

# Simple Strategies for Communicating Findings

## Why it is Important

Hospitals should have ways to communicate identified gaps in disparities to create organization and community-wide awareness of potential differences in patient outcomes and promote understanding of patient population needs.

Organizations consist of many individuals who are all motivated for different reasons. For example, a staff member working on the front lines will have a different motivation from someone in a leadership role. Leadership dedicates resources to an equity intervention because it helps meet the organization's mission and value objectives.

## Action Items:

Consider Ottawa Hospital Research Institute's [Scoring Tool](#) as a guide to communicating risk assessments and patterns in patient outcomes.

Review Chapter 2 of [Creating Equity Reports](#) (pages 9-13) for guidance on how to address leadership and Chapter 4 (pages 28-37) on examples of measures to include.

Staff buy-in is key because they will implement the equity intervention. Additionally, reporting back shows staff members that their input is valued and helps prevent them from disengaging. It is important to appeal to all stakeholders to ensure buy-in across the entire organization.

Have a regular reporting mechanism (i.e., quarterly, semiannually) in place to talk with leadership and staff. Visually assess potential differences in patient outcomes. This could include equity dashboards, scorecards or reports.

## Basic and Intermediate Levels

Use an equity scorecard or dashboard to report organizational performance on key quality indicators stratified by race, ethnicity and socioeconomic status. The dashboard identifies areas of focus, displays progress and shows patient populations at increased risk, and identifies trends.

It also strengthens your hospital's

## Advanced

Develop any community-based relationships that are necessary by sharing resources and patient population outcomes.

By sharing your agenda, you're inviting them to share their own goals and aims and build an avenue for establishing partnerships.

## Action Item:

Use the [Centers for Medicare & Medicaid Service's \(CMS\) Disparities Action Statement](#) to guide how to engage stakeholders/community partners and outline measures to routinely track.



Racial and ethnic disparities exist nationwide for various reasons, and hospitals cannot assume that they provide equitable care without first examining their data.

ability to develop culturally appropriate interventions to improve care and track progress toward providing equitable care.

Communicate patient population outcomes with both senior leadership (senior executive leadership) and within the organization (front line staff, managers, departments, managers).

Meet community partners at their location to understand their needs and build a mutually beneficial relationship.

Share resources whenever possible, whether that is space, volunteers or material resources. That helps to solidify partnerships and create a joint agenda.