

PERMANENTE MEDICINE®
Washington Permanente Medical Group

Social inequities, poor health and the primary care provider

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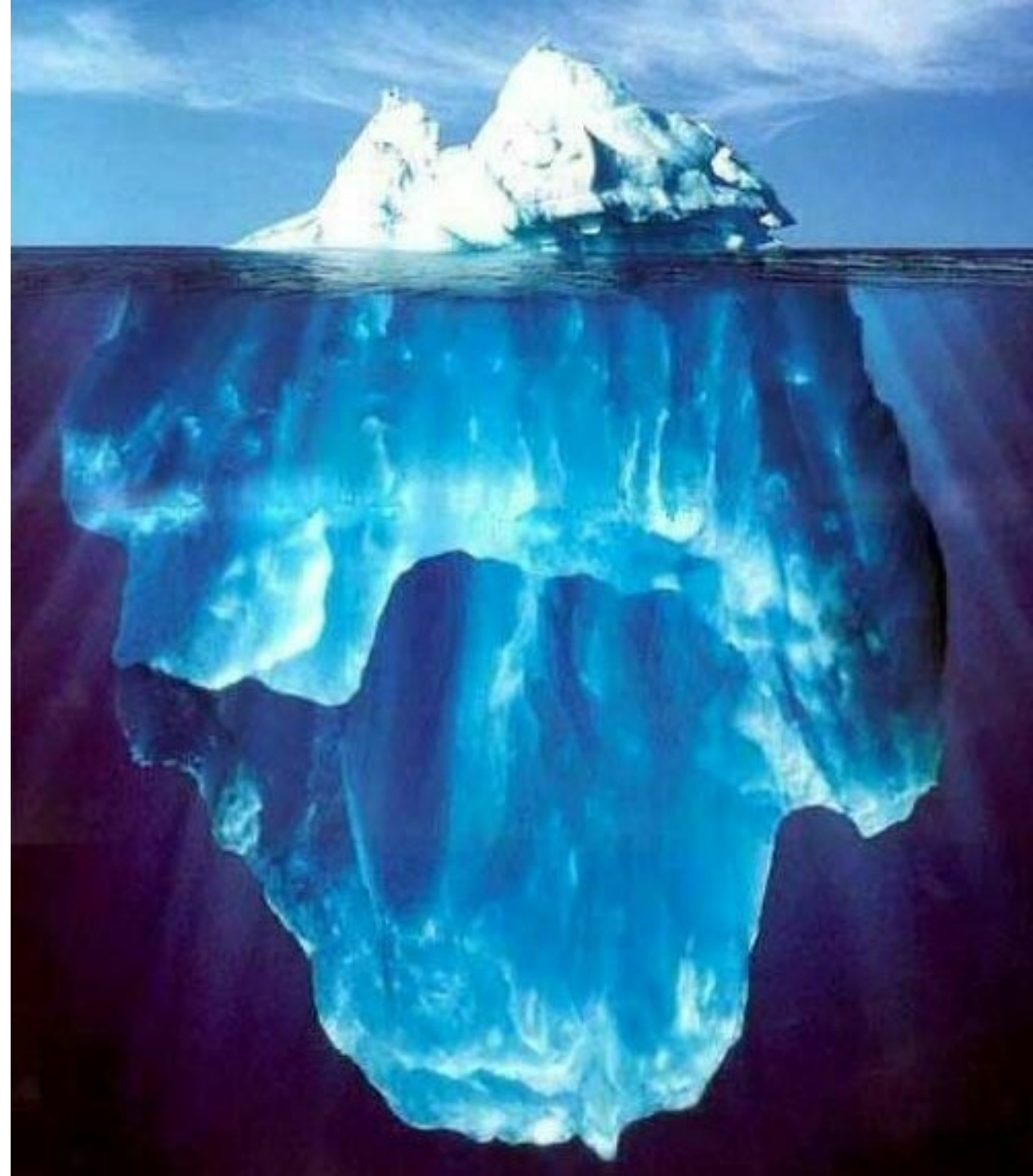
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Delivering equitable care in your medical practice

