RI DIABETES HEALTH EQUITY CHALLENGE

Supporting the community during the COVID-19 pandemic
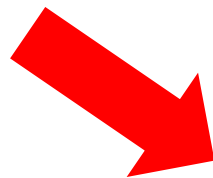
Welcome! Please feel free to speak or chat in:

- Name and affiliation

- What is something you are proud of doing in service to equity in the context of your COVID-19 response?

RI DIABETES HEALTH EQUITY CHALLENGE
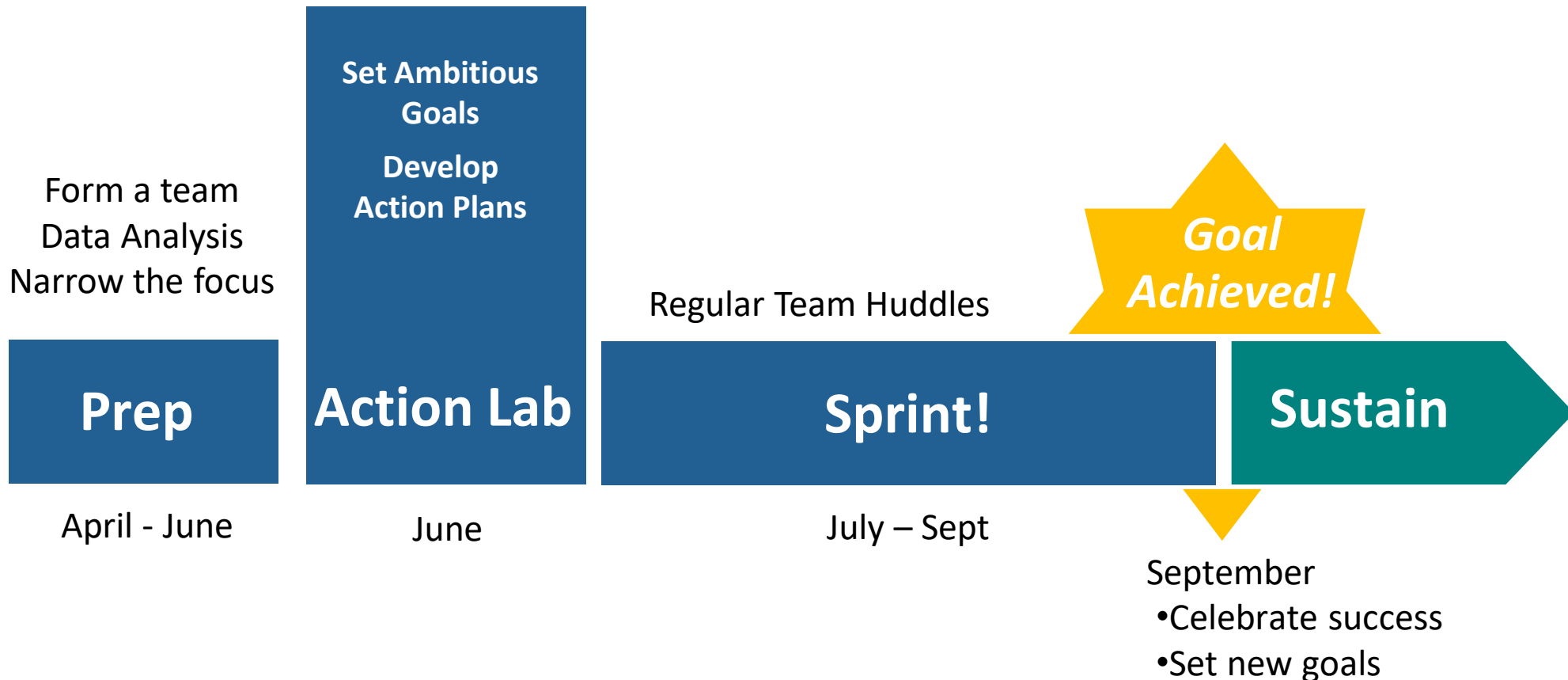
Supporting the community during the COVID-19 pandemic

Closed captioning is available.

DIABETES HEALTH EQUITY CHALLENGE

Prep

Form a team
Data Analysis
Narrow the focus

April - June

Action Lab

Set Ambitious Goals

Develop Action Plans

June

Sprint!

Regular Team Huddles

July – Sept

Goal Achieved!

