



UNMC ID ECHO Project to Reduce COVID-19 Health Disparities Through Quality Improvement

Welcome to Session 27





Housekeeping Reminders

- Discussion makes sessions work best!
- Please stay muted unless you are speaking
- ➤ We love to see your face!
- > Sessions will be recorded and available upon request
- > Attendance is taken by filling the survey in the chat
- > All the session presentation are available on our website
- Project ECHO collects registration, participation, questions and answers, chat comments, and poll responses for some ECHO programs. Your individual data will be kept confidential. This data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research, and to create new initiatives.





Subject Matter Experts

Infectious Diseases Team

- M. Salman Ashraf, MBBS
 - Erica Stohs, MD, MPH
 - Anum Abbas, MD
 - Kelly Cawcutt, MD, MS

Quality Improvement Team

- Jeff Wetherhold, QI Consultant
 - Gale Etherton, MD
 - Mahliqha Qasimyar, MD

Health Equity & Cultural Sensitivity Team

- Nada Fadul, MD
- •Mahelet Kebede, HE & CS Consultant
 - Shirley Delair, MD
 - Jasmine Marcelin, MD
 - Andrea Jones, MD
 - Precious Davis, EdD
- Samantha Jones, Program Manager
 - Dan Cramer, NP





CE Disclosures





UNMC ID Health Equity and Quality Improvement ECHO Project

Topics:

HE: Leveraging Clinical/Public Health Data to Eliminate Health

Disparities (part 1/2)

QI: How to be Successful at Change

Free Live ECHO Project December 7, 2022 CID 57617



TARGET AUDIENCE

This accredited continuing education activity is intended for physicians, APPs, nurses, social workers, case managers, and anyone else interested in learning about health equity in underserved populations.

ACTIVITY DESCRIPTION

Achieving health equity, addressing COVID-19 disparities, and improving the health of all Nebraskans using a quality improvement approach are the goals for our newly launched educational initiative. This COVID-19-focused health equity and quality improvement educational series will use the ECHO model for training healthcare workers. The course is being offered through the University of Nebraska Medical Center (UNMC) infectious diseases (ID) ECHO program and is funded by the Nebraska Department of Health and Human Services (DHHS) via a CDC grant.



EDUCATIONAL OBJECTIVES

At the conclusion of this live activity, the participants should be better able to:

- Formulate an intervention to mitigate or eliminate an identified health disparity.
- Identify strategies for structuring quality improvement projects to accelerate learning.
- Describe how to communicate short- and long-term impact.

REQUIREMENTS FOR SUCCESSFUL COMPLETION

In order to receive continuing education credit/credits, you must:

- Participate in the live activity via ZOOM. Your attendance will be tracked by the course facilitator.
- 2. Complete the overall evaluation
 - a. Instructions on how to access the overall evaluation will be provided on a quarterly basis.
 - b. Continuing education credits will be issued for activities you attended.

For questions regarding evaluation and attendance, please contact Nuha Mirghani, MD, MBA, HCM at nmirghani@unmc.edu



ACCREDITED CONTINUING EDUCATION



In support of improving patient care, University of Nebraska Medical Center is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

PHYSICIANS/PHYSICIAN ASSISTANTS

The University of Nebraska Medical Center designates this live activity for a maximum of 1.5 *AMA PRA Category 1 Credits*TM. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

NURSES/NURSE PRACTITIONERS

The University of Nebraska Medical Center designates this activity for 1.5 ANCC contact hours. Nurses should only claim credit for the actual time spent participating in the activity.



ACCREDITED CONTINUING EDUCATION



As a Jointly Accredited Organization, University of Nebraska Medical Center is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 1.5 general continuing education credits. Social work level of content: **Advanced**



This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers. The course is approved for 1.5 CE contact hours.

Activity code: I00052941 Approval Number: 220003788

To claim these CEs, log into your CCMC Dashboard at www.ccmcertification.org.



DISCLOSURE DECLARATION

As a jointly accredited provider, the University of Nebraska Medical Center (UNMC) ensures accuracy, balance, objectivity, independence, and scientific rigor in its educational activities and is committed to protecting learners from promotion, marketing, and commercial bias. Faculty (authors, presenters, speakers) are encouraged to provide a balanced view of therapeutic options by utilizing either generic names or other options available when utilizing trade names to ensure impartiality.

All faculty, planners, and others in a position to control continuing education content participating in a UNMC accredited activity are required to disclose all financial relationships with ineligible companies. As defined by the Standards for Integrity and Independence in Accredited Continuing Education, ineligible companies are organizations whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. The accredited provider is responsible for mitigating relevant financial relationships in accredited continuing education. Disclosure of these commitments and/or relationships is included in these activity materials so that participants may formulate their own judgments in interpreting its content and evaluating its recommendations.