Approaches that help primary care providers understand and address what matters in whole person care



Delivering equitable care in your medical practice

In this session we will:

- ▲ Consider how social factors contribute to health
- ▲ Review ways primary care providers can improve delivery of equitable care to diverse populations
- ▲ Explore screening for social needs in primary care practices



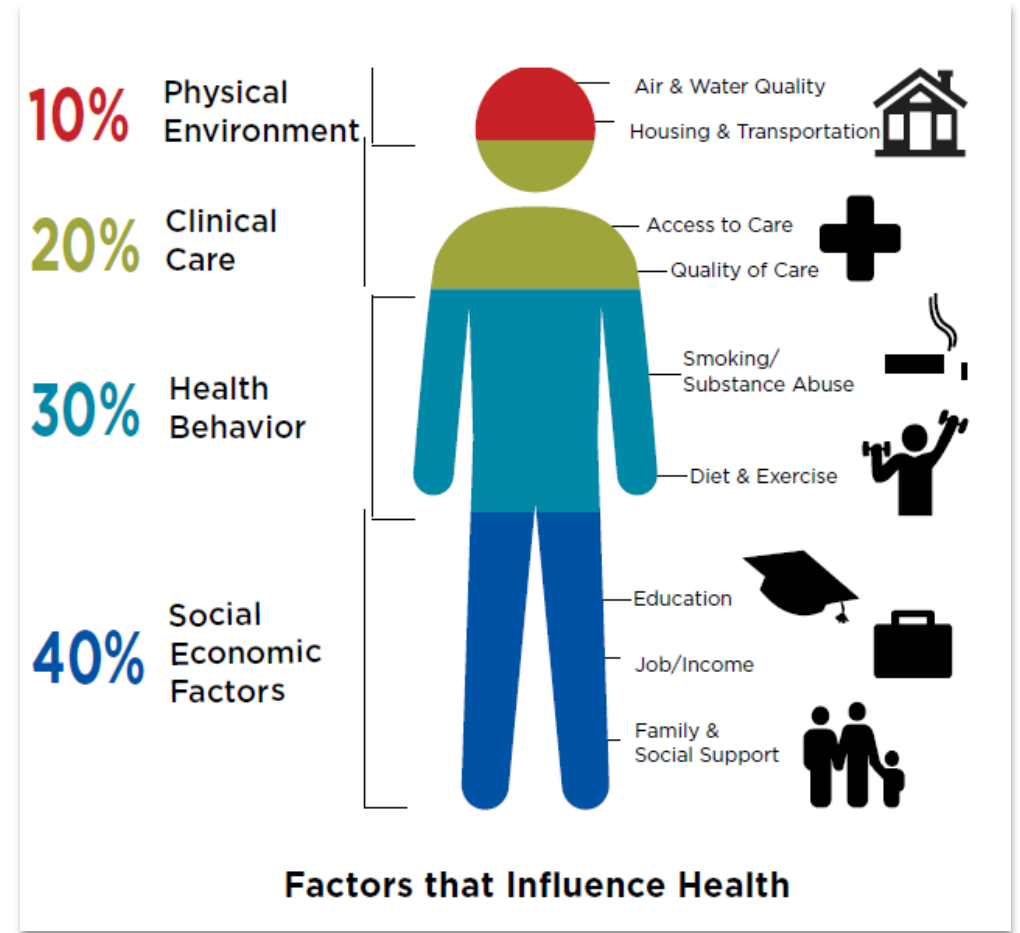
Elie Wiesel quote that opens *The Immortal Life of Henrietta Lacks*:

“We must not see any person as an abstraction.

Instead, we must see every person as a universe with its own secrets, with its own treasures, with its own anguish, and with some measure of triumph.”



