

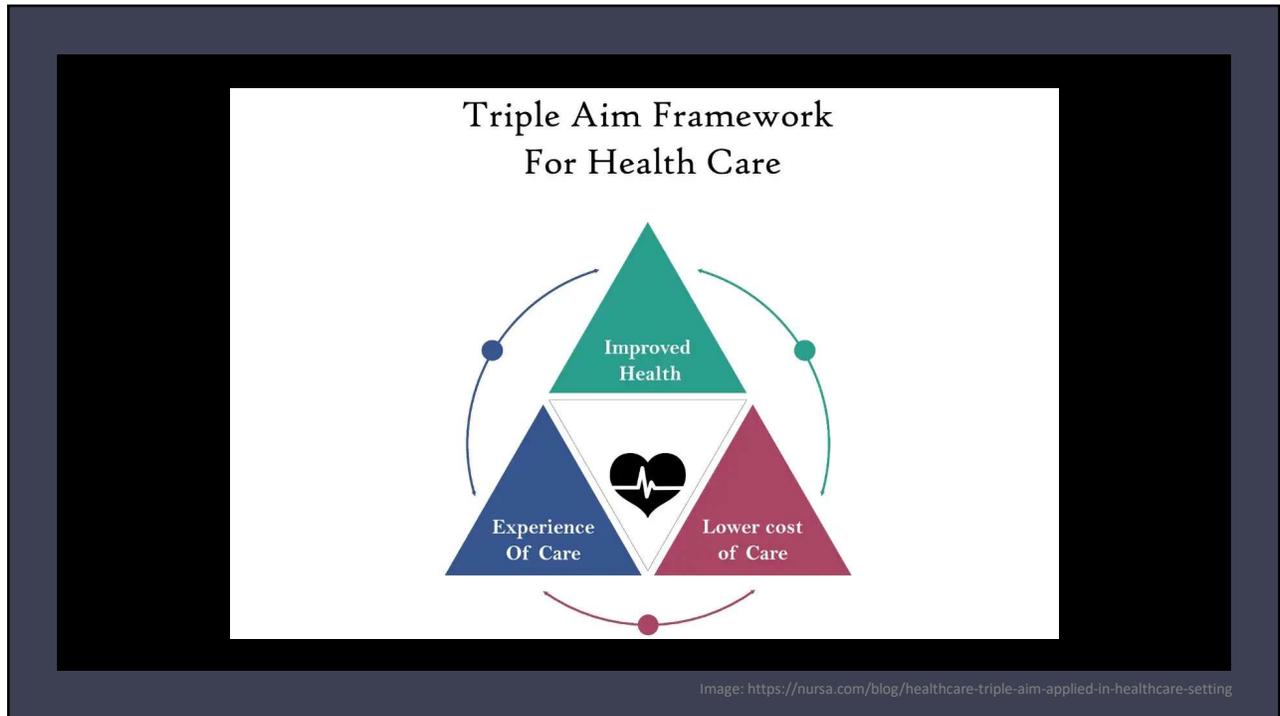
Quality & Patient Safety Fellowship

LEADING QUALITY THROUGH THE TRIPLE AIM:
INTEGRATING POPULATION HEALTH AND
HEALTH EQUITY

1

TripleAim

2



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Care for Individuals

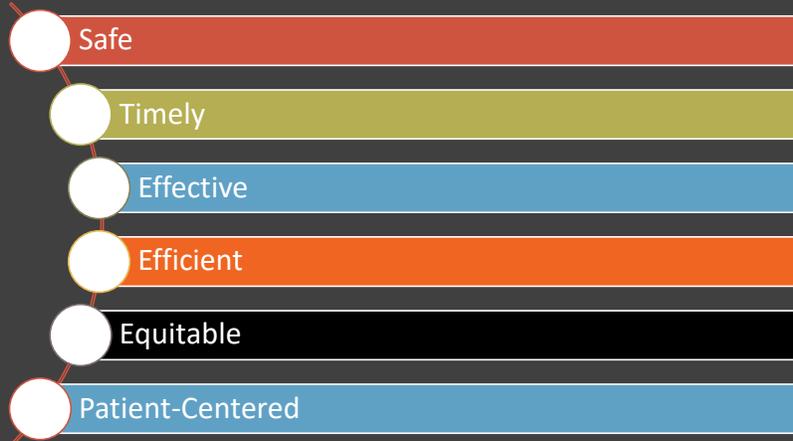
PATIENT & FAMILY CENTERED CARE

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Better Care for Individuals

Institute of
Medicine

Six Aims of the
Healthcare System



5

Core Concepts of Patient- and Family-Centered Care



- Respect and Dignity
- Information Sharing
- Participation
- Collaboration

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Dignity & Respect

- Avoid assumptions about culture or beliefs.
- Ask patients and families about their preferences and needs.
- Find out what helps them feel most comfortable.
- Let them define their needs—some may be hesitant to speak up.
- Show respect by avoiding judgment of different beliefs or practices.

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Information Sharing

- Teach Back
- Ask Me 3

8




Participation

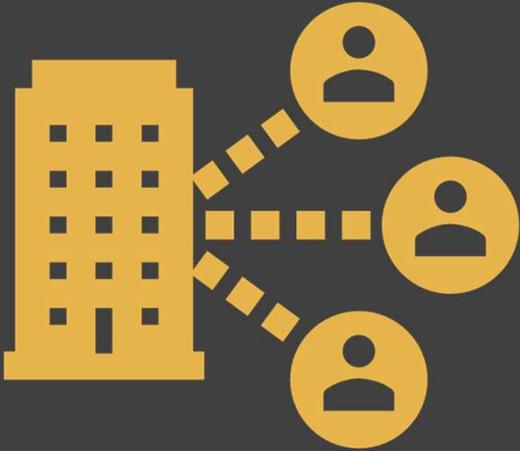
Patients and families are encouraged to participate in care and decision-making at the level they choose.

All patients have the right to be involved because they live with their health conditions.

“Nothing about me without me.”

Participation is a right for everyone, regardless of language spoken.

9




Collaboration

Policy and program development, implementation, and evaluation

