



# 2024 NH Health Equity Summit

## *Achieving Health Equity for All*

### Session Descriptions

#### Keynote:

##### **Bridging the Gap: A Strategic Blueprint for Health Equity**

*Jermaine Moore, Founder and Principal Consultant, The Mars Hill Group*

Health care organizations play a crucial role in enhancing health equity for patients, communities and employees. As health care institutions embark on efforts to integrate health equity into their organizational frameworks, what practical strategies do they need to consider to ensure their efforts are effective, meaningful and sustainable? Join Jermaine Moore as he delves into critical factors for organizational leadership, goal alignment and resource allocation, strategies for implementing health equity and how these elements inspire commitment, achievement and sustainability.

#### **An Interview with Jermaine Moore:**

*Jermaine Moore, Principal Consultant, The Mars Hill Group*

*Interviewer and Moderator: Colin McHugh, CEO, Southern New Hampshire Health*

#### Morning Panel

##### **Hospital Experiences in Operationalizing Health Equity as a Strategic Priority**

*Panelists: Denise Lord, Vice President of Organizational Performance, Monadnock Community Hospital; Betsey Rhyhart, Vice President of Population Health, Concord Hospital; Alisha Feightner, Vice President, Operational Excellence, Elliot Health System*

*Panel Moderator: Nancy Myers, Vice President, Leadership and System Innovation, American Hospital Association*

Hospitals across NH are working to advance health equity in their organizations. When we make health equity a strategic priority, what comes next? How do we operationalize it from the C-Suite through the various departments and the services and programs for the people we serve? This morning's panel will provide examples of how 3 hospitals are working to make health equity a reality in their health care organizations.

## **Morning Breakout Sessions**

### **The Leaders Role in DEI**

*Jermaine Moore, Founder and Principal Consultant, The Mars Hill Group*

Inclusive leaders cultivate environments where all employees feel welcomed, valued, respected, seen and heard. This session is geared toward the unique role leaders have in building and ensuring a diverse, equitable and inclusive culture with the organizations they serve. Jermaine will review the what and why of DEI, practical strategies and common barriers.

### **Applying a Health Equity Framework to Patient Safety Events and Root Cause Analysis**

*Aswita Tan-McGrory, Director, The Disparities Solutions Center, Mass General Hospital; Administrative Director of Research, Department of Medicine, Mass General Hospital*

Equity is a core aim of quality. Assessing safety event reporting with an equity lens requires the ability to stratify the reports by patient demographics, as well as a framework for applying an equity lens to the root cause analysis (RCA). At Mass General Hospital we developed an equity framework for RCA teams to use when reviewing cases using just culture principles. This includes setting ground rules for difficult and sensitive discussion on racism and bias in health care. In addition, stratification of safety event reports by race, ethnicity and language identifies key insights, trends, and disparities in delivery of care. In this session, we will review this equity framework, and provide guidance on conducting case studies and stratifying safety event data.

### **Rethinking the Data Paradigm: Challenging the Traditional, Looking to the Future**

*Kirsten Durzy, Public Health and Health Equity Consultant, Steering Committee, NH Equity Collective; Co-Principal, NH Story Partnership*

In this session, participants will examine traditional data structures and compare new paradigms such as control over data and data ownership as ways to reexamine our relationship and understanding of data, its structure and value and place in our world. Facilitator will also briefly touch on non-traditional means of data collection, analysis, and utilization such as storytelling and community based participatory structures. This session is meant to challenge and expand our current understanding of data - including use, ownership and neutrality. Session will be a mixture of didactic and facilitated discussion.

By the end of this session, participants will be able to 1) describe the historical use of data and the role data has played in building equity and maintaining inequities; and 2) identify at least one non-traditional structure for data collection, analysis or utilization.

### **Communication and Care for Transgender Patients**

*Rebecca Sanborn, Founder and President, Sanborn Diversity Solutions*

Any discussion of health equity naturally leads to an examination of the special considerations and needs of the transgender population. In this interactive session, participants will learn about foundational concepts related to transgender identity, health disparities and barriers to care

affecting the trans community, and best practices for sensitive, culturally appropriate care of trans folks. Participants will leave the session armed with practical tools and strategies to effectively and empathetically communicate with and care for their transgender patients.

## **Afternoon Breakout Sessions**

### **Identity, Awareness and Belonging**

*Jermaine Moore, Founder and Principal Consultant, The Mars Hill Group*

Our workplaces are made up of an array of identities and cultures. Every person has a unique identity that has been shaped by a myriad of factors including their lives, experiences, beliefs and characteristics. This session will provide guidance and space for participants to explore their identities. We'll learn how our unique identities shape our worldview, we will explore why belonging matters and how others' identities have shaped their thoughts, opinions and behaviors.

### **Stories, Parties and the Community Voice: Examining New Frameworks for Understanding Data and our World**

*Kirsten Durzy, Public Health and Health Equity Consultant, Steering Committee, NH Equity Collective; Co-Principal, NH Story Partnership*

In this session, participants will examine two separate strategies for collecting and analyzing data utilizing non-traditional, community-engaged methodologies - storytelling and community-based participatory data analysis (or a "data party"). Kirsten will also briefly touch on concepts regarding control over data and the need to consider new paradigms of thought (this will not be a repeat from the AM session). This session will be a mixture of didactic, experiential and facilitated discussion.

### **There is No Equity Without Engagement**

*Tanya Lord, Chief Innovations Officer, ATW Health Solutions*

In this session, we will explore the importance of patient engagement in promoting health equity within healthcare systems. Participants will learn practical strategies for effectively involving patients and families in decision-making processes to improve healthcare delivery. Through real-world examples and best practices, attendees will gain insights into implementing patient-centered approaches that prioritize inclusivity and fairness in healthcare services.

### **Hospital-Community Partnerships: Working Together to Address Social Needs**

*Panelists: Kera Favorite, Director of Community & Patient Relations, Huggins Hospital; Marc Guillemette, Director of the Office of Catholic Identity, Catholic Medical Center; and Annette Carbonneau, Director of Community Health Worker Program, North Country Health Consortium*

*Moderator: Alia Hayes, State Health Improvement Plan Manager, Bureau of Prevention and Wellness, NH Division of Public Health Services, State of New Hampshire Department of Health and Human Services*

As health care organizations prioritize health equity, they are increasingly looking to partner with community-based organizations to address the social needs of the populations they serve. Our

panelists in this session will present three examples of hospital-community partnerships that demonstrate the benefits of working together to address the health of our patients and community. Presentations include a hospital-food pantry partnership addressing food insecurity in patients with chronic conditions; the creation of a community network to identify and create solutions to fill support gaps in the community to assist residents in managing their health; and a partnership that brought a much-needed service to connect patients with community health workers.

## **Closing Keynote**

### **Making the Connections**

*Nancy Myers, Vice President, Leadership and System Innovation, American Hospital Association*

How can hospitals and health systems connect all of the dots to advance health equity? How can you be intentional in your approach to equity without feeling overwhelmed at the work to be done? This session will focus on lessons from leaders across the country about driving health equity in an integrated approach to better meet the needs of patients, communities, and team members.