

Raising the Bar

Health Care's Transforming Role

OUR TASK

Accelerate health care's engagement in efforts to:

- ✓ Achieve **health equity**
 - ✓ Improve **health and well-being** of individuals and communities
 - ✓ Enhance **health care experience** of individuals and their families
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- Multiple sectors must work together to address these issues
 - **RTB focuses on the roles and responsibilities of health care organizations and institutions** inside and outside the clinic

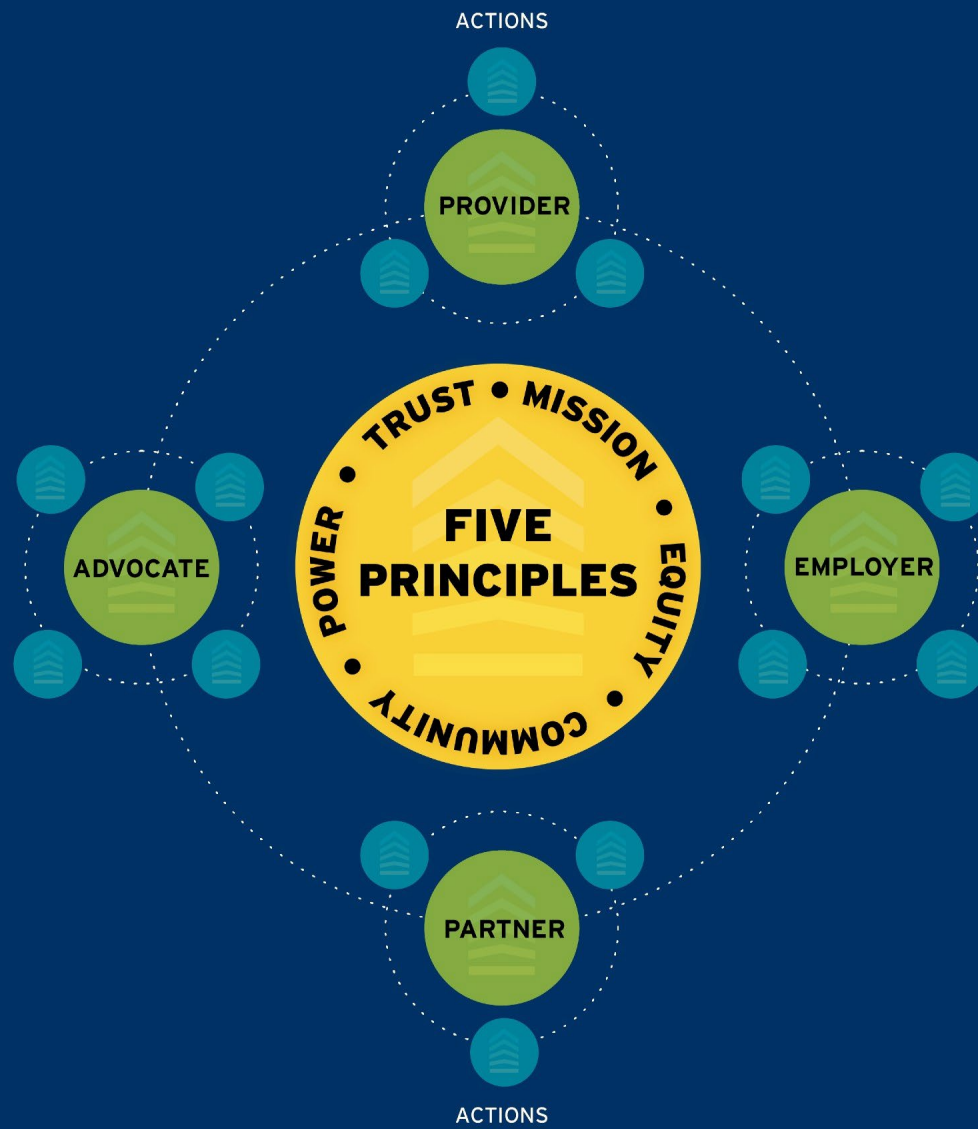
WHAT RAISING THE BAR DID

- ✓ **Convened a broad, participatory process** to explore long-standing roles and challenges for health care