This activity may include presentations in which faculty may discuss off-label and/or investigational use of pharmaceuticals or instruments not yet FDA-approved. Participants should note that the use of products outside currently FDA-approved labeling should be considered experimental and are advised to consult current prescribing information for FDA-approved indications.

All materials are included with the permission of the faculty. The opinions expressed are those of the faculty and are not to be construed as those of UNMC.



Disclosures

The accredited provider has mitigated and is disclosing identified relevant financial relationships for the following faculty, planners, and others in control of content prior to assuming their roles:

FACULTY

The below faculty have nothing to disclose:

- Benjamin Case, MPH
- Gale Etherton, MD, FACP
- Christine Muganda, PhD
- Mahligha Qasimyar, MD
- Jessica Solcz, MPH
- Jeff Wetherhold, M. Ed*



^{*}Faculty and Planning Committee member

Disclosures

PLANNING COMMITEE

M. Salman Ashraf, MBBS

Merck & Co, Inc: Industry funded research/investigator

Erica Stohs, MD, MPH

ReViral Ltd.: Industry funded research/investigator

The below planning committee members have nothing to disclose:

- Valeta Creason-Wahl, HMCC
- Precious Davis, MSN, BSN, RN
- Nada Fadul, MD
- Samantha Jones, CSW
- Mahelet Kebede, MPH
- Nuha Mirghani, MD, MBA, HCM
- Renee Paulin, MSN, RN, CWOCN
- Bailey Wrenn, MA





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POLL

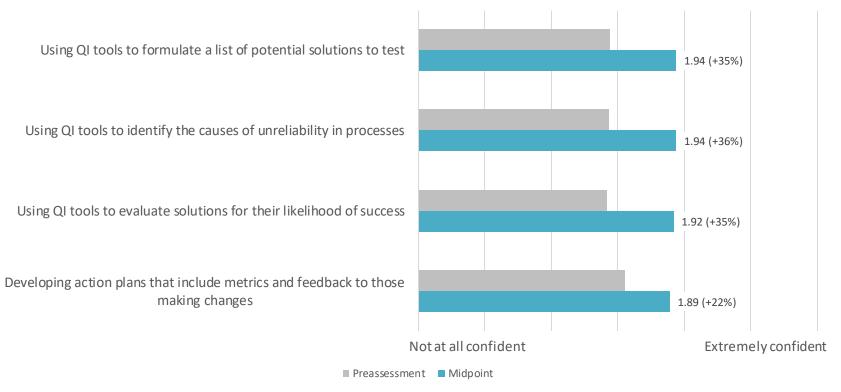




Midpoint Evaluation



Quality Improvement Competencies







Participant Interviews

- 30-45 minutes each
- Focused on how you hope to apply what you are learning to your work
- Helps us improve program content

Schedule an interview:







Poll Results





Quality Improvement: How to be Successful at Change

Presenters: Gale Etherton, MD; Mahliqha Qasimyar, MD; Jeff Wetherhold





Objectives

- Identify strategies for structuring quality improvement projects to accelerate learning
- 2. Describe how to communicate short- and longterm impact





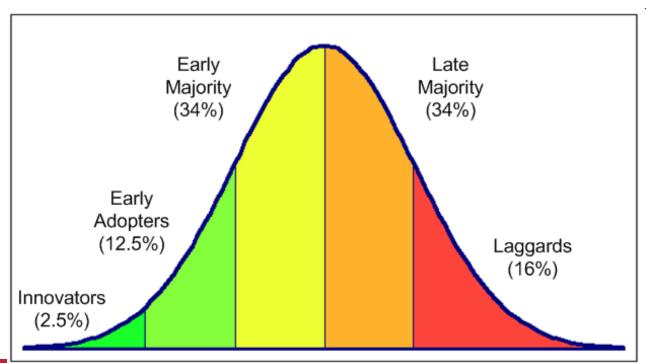
Previous Session

Stage	Tools
Getting to Improvement Ideas	Process MappingChange Concepts
Focusing Improvement Ideas	Affinity DiagramsFishbone Diagrams
Choosing Improvement Ideas	Hierarchy of ActionImpact/Effort Matrix





Rogers' Diffusion of Innovation

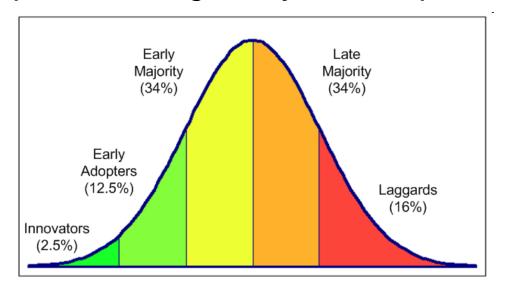






Poll

Where do you think you are on this curve with respect to changes in your workplace?