Facility design

Professional education

Research

Delivery of care.

10

Patient & Provider Partnerships

-  Practice empathy as a skill.
-  Set a supportive tone with body language and attention.
-  Ask, "What matters to you?" in addition to, "What's the matter?"
-  Use shared decision making to make a plan of care.
-  Put patients in charge of information.
-  Coach patients with brief action planning.

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Practices

-  Cultural Competence
-  Trust
-  Implicit Bias
-  Health Literacy

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Non-Compliant?

non-compliant (adjective)

failing to act in accordance with a wish or command

13

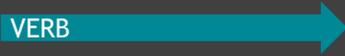
PERHAPS FIGURING OUT
WHAT MATTERS MOST
MATTERS MOST

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Patient & Family Engagement

NOUN 

Person-Centered Care

VERB 

Patient-Family Engagement

OUTCOMES 

Equity • Better Health Care
Improved Outcomes • Patient
Experience • Integrated Care
Patient Safety

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Patient & Family Engagement



Patient & Family
Advisory
Council



Focus Groups



Listening
Sessions



Committees



Patient Surveys



Storytelling

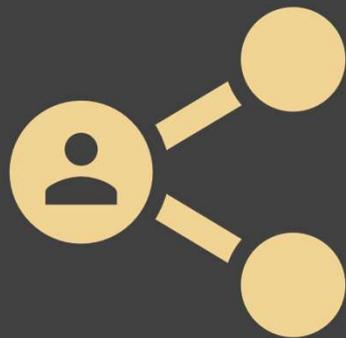
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Core Competencies of Effective Partners



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How Does
Your
Organization
Partner with
Patients and
Families?