Determinants of health



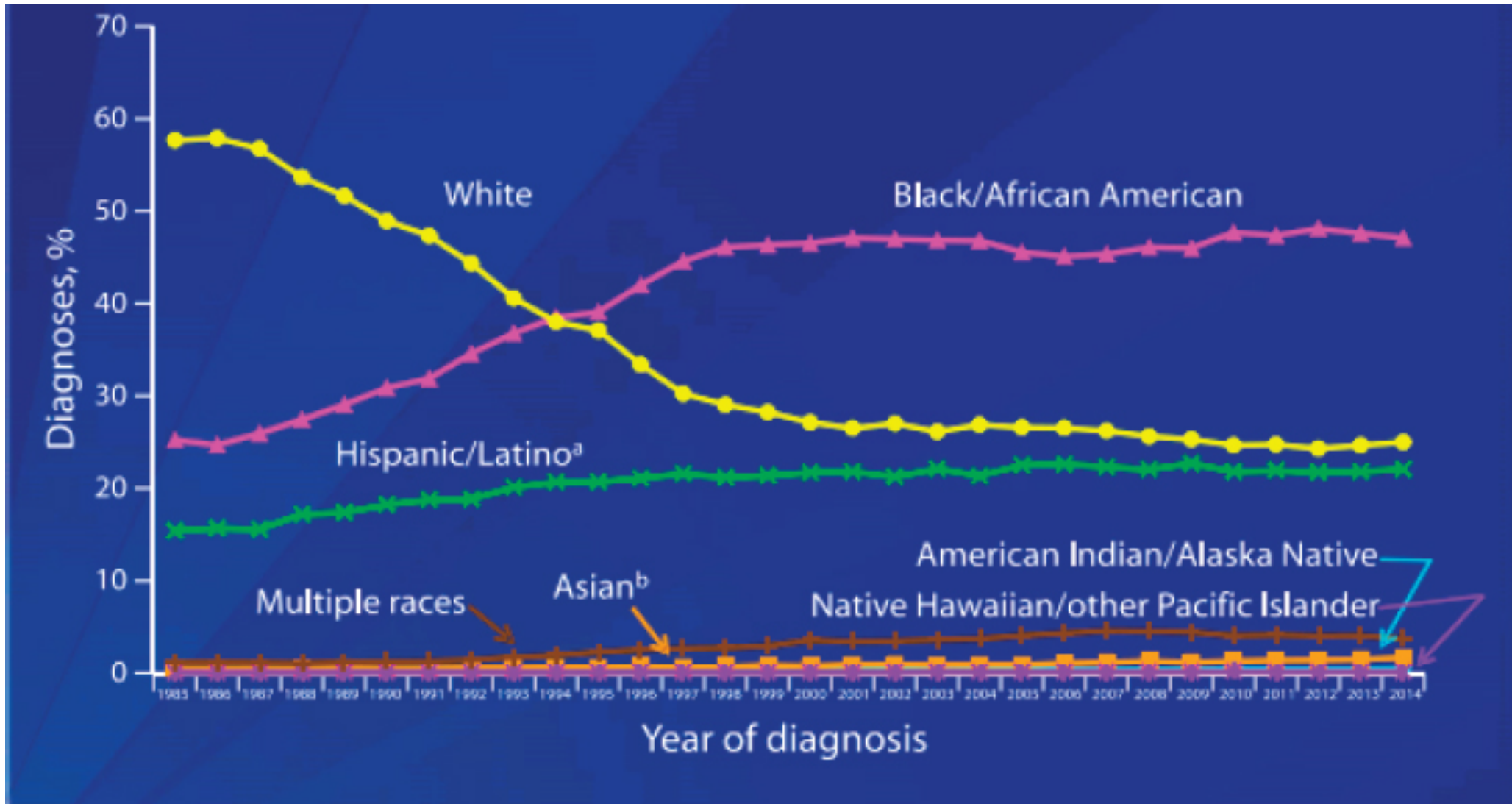
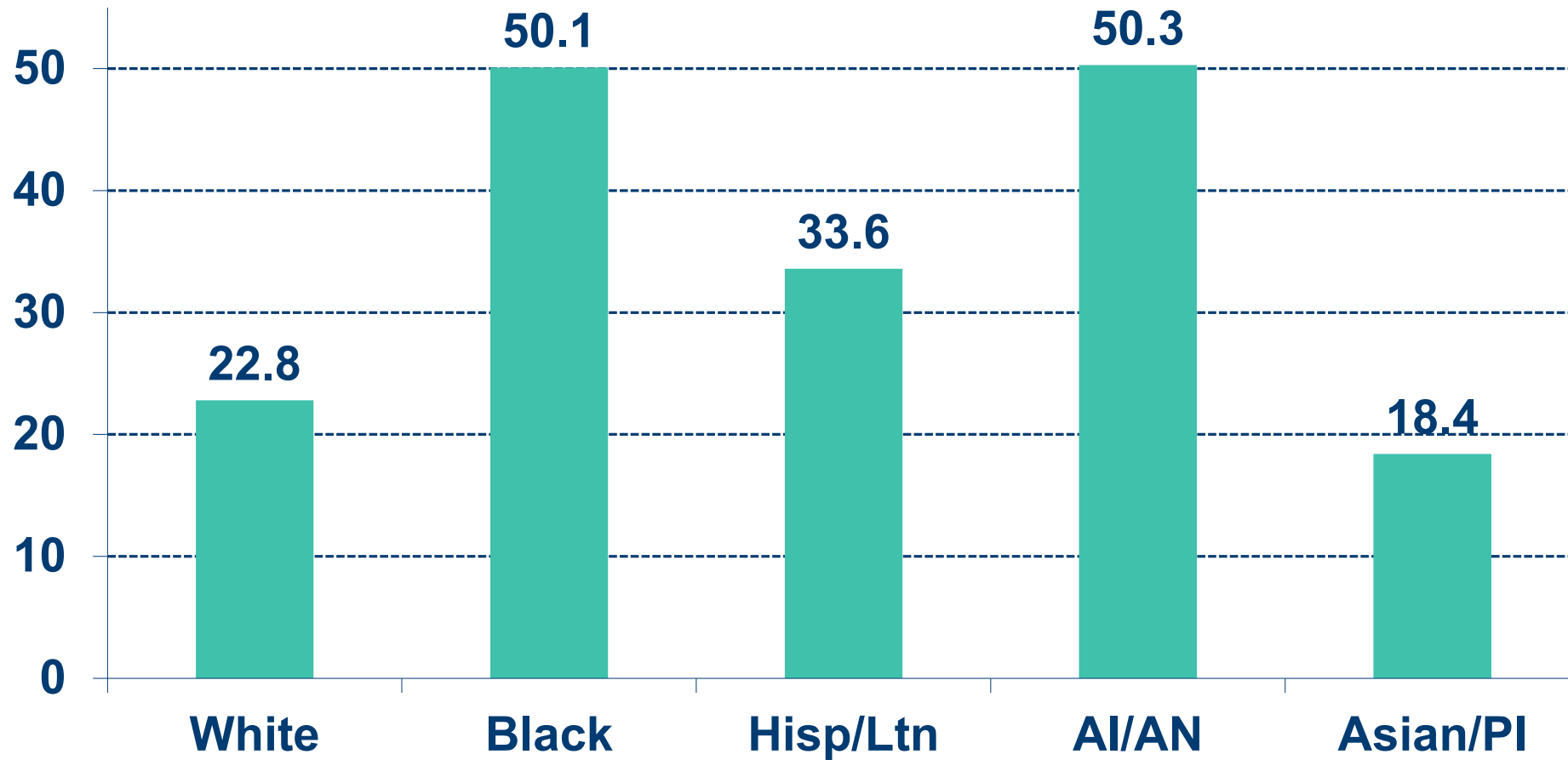


FIGURE 1-1 AIDS classifications among individuals with diagnosed HIV infection by race and ethnicity and year of diagnosis. NOTE: All displayed data have been statistically adjusted to account for reporting delays, but not for incomplete reporting. ^a Hispanics/Latinos can be of any race. ^b Includes Asian/Pacific Islander legacy cases. SOURCE: [CDC, 2014](#).