Example: COVID-19 Vaccines

Adopter Group	Strategies for Engagement
Innovators	People who know they want the vaccine and are passionate about it. Identify them and ask them to be peer ambassadors – educating fellow team members about the vaccine and answering questions.
Early Adopters	You will find many opinion leaders in this group. Ask them to share (through huddles and other opportunities) why they have decided to receive a vaccine. Invite them to assist in developing marketing campaigns.



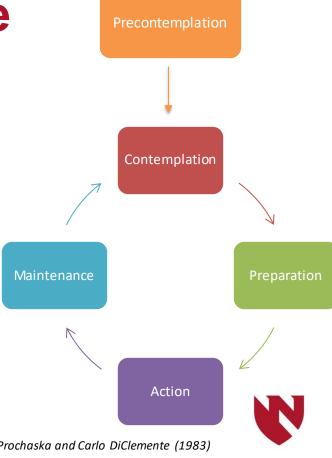


Example: COVID-19 Vaccines

Adopter Group	Strategies for Engagement
Early Majority	Individuals in this group will be influenced by the experiences of their peers. Use public marketing campaigns to let this group know about the vaccine, how many of their teammates have received their vaccines and what their experiences were.
Late Majority	In general, this group will consist of people who are skeptical regarding the vaccine. Provide them with regular updates regarding vaccine status in your facility, as well as emerging data and testimonials from across the country.
Laggards	People in this group won't likely receive a vaccine until there is no alternative. Appeal to these individuals through policies and protocols.

Five Stages of Change

- Precontemplation: Not ready to acknowledge the problem
- **Contemplation:** Aware of the need for change but unsure of how to proceed
- 3. **Preparation:** Getting ready to change
- **Action:** Actively making changes
- **5**. Maintenance: Working to sustain changes that have been made





Motivational Interviewing

- A person-centered conversation to address the common problem of ambivalence to change
- A collaborative, goal-oriented style of communication
- Attuned to the language of change
- Focused on strengthening personal motivation and commitment to goals
- Grounded in acceptance and compassion.



Motivational Interviewing Normalizes Complexity

- We are all noncompliant. We do not follow through on things we know we should do.
- We are all ambivalent about change. Part of us wants change and part of us does not.
- The sooner we identify the both sides of that ambivalence, the better equipped we are to meet people where they are.





Discussion

How might accepting ambivalence change the way we talk to others about COVID-19 vaccine hesitation?





Steps for Change Leadership

- 1. Establish a sense of urgency
- 2. Form a guiding coalition
- 3. Create a vision
- 4. Communicate the vision
- 5. Empower others to act
- 6. Create short-term wins
- 7. Consolidate; create more change
- 8. Internalize new approaches

When Starting
Out

When Building Momentum

When Spreading Success





Kotter's Change Management

- "See-Feel-Change" Approach
 - When behavior is fueled by emotion, it is more likely to last longer than when fueled by analysis because it will be resistant to negative emotions
- Leaders need a burning platform to make real changes
- You need to provide that burning platform by telling them the story

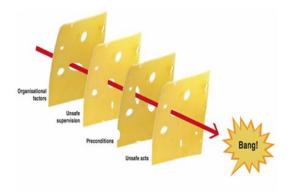






Connecting the Dots

- The patient's story creates the burning platform
- Your job is to make the leaders
 - Understand how the holes in the Swiss cheese line up to create the risk
 - See how fixing the problem with process change aligns with the goals of the institution
 - Understand their contribution as leaders to the process
 - Understand what it is that you need them to do (the vision)







Systems Communication Plan

Plan your communications based on motivations

When addressing complex issues:

- Identify audiences and how the proposed solution will impact them
- Consider how audiences interact. Where do needs align or conflict?
- Balance the needs and interactions of your audiences to get to a systems-level view





Systems Communication Plan

Plan your communications based on their motivations

	Audience 1	Audience 2	Audience 3
Who do you need to communicate with?			
How will you reach them?			
What will they be most worried about?			
What do you need them to understand?			
What do you need them to do next?			
How can they communicate back with you?			







Health Equity: Leveraging Clinical/Public Health Data to Eliminate Health Disparities (Part 1/2)

Presenters:

Christine Muganda, PhD Data & Analytics
Jessica Solcz, MPH Evidence and Policy Analysis
Ben Case, MPH Evidence and Policy Analysis





Objective

Formulate or adapt an intervention to mitigate or eliminate an identified health disparity.





GOALS

- Overview of County Health Rankings
- Our work toward health and equity
- Data Demo: County Snapshots
- **Evidence Demo:** What Works for Health



Health Institute.