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Care for Populations

POPULATION HEALTH & HEALTH EQUITY

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Health Definition



PHYSICAL & MENTAL
HEALTH



SOCIAL & SPIRITUAL
WELL-BEING



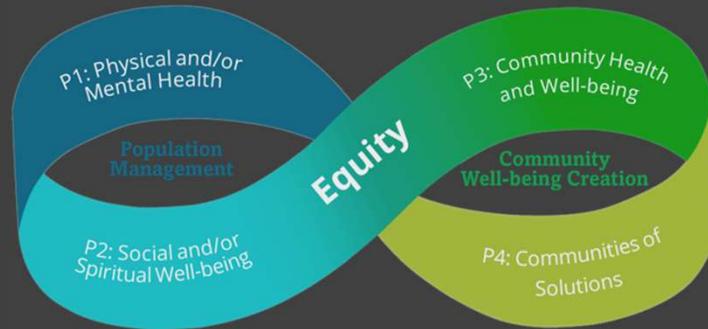
COMMUNITY HEALTH
& WELL-BEING



COMMUNITIES OF
SOLUTIONS

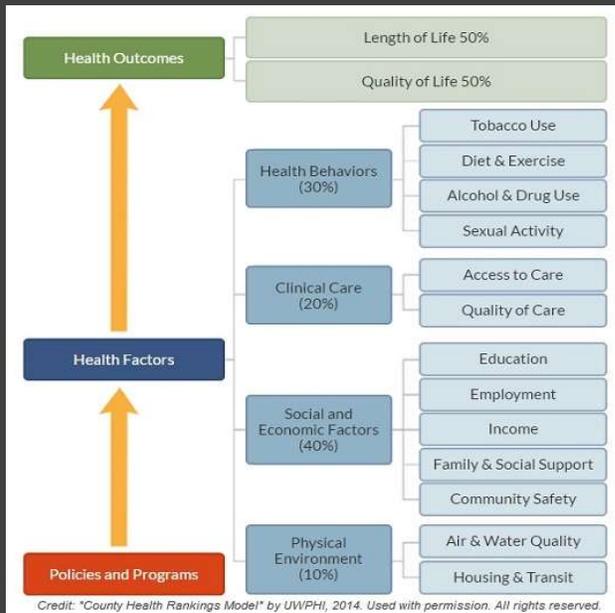
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Better Care For Populations



From Pathways to Population Health: An Invitation to Health Care Change Agents. <https://www.aha.org/system/files/media/file/2020/09/Pathways-to-Population-Health-20200909.pdf>

21



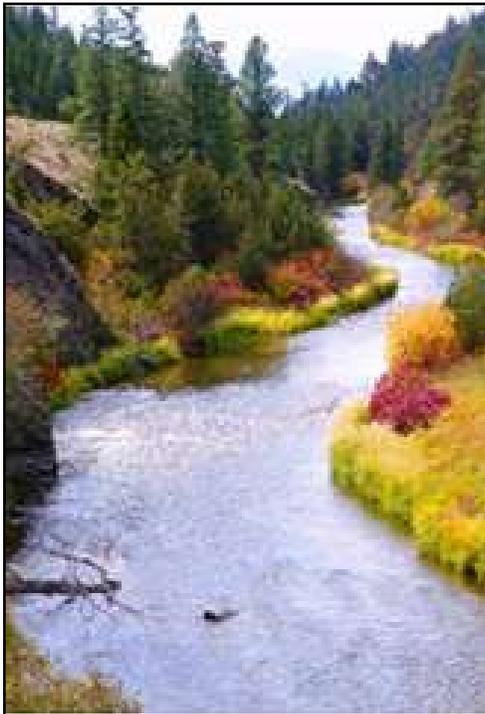
Credit: "County Health Rankings Model" by UWPHI, 2014. Used with permission. All rights reserved.

What Contributes to the Health of Populations

22



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Upstream Factors

SOCIAL, ECONOMIC, ENVIRONMENTAL

- Income and wealth
- Education
- Employment and occupation
- Family and social support
- The built environment
- The food environment
- Community safety and culture
- Media/information environment
- Environmental pollution

