

Program overview

[Advancing Healthcare Excellence and Inclusion](#) is a HANYS learning collaborative that helps hospitals and health systems build capacity to identify and address local health equity priorities. We provide free education and customized technical assistance and support to our facilities to improve the health and wellbeing of all New Yorkers, particularly the most vulnerable.

Benefits of participation

Selected hospitals will receive dedicated project manager assistance, data analytics, marketing and communication materials, and coaching. Hospital teams will learn from experts in health equity, hospital operations, diversity, equity and inclusion, and coalition building throughout 2024. Participating hospitals will gain tools and resources to identify and act on healthcare disparities and build trust within the communities they serve.



Participating hospitals will:

- work with a dedicated HANYS project manager with experience in health equity, DEI and coalition building;
- attend the virtual learning series to learn data-driven strategies to reduce disparities and gain evidence-based best practices in DEI;
- choose a focus area to prioritize their efforts in either community partnerships, data improvement, DEI or quality improvement;
- implement *We Ask Because We Care* to improve the accuracy and completeness of patient race, ethnicity, language, sexual orientation and gender identity data;
- adopt equity-informed clinical workflows to transform care delivery and improve patient outcomes;
- collaborate with community partners to better understand community needs and address local priorities; and
- build quality improvement knowledge that can be applied beyond the scope of this initiative.

Virtual learning

The AHEI virtual learning series will take place in April and May 2024. AHEI health systems are expected to have at least one person attend every webinar or watch the recording afterward.

This year's webinars are:

- » *Health equity regulatory requirements* - Michelle Schreiber, MD
- » *We Ask Because We Care* - Julia Iyasere, MD
- » *SOGI data best practices* - Barbara Warren
- » *Collecting and reporting SDoH data* - Lyndsey Allen, MSN, RN
- » *Establishing referral processes with SDoH data* - Naa Djama Attoh-Okine, MPH
- » *Using data to identify disparities (1/2)* - Julia Iyasere, MD
- » *Using data to identify disparities (2/2)* - Julia Iyasere, MD
- » *Community partnerships* - Theresa Green, PhD, MBA
- » *Patient and family engagement* - Theresa Green, PhD, MBA and Alvin Lin, MBA

VIRTUAL SHOWCASE | WINTER 2024

The virtual showcase is an opportunity to share successes and learn from peers. Participating facilities will highlight the work they have done throughout the year to improve the collection of patient demographic data, build or strengthen community relationships and identify and address disparities.

Commitment process for participating hospitals

After an introductory call, hospitals will complete the commitment process.

- Formally enroll in the program using a link provided by your project manager.
- Complete a brief self-assessment to identify current organizational health equity initiatives, priorities and challenges.
- Identify an interdisciplinary team, including a project lead and subject matter experts.
- Register all team members for the virtual learning series and showcase.



After committing to the program, hospitals will:

- attend an onboarding meeting with their project manager;
- select a project domain as their focus, either community partnerships, data improvement, DEI or quality improvement;
- work with their project manager to set health equity goals and an implementation plan;
- participate in regular check-ins with their project manager and include them in any relevant standing meetings at the hospital, as appropriate;
- collaborate with a community-based organization for at least two meetings in the project year;
- ensure team members attend the virtual learning series webinars;
- implement *We Ask Because We Care* with HANYS' educational materials and support;
- implement one or more best practices in diversity, equity and inclusion; and
- attend the virtual showcase and present progress, lessons learned and next steps.

Jan. Feb. March April May June July Aug. Sept. Oct. Nov. Dec.

January:

- Introduction meeting with PM

February:

- Complete self-assessment
- Submit project plan

March:

- Internal kick-off meeting

April-May:

- Attend virtual learning series

Ongoing:

- Implement project plan within selected domain and track

December:

- Virtual showcase

Questions?

Please contact the AHEI team at ahei@hanys.org or reach out to Morgan Black, director, at mblack@hanys.org.



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