WHY WE DO WHAT WE DO

Improve Health Outcomes and Advance Equity

HOW WE SUPPORT COMMUNITIES

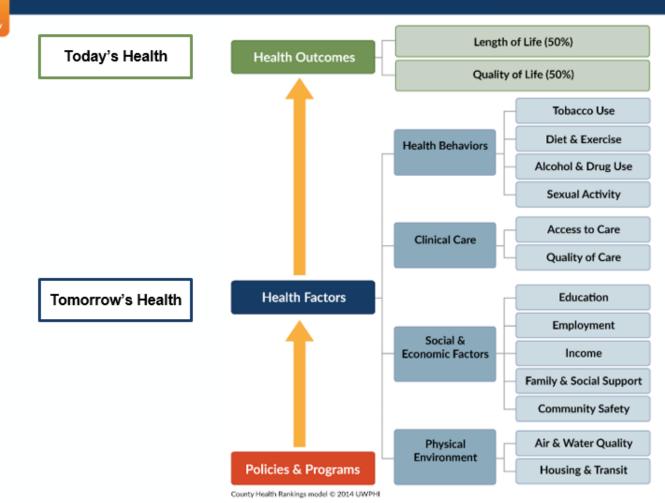








Building a Culture of Health, County by County





HEALTH EQUITY

Moving upstream to understand root causes



WHAT DO WE MEAN BY HEALTH EQUITY?

HEALTH EQUITY

Everyone has a fair and just opportunity to be as healthy as possible.

Braveman et al., 2017

WHAT DO WE MEAN BY DEEP HEALTH EQUITY?

HEALTH EQUITY

Everyone has a fair and just opportunity to be as healthy as possible.

Braveman et al., 2017

DEEP HEALTH EQUITY

Attends to the historical hurt and harms that created health inequities by accurately diagnosing core problems, naming historical context, and offering vast solutions.

Adapted from Brown, 2020



"Shallow" Health Equity History No historical context or quick pivot away from history

"DEEP" Health Equity

Deep dive in history; views history as a powerful way to contextualize data

"Shallow" Health Equity

"DEEP" Health Equity

History

No historical context or quick pivot away from history

Deep dive in history; views history as a powerful way to contextualize data

Solutions

Bare bones knowledge of policies, practices, systems, and budgets that cause(d) inequities

Rich historical context, stories, and data to highlight the policies, practices, systems, and budgets that cause(d) inequities.

Adapted from Brown, 2020

IDENTIFY AND COMMUNICATE LIMITATIONS OF DATA

- Who is represented in the data?
- Who might be missing?
- Whose worldview is centered?
 - Who determined the methods?
 - Who summarized the data?

Let's take a tour!

County Health Rankings & Roadmaps Building a Culture of Health, County by County

About Us | For the Media

Explore Health Rankings ~

Take Action to Improve Health >

Online & On Air \vee

What Is Health?

Reports

Q

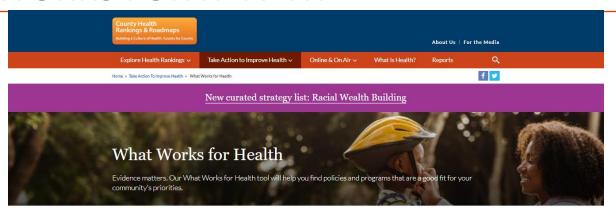
NEW: 2022 County Health Rankings Released

A just recovery to achieve economic security and health for all

The COVID-19 pandemic both revealed and worsened barriers to health and well-being such as racism, discrimination and disinvestment. As we emerge from the pandemic, we can pursue a just recovery that addresses urgent needs and attends to long-standing harms. The 2022 County Health Rankings National Findings Report examines the issues and opportunities to ensure economic security and health for all through a living wage, fair pay for women, affordable and accessible childcare, and well-resourced, equitably funded schools.



WHAT WORKS FOR HEALTH



Find Strategies by Topic



Search all strategies by keyword

COUNTY

Douglas, NE



Rank #25 of 93 counties in Nebraska

Download Nebraska data sets

Health Outcomes

Health outcomes represent how healthy a county is right now, in terms of length of life but quality of life as well.

Douglas (DU) is ranked in the higher middle range of counties in Nebraska (Higher 50%-75%).



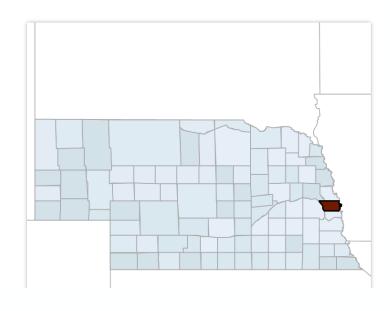
Health Factors

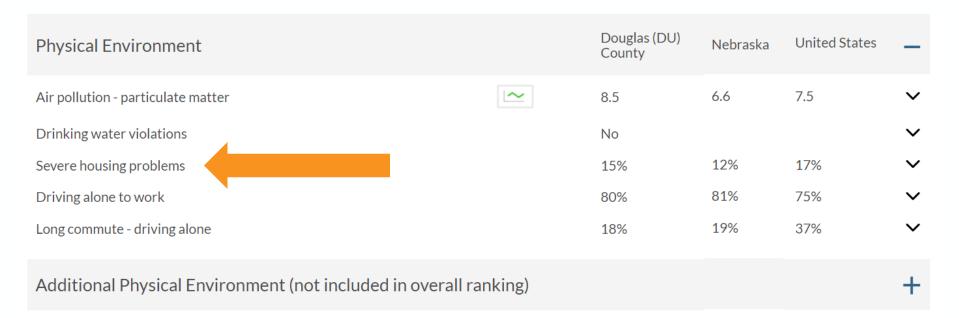
Health Factors represent those things we can modify to improve

Search by county, state or ZIP code

Search

Go





Note: Blank values reflect unreliable or missing data.