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Upstream Factors

INDIVIDUAL FACTORS

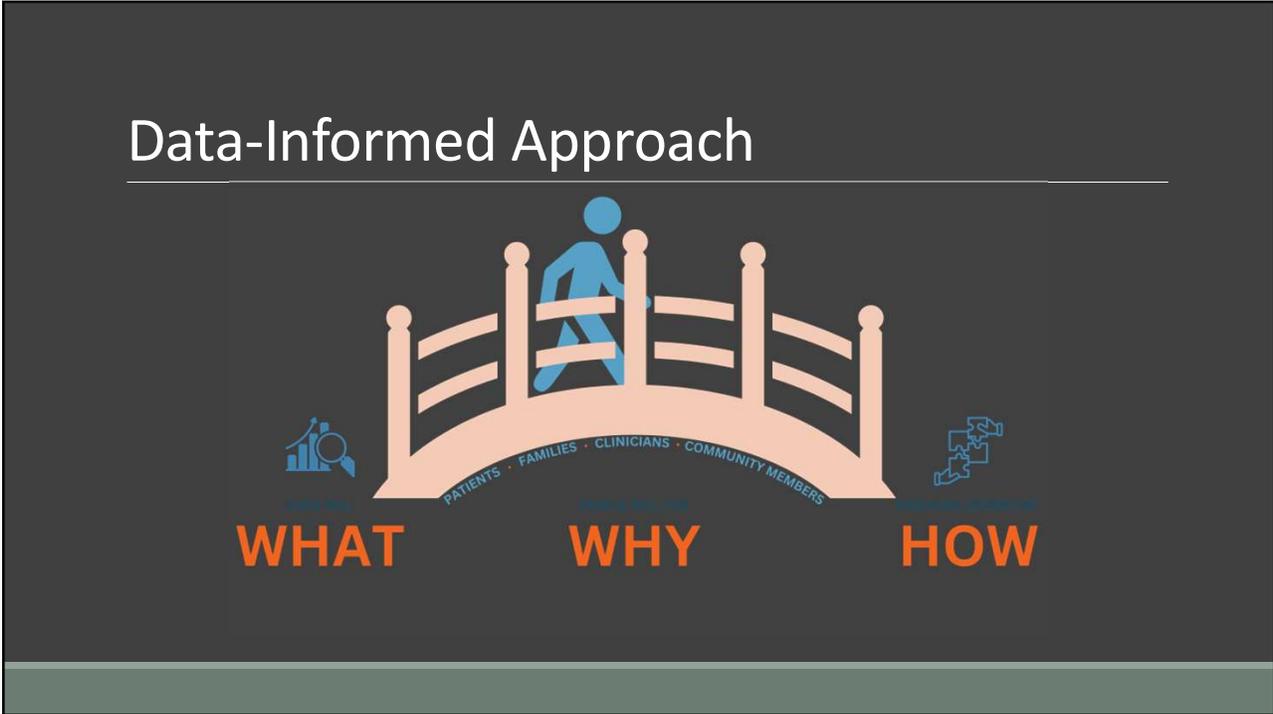
- Genetic endowment
- Behavioral factors
- Physiological factors
- Spirituality
- Resilience