Diabetes-Related Death Rate, 2018

Deaths per 100,000 population



What do low income people say about health care?

Common obstacles:

- ▲ The high cost of care
- ▲ Finding a convenient time to seek care
- ▲ Poor experiences with care
- ▲ Lack of trust in the health system

What can PCPs do about these?

The Commonwealth Fund

- ▲ The Dose
- ▲ Listening to low income patients and their physicians

www.commonwealthfund.org

What do primary care physicians say about caring for low income people?

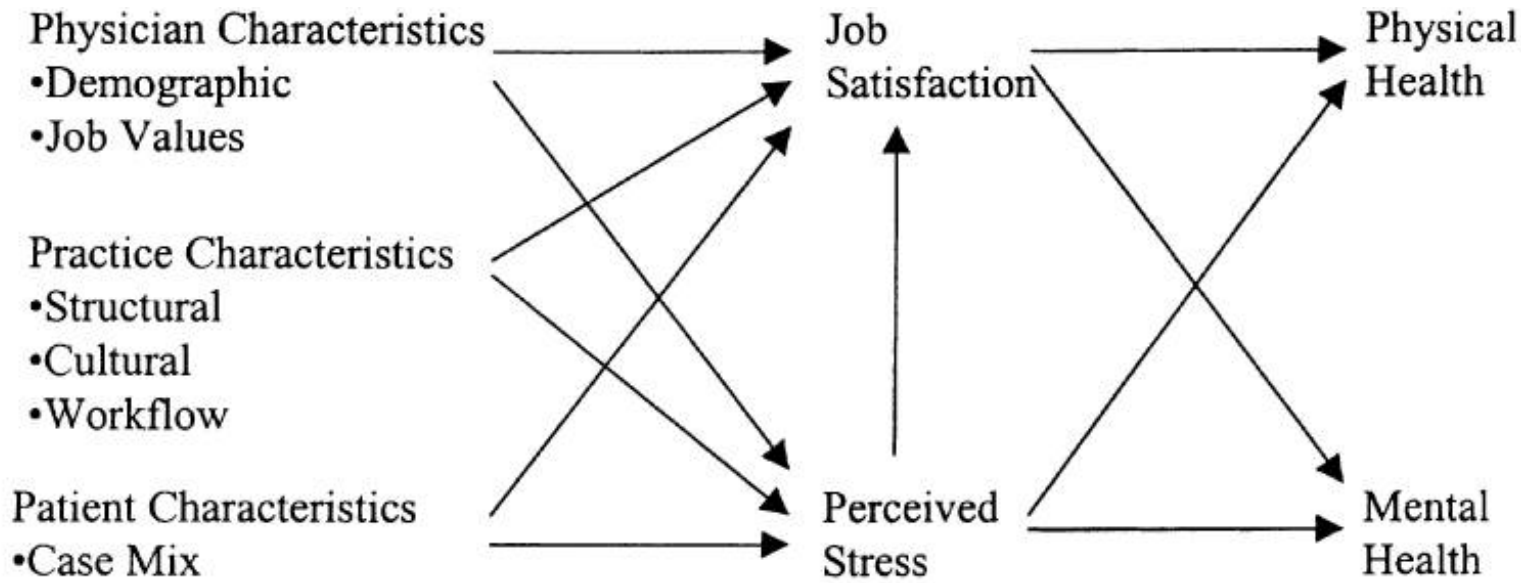
“Fulfilling, rewarding work!”