County Health Rankings & Roadmap
Building a Culture of Health, County I

Physical Environment		Douglas (DU) County	Nebraska	United States	_
Air pollution - particulate matter	~	8.5	6.6	7.5	~
Drinking water violations		No			~
Severe housing problems		15%	12%	17%	^
Percentage of households with at least 1 of 4 housing problems: overcrown In Douglas County, Nebraska, 15% of households experienced at least or facilities. Error margin: 14-15%			_		ck of plumbing
Years of data used: 2014-2018					
Learn more about this measure's methods and limitations.					
Find strategies to address Severe housing problems.					
View man of severe housing problems in Nehraska					

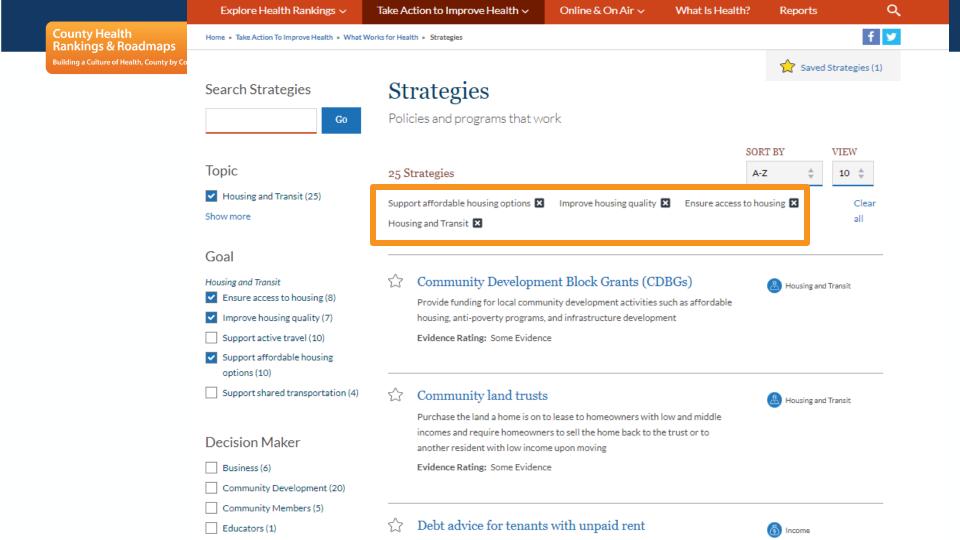
Driving alone to work

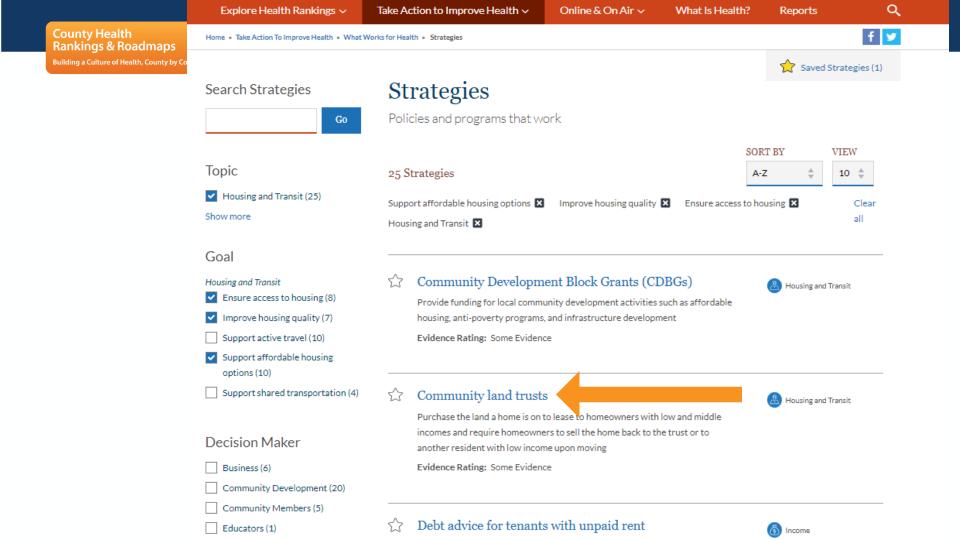
View map of severe housing problems in Nebraska counties.