25

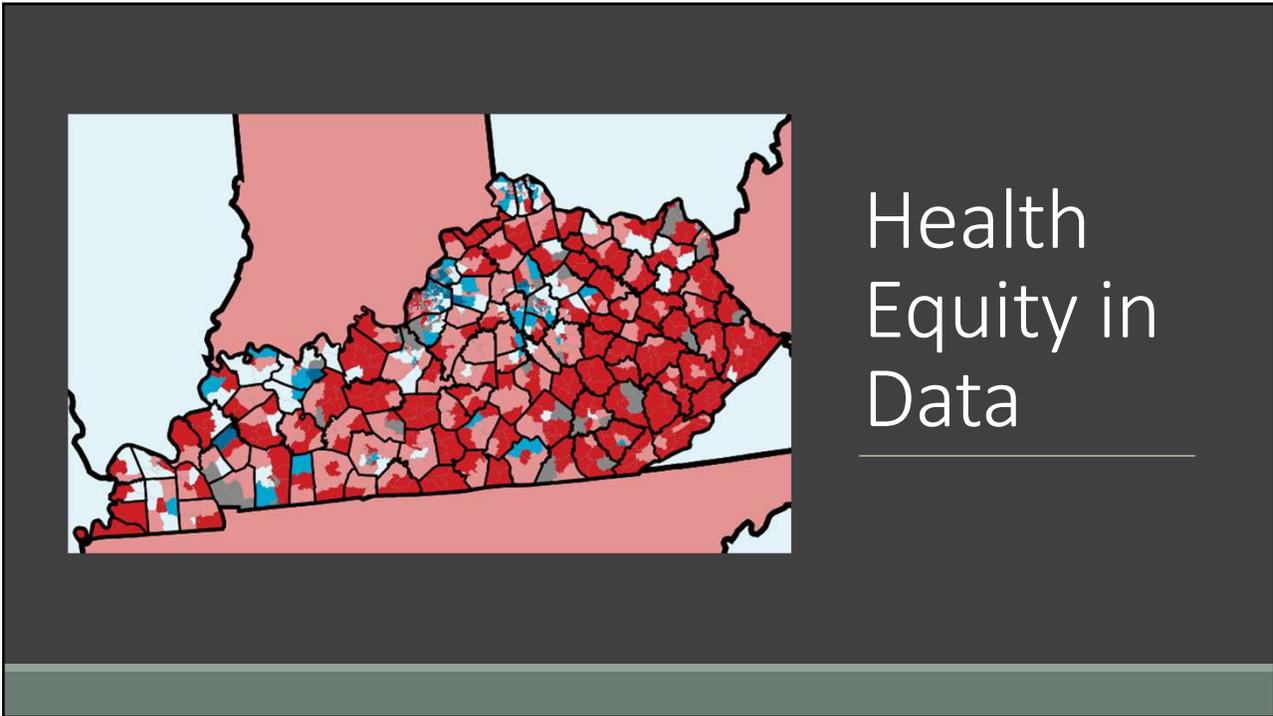


Health Equity

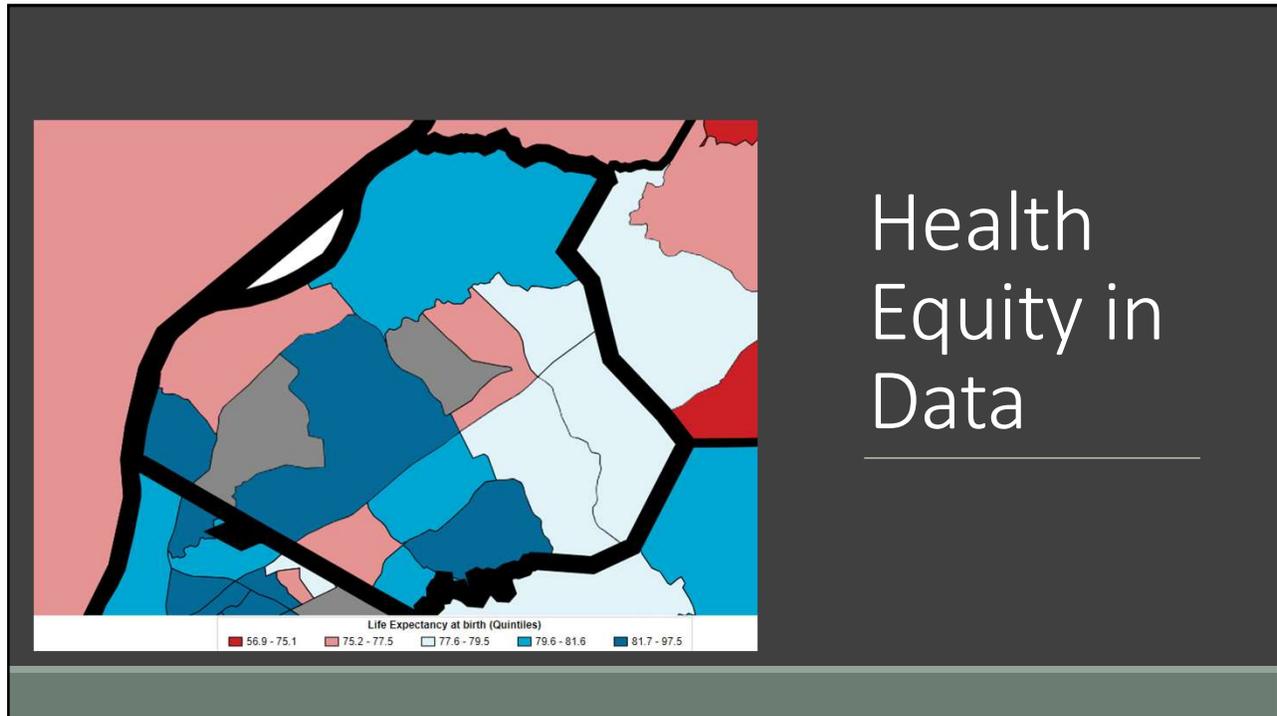
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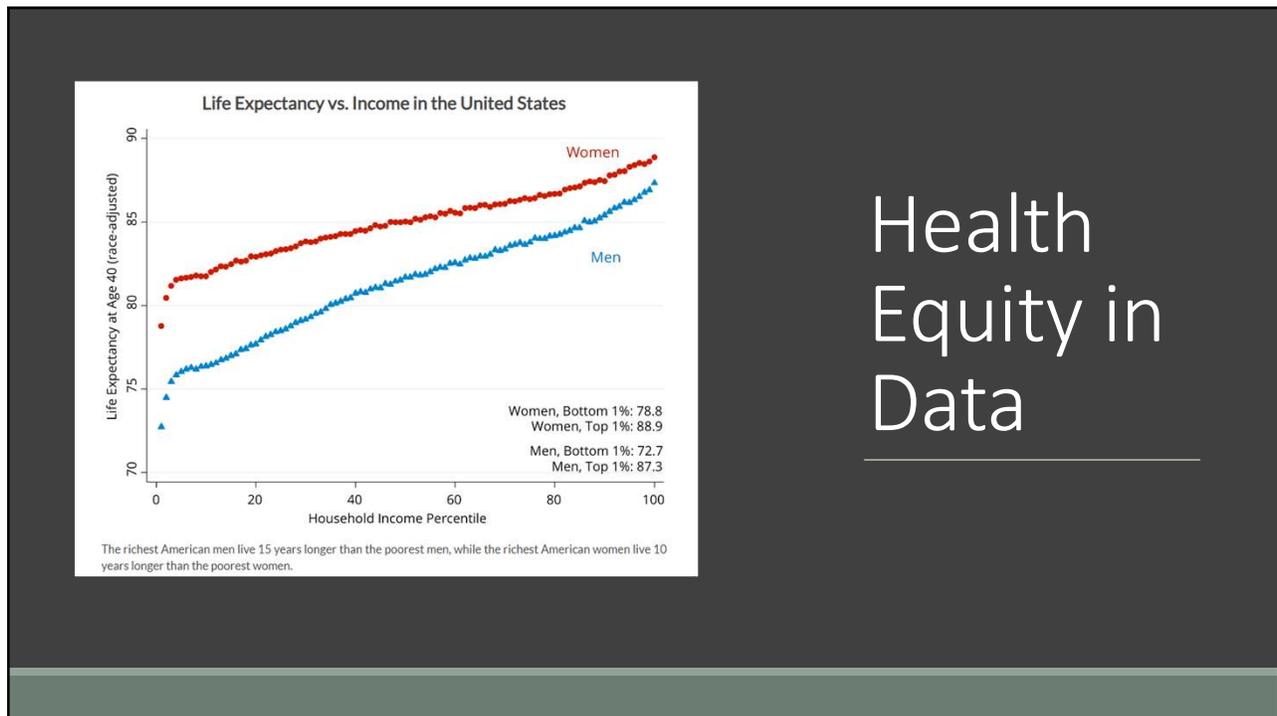


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Health Equity in Data

29



Health Equity in Data

30

How Healthcare Can Advance Equity

Treat every patient with dignity and respect.

Provide clear, plain-language communication for all patients.

Offer interpreter services and culturally appropriate support.

Make care accessible by addressing transportation, cost, and scheduling barriers.

Listen to patients' needs and preferences—don't assume.

Use data to identify disparities and improve services.

Build trust through transparency and community partnership.

Ensure diverse representation in staff and leadership.

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Equity can start with you.

