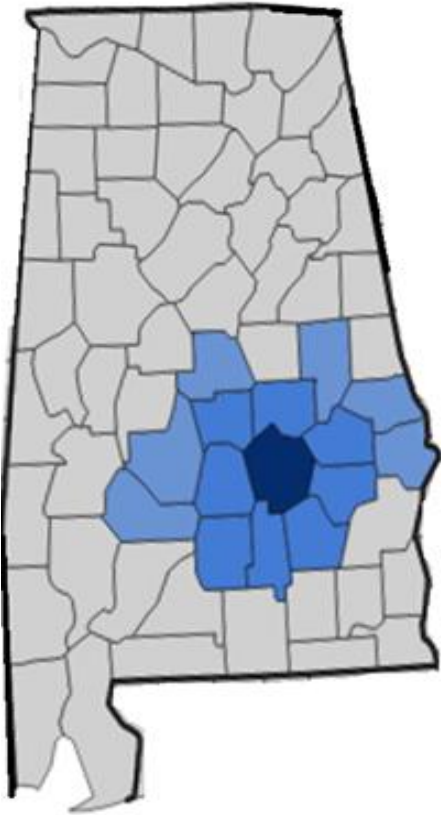
She is a graduate of the University of New England in Biddeford, Maine where she obtained an Associate of Science in nursing degree followed by a Bachelor of Science in nursing.

Shannon completed her Master's in Healthcare Administration from Purdue University Global. She is a certified professional in patient safety and a certified professional in healthcare quality.



# Who We Are

We are THE tertiary care and teaching facility for a service area of 17 counties in Central Alabama. The approximate population is 767,000, and all of these counties are within a 100-mile radius.



*Baptist Medical Center South is a licensed  
**492-bed**, not-for-profit, faith-based  
Acute care regional referral center*

# OUR TEAM

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## Based on the project we invited:

- + Chief diversity officer
- + AVP quality
- + Hospitalist representative
- + Resident representative
- + Nursing representative
- + Center for diabetes manager
- + Case management representative
- + Patient representative

# LEADERSHIP INVOLVEMENT

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- + CDO is co-lead on the team
- + CDO presents education and data at our monthly Performance Improvement Committee
- + Information flows to our Leadership Council, MEC and Board

# HOW WE GOT HERE

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- + REaL data applied to other monitored quality metrics (ex. falls, pressure injuries)
- + Recognition of how all the data was linked



# Health Equity Project

Baptist Medical Center South  
 Action Plan to Address Health Disparities  
 Updated 4/2024

Health Equity Champion/Executive Sponsor: Tiffany Chaney

Health Disparity: Uncontrolled diabetes in younger African-American patients  
 Priority Population: African-Americans age 55 and under with an A1c of 7 or above

Goals	Action Steps	Resources & Key Stakeholders	Metrics	Measurable Outcomes/Impact
<b>Short-Term Goal(s)</b>				
1) Reduce inpatient admissions for African-American patients under age 55 with A1c of 7 or above	Provide patients & families with education on: budget-friendly nutrition, knowing your numbers, living well with diabetes, medication management, pre-diabetes, impact of exercise, etc.	Key Stakeholders: Multidisciplinary Baptist Health planning team, Physicians - particularly those in related specialties, Hospital RCIP meeting group	Monitor readmissions for priority populations by analyzing stratified A1c Data from inpatients and outpatient labs quarterly	Reducing the gap in percentage of African American patients age 55 and under with an A1c of 7 or above and their peers from other racial groups.
2) Reduce the number of patients with an A1c of 9 or above	Address barriers to care by offering wellness checks closer to home. Incorporate focus on priority population into Community Connection community outreach visits with churches and community organizations throughout service area.	Community Partners: Community representatives from priority population, The Wellness Coalition, 211, Parish Nurses/Faith Leaders, Central AL Neighborhood Health Initiative, Camp Seale Harris, YMCA, National Panhellenic Council, Montgomery Baptist Association, Community News Sources: inCity Magazine (Christopher Thomas), GumpTown Magazine (Jamal Thomas), WVAS, 94.1 (Roscoe J. Miller)	Monitor total number of A1c records of 9 or above. Monitor average A1c.	Number of participants in targeted population in community initiatives.  Favorable program evaluations  Use existing communication channels to keep stakeholders updated on progress: leader meetings, PI/Patient Safety meeting, annual physician update, Engage intranet.
<b>Long-Term Goal(s)</b>				
1) Develop program similar to Diabetes TeamCare for patients	Develop engaging community program for African American patients with A1c over 7 that incorporates: 1) quarterly health checks, 2) nutrition and fitness education and plan, 3) virtual peer group sessions, 4) incentives.	In addition to key stakeholders and community partners noted above, also engage The Baptist HealthCare Foundation for grant assistance	In addition to the metrics noted above, measure the progress of program participants.	Number of participants reducing their A1c while participating in program  Use existing communication channels to keep stakeholders updated on progress: leader meetings, PI/Patient Safety meeting, annual physician update, Engage intranet.