80%

81%

75%





Saved Strategies (1)

County Health Rankings & Roadmaps

Building a Culture of Health, County by County

Home » Take Action To Improve Health » What Works for Health » Strategies



Evidence Rating 1

Some Evidence



Strategies with this rating are likely to work, but further research is needed to confirm effects. These strategies have been tested more than once and results trend positive overall.

Health Factors



Mousing and Transit

Decision Makers

Funders

Community Development

Nonprofits

COMMUNITY IN ACTION



Springfield, MO creates affordable homes via community land trust

Fri, 12/27/2019 - 19:39

To help address a shortage of affordable housing for local families, the City of Springfield, MO, a 'big, small town' of 164,122 people in...

Community land trusts



Print this strategy



Save this strategy

Community land trusts (CLTs) are private, non-profit organizations that purchase land to lease to residents with low and middle incomes for housing use. CLTs separate ownership of the home and the land it occupies, which reduces the size of a mortgage and lowers monthly mortgage payments¹. The land the home is on is leased to homeowners as part of a long-term ground lease, typically for 99 years 2,3, CLT agreements require homes be owner occupied and stipulate that the home may not be rented out or "flipped" by renovating it for quick resale4. As part of their shared-equity agreement, homeowners on CLT-owned land are required to sell the home back to the CLT or to another resident with low income at an affordable price when they decide to move^{4,5,6}. CLTs may also purchase and hold land to support community development, open space efforts, community gardens, and similar initiatives 7.8. CLTs often include stewardship activities such as teaching expectant and new homeowners about finances, alerting them to high risk loans, and assisting potentially delinquent homeowners?

Expected Beneficial Outcomes (Rated)

Increased housing stability

Other Potential Beneficial Outcomes

- Increased access to affordable housing
- Improved neighborhood quality

Evidence of Effectiveness

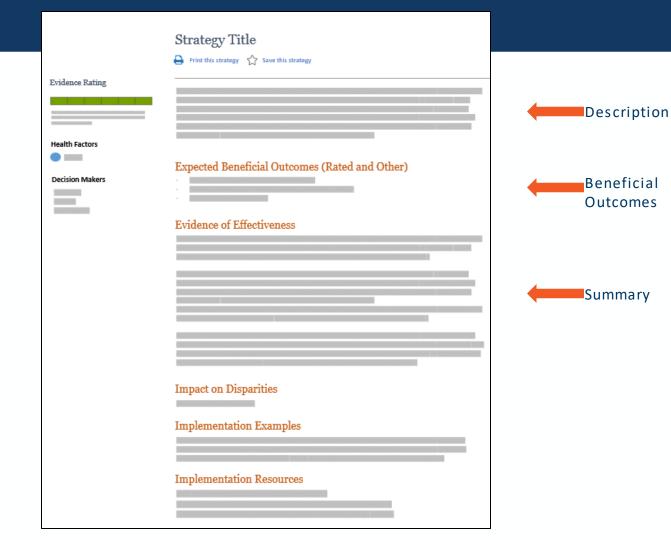
There is some evidence that community land trusts (CLTs) increase housing stability and decrease rates of foreclosure and payment delinquency for CLT homeowners 9, 10, 11, 12, CLTs are a suggested strategy to minimize the displacement of

County Health Rankings & Roadmaps

Building a Culture of Health, County by Count

Evidence Rating







WWFH EVIDENCE RATINGS



County Health Rankings & Roadmaps

Building a Culture of Health, County by Count

Implementation Examples

Implementation Resources

Footnotes _____





EXCITING UPDATES TO OUR DISPARITY RATINGS

Previous Disparity impact: Direction

Likely to DECREASE disparities

Likely to INCREASE disparities

No impact on disparities likely



Revised Disparity impact: Direction

Potential to DECREASE disparities

Potential to INCREASE disparities

Potential for MIXED IMPACT on disparities

INCONCLUSIVE impact on disparities

New feature: Strength of Evidence

Supported by strong evidence

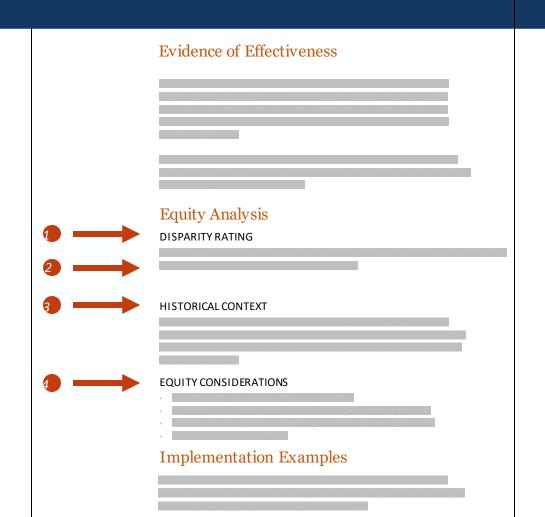
Supported by some evidence

Suggested by expert opinion

Suggested by intervention design

Equity Analysis

- 1. Disparity Rating. A revised disparity rating.
- 2. Rating Description. A paragraph that describes the rationale behind the rating.
- 3. Historical Context. A paragraph that describes the historical context and root causes of the issue a strategy is trying to address.
- 4. Equity Considerations. Three to four questions to help WWFH users consider equity before implementing a strategy.



