

Organization name:

CHRISTUS Health

Project title:

Equity of Care Strategy

Overview:

CHRISTUS Health has implemented a system approach with a focus on achieving incremental progress towards creating health equity. CHRISTUS' Equity Agenda is comprised of four main strategies:

- Diversity & Inclusion
- Cultural Competence
- Community Partnerships
- Population Health.

Objectives:

To achieve Health Equity, CHRISTUS is working to ensure that their associate make-up is representative of the communities being served and that associates understand the patient populations they are serving. Care providers and support staff are being trained in the provision of culturally competent care. Leaders are identifying partners that can help CHRISTUS reach minority and other hard-to-reach communities as well as utilizing the discipline of population health as the system strives to be responsive to what Electronic Medical Record (EMR) data provides in relation to understanding the race/ethnicity of CHRISTUS patients, utilization patterns, primary diagnoses, zip-codes, language preferences, age, gender and socio-economic data (uninsured data). All these data is analyzed and discussed with regional leadership team. As a result each region has a "Health Equity Team" that is in charge of implementing programs to address the identified needs.

Measurement:

CHRISTUS Health has established a system strategic goal in our strategy map called "Equity of Care" and a Pay at Risk goal called "Caring for the Poor and Underserved."