The project developed:

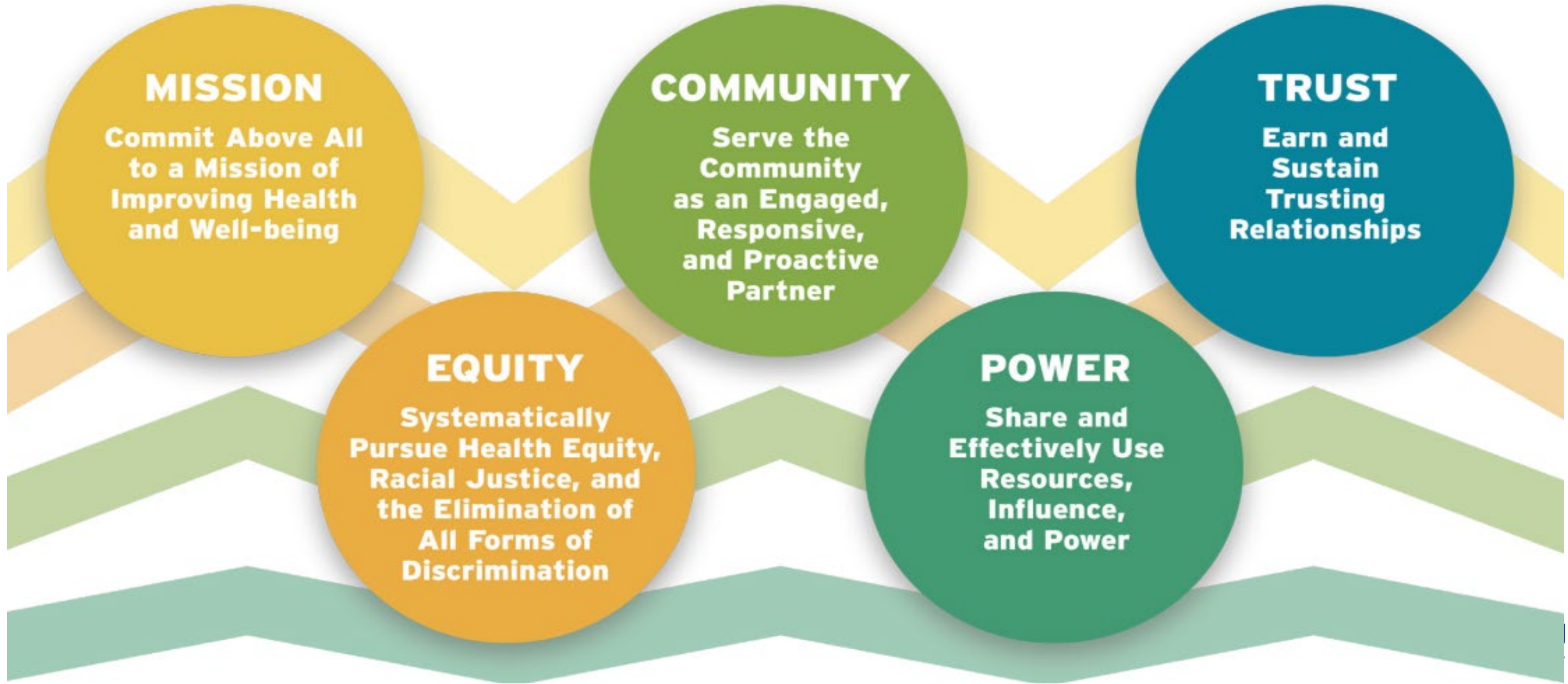
- **Five over-arching principles** for health care to follow ...
- **Four transformational roles** health care can fulfill ...
- **14 transformational actions** health care can take ...