# Health Equity Project Data

Baptist Medical Center South  
CY 2022 Encounters < Age 55 with an A1c Order

Encounters	All Values		Value >= 7		Value >= 9		Value >= 11	
American Indian or Alaska Native	2	0.0%	0	0.0%	0	0.0%	0	0.0%
Asian	58	1.0%	12	0.9%	5	0.6%	2	0.4%
<b>Black or African American</b>	<b>4,136</b>	<b>68.0%</b>	<b>1,087</b>	<b>78.2%</b>	<b>636</b>	<b>80.2%</b>	<b>395</b>	<b>82.6%</b>
Hispanic	94	1.5%	16	1.2%	14	1.8%	7	1.5%
Other	49	0.8%	9	0.6%	8	1.0%	5	1.0%
Unknown	62	1.0%	6	0.4%	4	0.5%	2	0.4%
White	1,683	27.7%	260	18.7%	126	15.9%	67	14.0%
<b>Total</b>	<b>6,084</b>	<b>100.0%</b>	<b>1,390</b>	<b>100.0%</b>	<b>793</b>	<b>100.0%</b>	<b>478</b>	<b>100.0%</b>

Encounters	Asian	Black or African American	Hispanic	White
>= 7	21%	26%	17%	15%
>= 9	9%	15%	15%	7%
>= 11	3%	10%	7%	4%

Baptist Medical Center South  
CY 2023 Encounters < Age 55 with an A1c Order

Encounters	All Values		Value >= 7		Value >= 9		Value >= 11	
American Indian or Alaska Native	6	0.1%	0	0.0%	0	0.0%	0	0.0%
Asian	76	1.1%	16	1.1%	3	0.4%	0	0.0%
<b>Black or African American</b>	<b>4,679</b>	<b>66.3%</b>	<b>1,141</b>	<b>75.5%</b>	<b>623</b>	<b>78.2%</b>	<b>351</b>	<b>81.8%</b>
Hispanic	148	2.1%	31	2.1%	27	3.4%	17	4.0%
Other	62	0.9%	7	0.5%	4	0.5%	3	0.7%
Unknown	73	1.0%	12	0.8%	9	1.1%	5	1.2%
White	2,014	28.5%	305	20.2%	131	16.4%	53	12.4%
<b>Total</b>	<b>7,058</b>	<b>100.0%</b>	<b>1,512</b>	<b>100.0%</b>	<b>797</b>	<b>100.0%</b>	<b>429</b>	<b>100.0%</b>

Encounters	Asian	Black or African American	Hispanic	White
>= 7	21%	24%	21%	15%
>= 9	4%	13%	18%	7%
>= 11	0%	8%	11%	3%

Source: Baptist Health A1C Lab Results. Does not include POC results from doctor's offices.

# ACTION STEPS UNDERWAY

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- ✓ Staff education on diabetes care and resources added to nurse residency program and PCT Training curriculum
- ✓ Community Connection events with partner churches and community centers
  - Assistance provided for establishing PCP-relationships for elevated stats
  - Year-over-year change for two sites visited in Q1 of both years:
    - 2023 Average – 182
    - 2024 Average – 124
- ✓ SDOH pilot in PCP office
- ✓ Promotion of The Center for Wellbeing's Pre-Diabetes Classes
- ✓ Abridged Diabetes Education Booklet, available with QR code
- ✓ Encourage Diabetes TeamCare for team members

# PLANNING FOR THE FUTURE

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- ❑ Heat Map of A1cs for focused community engagement
- ❑ Adding diabetes information to patient TV channel
- ❑ Extend staff education on diabetes care and resources to our virtual care nursing partners
- ❑ Consideration for a virtual platform for diabetes classes (transportation issues)
- ❑ Improved partnership with food bank for vouchers (diabetes meal boxes in key locations as an example)
- ❑ Opportunities in other areas:
  - Weight/Exercise
  - Food choices
  - Promoting water intake
- ❑ Adding additional team members – Primary care staff

# HOW DO WE USE SDOH DATA

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- + Not tied currently to the data collection on insecurity with housing, food, safety, etc.
- + Pulling this anecdotally from our encounters/ community interactions

# Questions?

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Email [HospitalQuality@allianthealth.org](mailto:HospitalQuality@allianthealth.org) or call 678-527-3681.