Common obstacles:

- ▲ Insufficient time to address all concerns
- ▲ Administrative hassles
- ▲ Low reimbursement



What can PCPs do about these?



[Figure 1](#)
 Physician, Practice, and Patient Characteristics Related to a Primary Care Physicians' Job Satisfaction, Perceived Stress, and Physical and Mental Health

Physician Characteristics

Demographic

- Age
- Net 1995 Income
- Exposure to Managed Care

Job Values

- Long-term Patient Relationships
- Control Time Off
- Spared Administrative Work
- Clinical Autonomy

Practice Characteristics

Structure

- Practice Size
- Percent Managed Care Patients
- Percent Individual Compensation
- Control–Workplace Issues
- Control–Clinical Issues
- Control–Administrative Issues

Culture

- Emphasis on Productivity
- Emphasis on Quality of Care
- Support Work/Family Balance

Workflow

- Hours Per Week
- Perceived Time Pressure

Patient Characteristics

Case Mix

- Percent with Numerous Medical Problems
- Percent with Numerous Psychosocial Problems

Starting points

- ▲ **Know your practice. What disparities exist in your practice?** Collect data and post metrics for outcomes and process measures by R/E/L and/or other demographics to answer the question, “Are we delivering excellent care to all people/patients/clients? What disparities exist?”
- ▲ **Empower the team to address social needs.** Train staff to identify and address social needs that impact health
- ▲ **Deliver authentic, person-centered care.** Ensure cultural respect and humility in the provision of emotional and physical health care.



Echo data

Quarterly report published by The Center for Healthcare Analytics of the National Health Plan & Hospital Quality

There are six categories of equitable care measures:

- ▲ Prevention and Screening
- ▲ Cardiovascular Conditions
- ▲ Behavioral Health
- ▲ Medication Management
- ▲ Diabetes
- ▲ Respiratory Conditions

Kaiser Permanente Programwide Quarterly ECHO Report Equitable Care Health Outcomes

Measurement period ending March 31, 2017

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Washington Region Quarterly ECHO Report Equitable Care Health Outcomes