What Works for Health Curated Strategy Lists

What Works for Health Curated Strategy Lists are helpful resources to support community change efforts around specific topics and themes. Selected by our expert

Explore Curated Strategy Lists

NEW! Racial Wealth Building

Evidence-informed strategies to close the racial wealth divide. These solutions account for historical practices that established and maintain the wealth divide- and reduce wealth inequities by increasing income and assets, expanding employment opportunities, removing barriers to quality education, and increasing access to homeownership.

See the list >

COVID-19 Recovery

Evidence-informed strategies that help communities respond to and recover from COVID-19. These solutions address underlying issues like income, education and housing that resulted in COVID-19's inequitable impact.

See the list >

Climate Change

Evidence-informed strategies that help communities reduce greenhouse gas emissions and mitigate the effects of climate change, including options for individuals to reduce their carbon footprint. These solutions address issues like transportation, energy efficiency, sustainable food options, stewardship and waste reduction.

See the list >

Violence Prevention and Community Safety

Evidence-informed strategies to prevent neighborhood crime and violence as well as intimate partner violence. These solutions address collaborative efforts between law enforcement and community residents, and connect families and youth at risk with social services and supports.

See the list >

SEVERE HOUSING PROBLEMS AND HEALTH CARE: CASE STUDIES

- Healthy Neighborhoods Healthy Families: Nationwide Children's Hospital, Columbus, OH
 - Founded in partnership with a local organization in 2008
 - Goals: Revitalize surrounding neighborhood and improve residents' health and well-being
 - Impact areas:
 - Affordable housing
 - Education
 - Health and wellness
 - Safe and accessible neighborhoods
 - Workforce development

- Centura Health's Mercury Regional Medical Center, Southwestern, Colorado
 - Partnership with a local housing agency
 - Goal: Cost savings for both the hospital and Medicaid
 - Intervention: Prioritize housing vouchers for frequent users of the ER
 - Results:
 - Improved patient care and follow-up
 - Halved ER visits
 - Saved Medicaid \$495,000

SEVERE HOUSING PROBLEMS AND HEALTH CARE: WHAT WORKS

Medical-legal partnerships

- Improve access to legal services
- Improve health outcomes
- Improve well-being
- Reduce stress

Social service integration

- Improved access to social services
- Increased social service efficiency
- Improved health outcomes

Service-enriched housing and Housing First

- Reduce homelessness
- Increasing housing stability
- Reduce hospital utilization

Medical homes

- Improved quality of care
- Increased access to care
- Increased preventative care
- Reduced ER visits
- Reduced hospital utilization

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HANDOUTS

- County Health Rankings & Roadmaps (CHR&R) Overview
- What Works for Health (WWFH) Overview
- WWFH Equity Analysis: Identifying evidence-informed strategies to advance equity

OFFICE HOUR

- Informal conversation welcoming your questions and specific use cases for County Health Rankings data and evidence
- ► Wednesday, **December 14th** from **12:00 pm 01:00 pm CST**
- Zoom Link:
 - https://unmc.zoom.us/j/96928681206?pwd=bE9DQ2t6Mlk1Ym45c1ZKWDdtUFR5Zz09
- ▶ Please invite your teams, and share your questions and cases with us before the office hour: unmcidecho@unmc.edu

Case Discussion





Case Discussion

You just got the data from your health department that tells you that COVID-19 booster acceptance among the Somali population in your region is 20% lower than initial vaccine acceptance.

What historical drivers of inequity in your community might be relevant to this?





Case Discussion

You just got the data from your health department that tells you that COVID-19 booster acceptance among the Somali population in your region is 20% lower than initial vaccine acceptance.

How might those historical drivers motivate members of your team to change?