# Join Us for Monthly Hospital Health Equity Office Hours

February - August 2024  
Registration:

[https://bit.ly/AHS\\_HealthEquityOfficeHour\\_Registration](https://bit.ly/AHS_HealthEquityOfficeHour_Registration)



SCAN ME

ALLIANT HEALTH SOLUTIONS HQIC Hospital Quality Improvement Contractors CENTERS FOR MEDICARE & MEDICAID SERVICES IQUALITY IMPROVEMENT & INNOVATION GROUP

## JOIN OUR UPCOMING WEBINAR EVENT

ALLIANT HQIC  
**Health Equity Office Hours**  
Tues, Jan. 16 from 3-4:00 p.m. ET & Every 3rd Thursday from 3-4:00 p.m. ET from February through August 2024 via ZOOM

<a href="#">01.16.24_TO3_HQIC Health Equity Office Hours</a>	<a href="#">05.16.24_TO3_HQIC Health Equity Office Hours</a>
<a href="#">02.15.24_TO3_HQIC Health Equity Office Hours</a>	<a href="#">06.20.24_TO3_HQIC Health Equity Office Hours</a>
<a href="#">03.21.24_TO3_HQIC Health Equity Office Hours</a>	<a href="#">07.18.24_TO3_HQIC Health Equity Office Hours</a>
<a href="#">04.18.24_TO3_HQIC Health Equity Office Hours</a>	<a href="#">08.15.24_TO3_HQIC Health Equity Office Hours</a>

**CLICK ON TITLES TO REGISTER**

**OVERVIEW:**  
Interested in networking with peers and learning about the health equity regulatory requirements and best ways to implement at your hospital? Join our subject matter experts from Alliant Health Solutions and Tift Regional Medical Center (GA) for monthly interactive office hours.

Office hours are participant driven and with minimum slide presentations. Discussions will focus on the six health equity planning and action steps as well as other questions from the hospitals, e.g., CEO engagement.

**Office Hours will be held the 3rd Thursday of the month from 3-4:00 p.m. ET. Please register to attend.**

Jan. 16, 2024 • Feb. 15, 2024 • Mar. 21, 2024 • Apr. 18, 2024  
May 16, 2024 • Jun. 20, 2024 • Jul. 18, 2024 • Aug. 15, 2024

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**FEATURED SPEAKERS:**

**ROSA ABRAHA, MPH**  
Health Equity Lead  
Alliant Health Solutions

**LEANN PRITCHETT, MSN, RN, CPHQ**  
System Director of Quality and Safety  
Tift Regional Medical Center

**AUDIENCE:**  
Health equity team leaders, quality and patient safety professionals, clinical social workers, community and population health professionals, clinical team members, leadership

# Alliant Health Solutions

## HQIC Health Equity Office Hour Materials

What can we help you find?

## Upcoming Events

Presentation  
Materials  
Found Here

### HQIC Office Hours

Health Equity Office Hours | 1.16.24



Office Hours - Infection Prevention Chats |  
1.24.24



Health Equity Office Hours | 2.15.24



Health Equity Office Hours | 3.21.24



Health Equity Office Hours | 4.18.24



[SHOW MORE](#)

### HQIC LAN Events

HQIC LAN - Workplace Violence Prevention:  
Best Practices for Safer Care | 1.23.24



[SHOW MORE](#)

### HQIC Community of Practice Calls (COP) Events

[SHOW MORE](#)

# Making Health Care Better *Together*

## **COLLABORATORS:**

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Alliant Health Solutions  
Comagine Health  
Georgia Hospital Association  
KFMC Health Improvement Partners  
Konza

## Hospital Quality Improvement



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Thank you for joining us!  
How did we do today?

Alliant Health Solutions



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