Measurement period ending September 30, 2017

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March 2018

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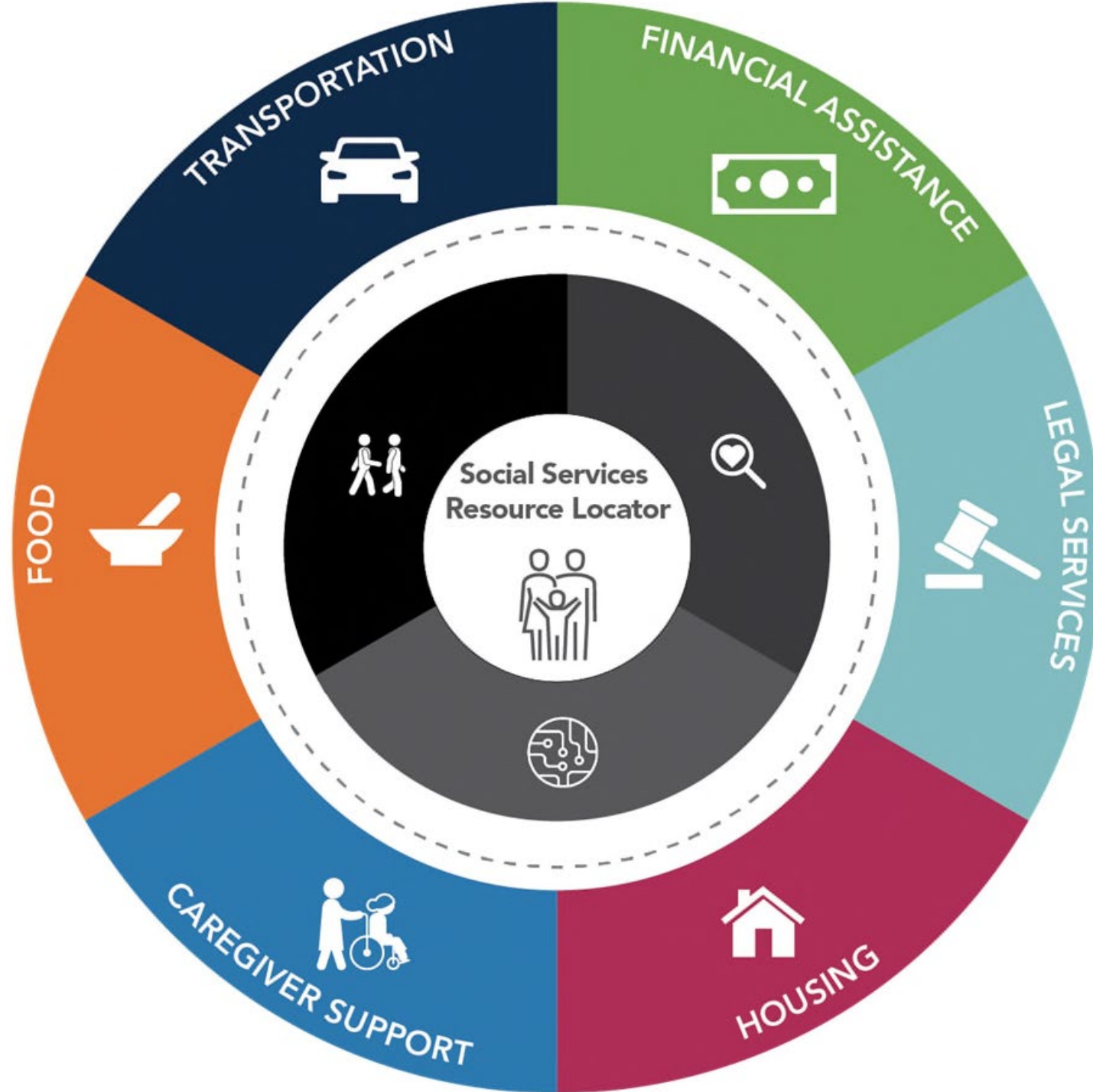


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Five keys to a great screening tool

- ▲ Make it short and simple
- ▲ Choose validated questions at the right level of precision
- ▲ Integrate into clinical workflows
- ▲ Ask patients to prioritize
- ▲ Pilot before scaling





ROI Calculator for Partnerships to Address
the Social Determinants of Health



Affordable, quality health care. For everyone.

Review of Evidence for Health-Related Social Needs Interventions



KAISER PERMANENTE®

Launches Thrive Local
in Partnership with



UNITE US

Deliver person-centered care

Ensure cultural respect and humility in the provision of emotional and physical health care.

Elements of Patient-Centered Communication

- ▲ Set agenda for the visit, early in the visit
- ▲ Pay attention to a patient's emotional agenda
- ▲ Listen actively
(Rather than the physician controlling the interview)
- ▲ Solicit patient attribution
- ▲ Communicate empathically

Sources: White et al.; Beckman and Frankel; Brown et al.; Beckman et al.; Weston et al.; Mathews et al.; Suchman and Mathews; and Cohen-Cole.



Deliver person-centered care.

- ▲ Know the history of structural racism and White supremacy in medicine and public health
- ▲ Knowing and Training Yourself
- ▲ Know your community's history and resources
- ▲ On your team
- ▲ In the exam room – making the implicit, explicit

join the movement >>

LIBERATION IN THE EXAM ROOM: RACIAL JUSTICE AND EQUITY IN HEALTHCARE

For more information or to participate in the Liberation In the Exam Room please contact Abigail Ortiz, MSW, MPH, at aortiz3@bwh.harvard.edu.



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Citations

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