Current State of COVID-19 in Nebraska





Community risk level metrics

WEEKLY NEW REPORTED CASES

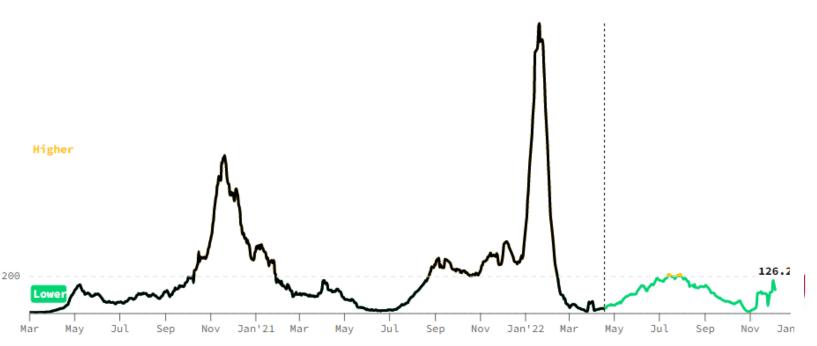
WEEKLY COVID ADMISSIONS

PATIENTS W/ COVID

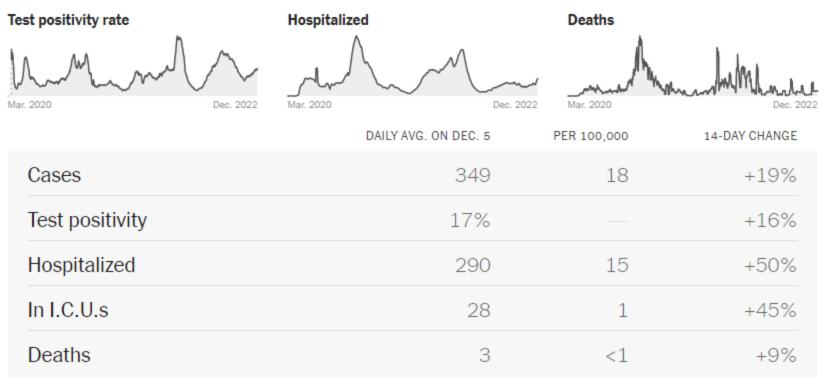
126.2 PER 100K

• 15.0 PER 100K

• 6 . 4% OF ALL BEDS



https://covidactnow.org/us/nebraska-ne/?s=43613105





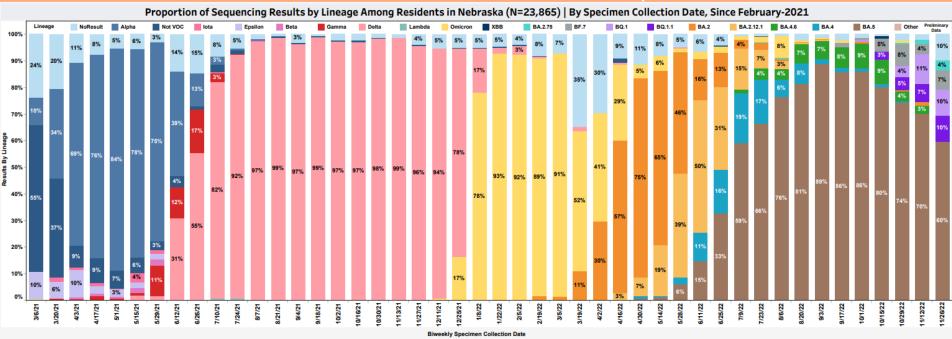
Week	Weekly Cases*	Weekly Admits*	COVID-19 Hospitalizations	% COVID Hospitalizations
10/5/22	63.3	6.3	175	3.4%
10/19/22	54.3	4.4	160	3.1%
11/2/22	61.6	6.0	177	3.9%
11/16/22	100.3	8.2	203	4.9%
12/7/22	126.2	15	290	6.4%

^{*}Per 100,000. ¹Percent of entire state population vaccinated. ²Source prior to June 2022 was NE DHHS, % based on age 5y+. June/July. ³Source for June 2022 -present: COVID Act Now & NYTimes based on entire state population.









- Bebtelovimab is no longer available. FDA revoked EUA due to high resistance, particularly BQ1.
- Evusheld resistance is increasing (BQ1/BA4.6/BF.7/BA2.75.2/BA.5.2.6) = 31%



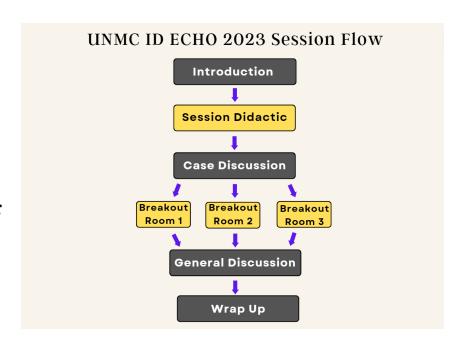
POLL





Wrap-Up

- You will receive today's presentation, in addition to a one-page key-takeaways document and next session's agenda through email
- Next session will be on **December**21st on:
- Health Equity: Leveraging Clinical/Public Health Data to Eliminate Health Disparities (Part 2/2)
- Quality Improvement: QI Recap: Q&A from Participants
- 3. Office hour on Wednesday, December 14th at noon CST





Poll Results





Thank You!