... to advance health equity and achieve optimal well-being



FIVE FOUNDATIONAL PRINCIPLES TO RAISING THE BAR

The following five principles, listed without priority order, provide a guiding light for health care. They serve as foundational tenets through which health care can approach equity and excellence.



FOUR TRANSFORMATIONAL ROLES FOR HEALTH CARE

The five foundational principles can be operationalized, or implemented, throughout payers', providers', and organizations' policies, practices, and programs. The following set of roles and associated actions provide a framework for health care payers, providers, and organizations to implement the principles throughout their work.



ROLE

Provide Whole-Person Care to Achieve Health Equity

Achieving equity and excellence is grounded in the ability of individuals to access and receive the full range of affordable care they need, and experience being treated with dignity and respect.



ROLE

Employ and Support a Diverse Health Workforce

The delivery of care and health outcomes are improved when the workforce and leadership reflect the diversity of the communities served. As employers, healthcare organizations should model practices that allow their workers to thrive.



ROLE

Engage with Individuals and Organizations in the Community, Prioritizing Those Most Affected by Inequities

Communities thrive—and healthcare delivery is more effective—when healthcare meaningfully involves communities; respects and centers their expertise, needs, and priorities in governance and decision-making; and works in partnership with individuals and organizations in the community on activities and initiatives that reflect that engagement and their role as a partner..



ROLE

Advocate for and Invest in Health Equity

Healthcare's economic resources and influence can be harnessed as positive forces for payment reform, community well-being and resilience, and equity.

RAISING THE BAR – STORIES, TOOLS AND RESOURCES

- 8 **Bright Spots** stories of how healthcare organizations have embraced the full range of *Raising the Bar* principles
- 77 **practical examples** of how each of the 14 actions can be implemented
- 14 **Vignettes** showing concrete steps taken by organizations to implement *Raising the Bar* actions
- Nearly 100 **resources** that provide places to start or amplify progress
- A series of **webinars** starting in July with leaders taking action

Questions and Discussion

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ROLE: PROVIDE WHOLE PERSON CARE TO ACHIEVE HEALTH EQUITY



ACTION

1

Actively promote and facilitate access to care for all in ways that accommodate diverse life circumstances and needs.

ACTION

2

Establish and sustain a trusting environment where everyone feels they are welcomed and treated with dignity and respect.

ACTION

3

Provide holistic, effective, high-quality care responsive to plans co-created with individuals, families, and caregivers.

ROLE: EMPLOY AND SUPPORT A DIVERSE HEALTH WORKFORCE



ACTION

4

Invest in and grow leaders who advance and embed equity, quality, and value across the organization.

ACTION

5

Employ and cultivate a representative workforce at all levels.

ACTION

6

Create and sustain workplaces and jobs where employees can be healthy, thrive, and help guide effective and equitable care while feeling safe.

ACTION

7

Leverage procurement to ensure the diversity and wellbeing of contract workers.



ROLE: ENGAGE WITH INDIVIDUALS AND ORGANIZATIONS IN THE COMMUNITY, PRIORITIZING THOSE MOST AFFECTED BY INEQUITIES

ACTION

8 Meaningfully involve individuals from the community in governance and decision-making.

ACTION

9 Build trusting relationships with individuals and organizations in the community.

ACTION

10 Respect and build on the expertise and power of individuals and organizations in the community.

ROLE: ADVOCATE FOR AND INVEST IN HEALTH EQUITY



- ACTION
11 **Actively push for and adopt payment reforms, especially reforms that align investments with the mission of improving health and well-being.**
- ACTION
12 **Use healthcare's voice to shape public understanding about the importance of health equity and dismantling racism and all forms of discrimination.**
- ACTION
13 **Use power and influence to advocate for health equity in the development and implementation of public policies.**
- ACTION
14 **Use investment and procurement power to contribute to the health and resilience of communities.**