To make Equity a PRIORITY

PanoRama of Indicators On healthcaRe equity

Outline

- Why have equity indicators?

- How to develop equity indicators?

- How to make equity indicators trustworthy / acceptable?

- How to diffuse equity indicators?

Why?

- Altruistic reasons
- Utilitarian reasons
- Quality of care reasons

How (development) ?

Steps	Results
1. Choice of experts	Distribution of a flyer to recruit a diverse interprofessional panel of experts to Swiss hospitals network for equity, H+, patients associations → 16 experts, from all 3 linguistic regions, diverse professions and diverse hospital type. One of the experts is a patient partner
2a. Generating indicators: literature review	Research in Pubmed with "(Swiss OR Switzerland) and ("Equity OR Inequity)" november 17th 2021. → Out of 2247 citations screened, 32 articles (34 indicators) utilisés en Suisse extracted.
2a. Generating indicators: according to experts	Experts proposed 195 indicators and stratifiers
2b. Final list of indicators	Removing duplicates left 159 indicators and 15 stratifiers

Steps	Results
2c. Round 1	Indicators are scored on 4 criteria: validity, measurability, patient coverage, and actionnability → 35 indicators and 8 stratifiers retained based mostly on validity
2d. Organising indicators in themes	3 themes related to inpatient care 3 themes related to outpatient care
2e. Round 2. Final choice	Choice mostly based on feasability and actionnability → 1 inpatient and 1 outpatient theme + 5 stratifiers

Final indicators and ongoing tests

■ Final indicators

■ The selected themes are currently being tested in 3 hospitals

– *Mendrisio*

– *Zürich University Hospital*

– *Geneva University Hospital*

	Outcome	Process		Structure
Inpatients : Patient Satisfaction	Patient satisfaction	Delay in care	waiting time	Training offer for employees on cross-cultural skills
			Time between patient need and delivery of care	Access to real-time translation for deaf patients
		Proportion of allophone patients receiving translation services		Availability of interpreters
				Existence/activity of institutional referent for issues related to migration
Outpatients: Language barriers	Patient satisfaction – information to patient dimension	Proportion of allophone patients receiving translation services		Availability of documents of information and consent in several languages
				Availability of interpreters
				Training offer for employees on cross-cultural skills
				Existence of ambulatory care structure for people without legal documents

Information sheets example: inpatient satisfaction

<u>Objective</u>	Quantify and compare difference in equity in care
<u>Indicator</u>	Proportion of unsatisfied patients
<u>Unit of measurement</u>	Percentage
<u>Method of calculation</u>	ratio
<u>Numerator</u>	Number of dissatisfied inpatients based on overall satisfaction score in a satisfaction questionnaire, using validated definition. If no overall score, use general impression score or single question. If no validated definition of dissatisfied patient, use: patient scoring in the bottom half in at least half of the satisfaction questions.
<u>Denominator</u>	Total number of patient having been hospitalized
<u>Reference date</u>	Discharge date
<u>Data Source</u>	Patient Satisfaction questionnaires (Ex: picker)
<u>Perimeter</u>	Adult inpatients: All patients having stayed minimum 24h in the institutions
<u>Extra information req.</u>	Discharge date

Information sheets example: outpatient translation documents

<u>Objective</u>	Quantify and compare difference in equity in care
<u>Indicator</u>	Proportion of allophone patients receiving translation services
<u>Unit of measurement</u>	Percentage
<u>Method of calculation</u>	ratio
<u>Numerator</u>	Number of allophone patients having received a translation service. Allophone patients are described as patients who do not have the local main language(s) recorded as preferred language.
<u>Denominator</u>	Total number of allophone patients seen in outpatient care.
<u>Reference date</u>	Consultation date
<u>Data Source</u>	Ideally recorded request for translation in medical files. If not available, billing of translation service with overall use.
<u>Perimeter</u>	Adult allophones outpatients: All patients over the age of 18 having been seen in consultation in the institutions whose main language isnt the local language.
<u>Extra information req.</u>	Consultation date; Local main language(s)

How (acceptable)?

Steps	Results
3. Feasability in 3 hospitals	Mendrisio (TI), University Hospitals of Zürich (ZH) et University Hospitals of Geneva (GE) test the implementation and extraction of the data necessary to measure indicators. Detailed information sheets for indicators are provided, then improved using PDCA cycle. Drugs documented via ATC code, diagnoses via ICD-10. → Does data exist? → Is data well documented? Most variables are available. Exceptions: Gender, translator

How (acceptable)?

Vote and input : Civil Society feedback

- ■ LGBTQIA+ Defense associations:

Pink cross

Transgender Network Switzerland

Lesbenorganisation Schweiz

Brava (formerly Terre des Femmes)

- ■ At risk populations defense associations

Swiss Solidarity

Institute for Arab population and culture

Geneva cultural mediators association

Swiss Salvation army

Red cross Switzerland

Melanine Suisse

Pro Infirmis

- ■ Patient organisations:

Schweizerische Patientenorganisation SPO

Fédération Suisse des Patients

- ■ Professionnals group interested in equity

Hospitals for equity

FMH : Swiss doctor's association

H plus hospitals

- ■ Swiss Federal Institutions

Swiss association of ethics research committees

Swiss association for Nursing science

NB: We aim to obtain feedback from relevant organisations by snowballing from those presented.

Next steps

- Finalization of data extraction in Mendrizio, Zürich and Geneva

- Delivery of drafts of:

1) A report describing the whole process and our results with a goal of accessibility and the widest target audience possible

2) A scientific article describing in detail the Delphi process

- Return and comments of the experts on both of those deliverables

- Future projects together ?

THANK YOU

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