- Spirit of Curiosity
- Shared Decision Making
- Promote Diversity
- Build Connections
- Understand Implicit Bias

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Lowering the Costs of Care

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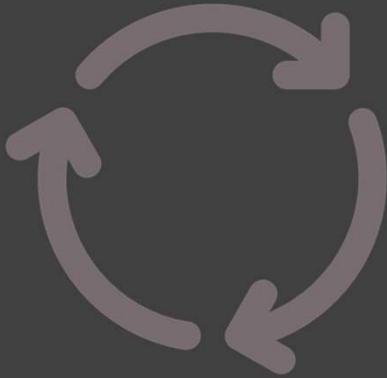
May 2022 Health and Human Services Department's Office of the Inspector General Report

- 25% of hospitalized Medicare patients experienced some sort of harm in October 2018.
- 25% of those harm events resulted in extra costs to Medicare.
- 43% of the harm events could have been prevented.

Lowering the Cost of Care

Image: <https://www.healthcarefinancenews.com/news/when-it-comes-new-healthcare-payment-and-delivery-models-cfos-lack-confidence>

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Resource Stewardship

- Make evidence-based decisions.
- Avoid unnecessary tests & equipment.
- Everyone plays a role.
- Engage in improvement initiatives.
- Shift the culture.
- Communicate with patients.

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Health of the Workforce

36

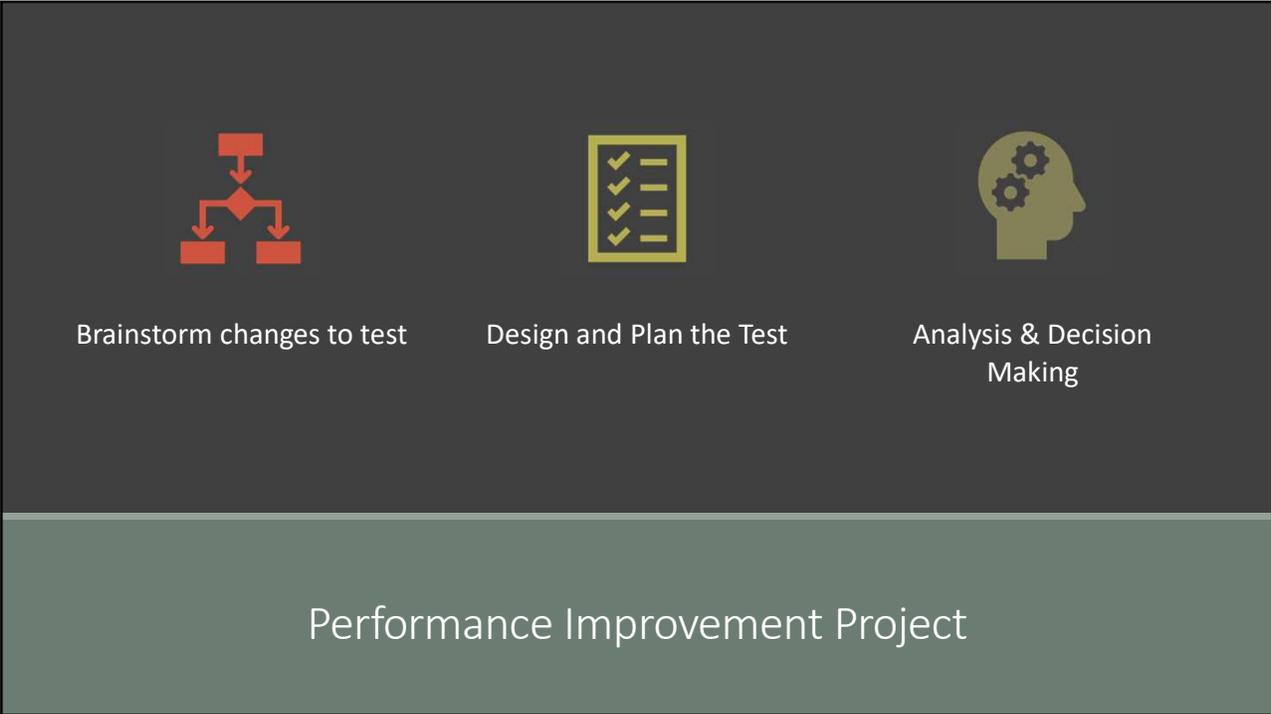
What About Our Workforce?



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Applied Learning

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39



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Contact

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Date	Content
March 12	Introduction to Patient Safety
March 26	Project Sharing Celebration