Sustain

September
• Celebrate success
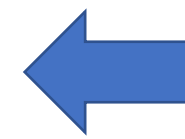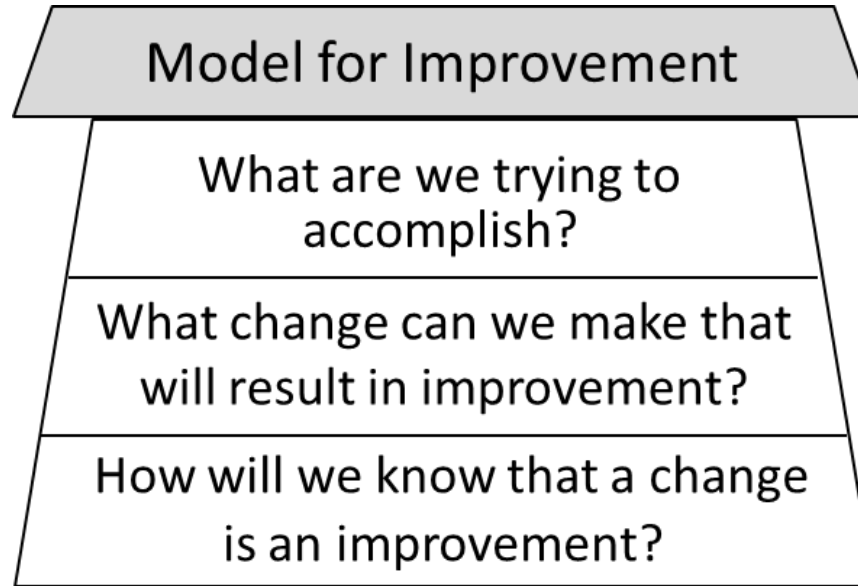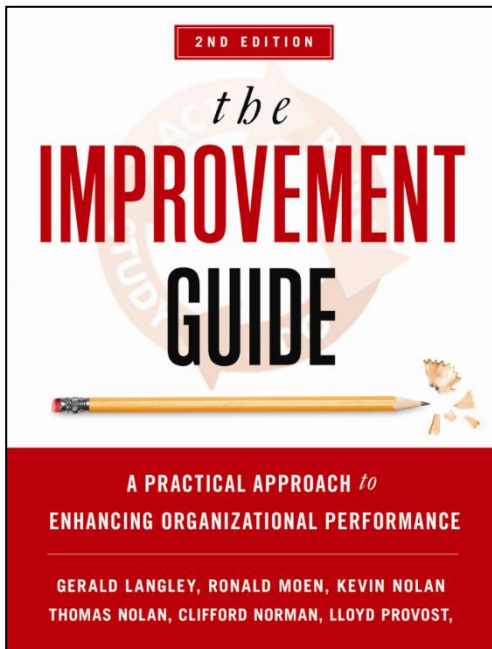• Set new goals

TODAY'S AGENDA

2:10-2:35 pm Learning From and With Each Other

- Teams present their progress, along with success and upcoming challenges.

2:35 -3:30 pm Applying Design Thinking to Create a Bias Toward Action

- Consider how Design Thinking can help define the outcome and achieve it by adapting real-time.

DEVELOPING A BIAS TOWARD ACTION, WORKING BACKWARD FROM OUTCOMES

Model for Improvement

What are we trying to accomplish?

What change can we make that will result in improvement?

How will we know that a change is an improvement?

Act   Plan

Study   Do

Langley, et al.

2ND EDITION

the

IMPROVEMENT GUIDE

A PRACTICAL APPROACH *to* ENHANCING ORGANIZATIONAL PERFORMANCE

GERALD LANGLEY, RONALD MOEN, KEVIN NOLAN
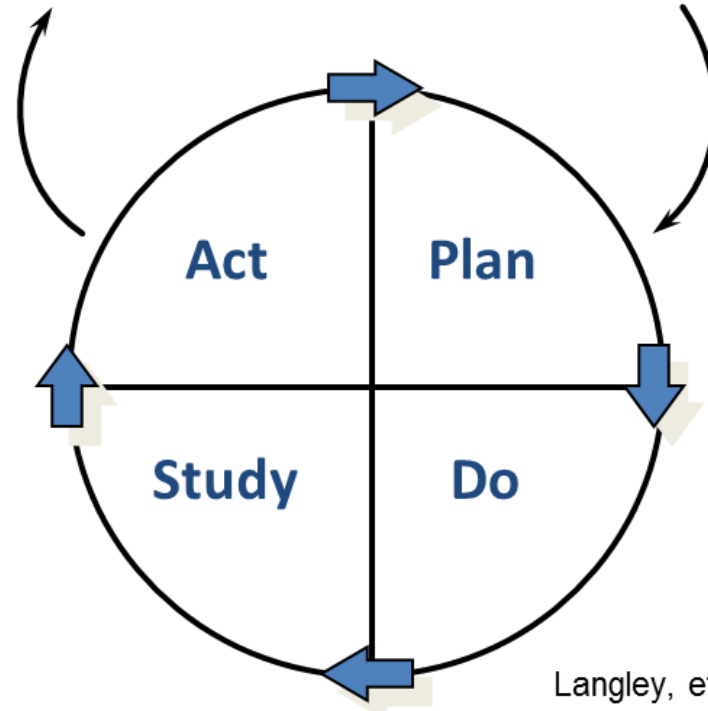THOMAS NOLAN, CLIFFORD NORMAN, LLOYD PROVOST,

Whose lives and what places are going to get better? SMART aim

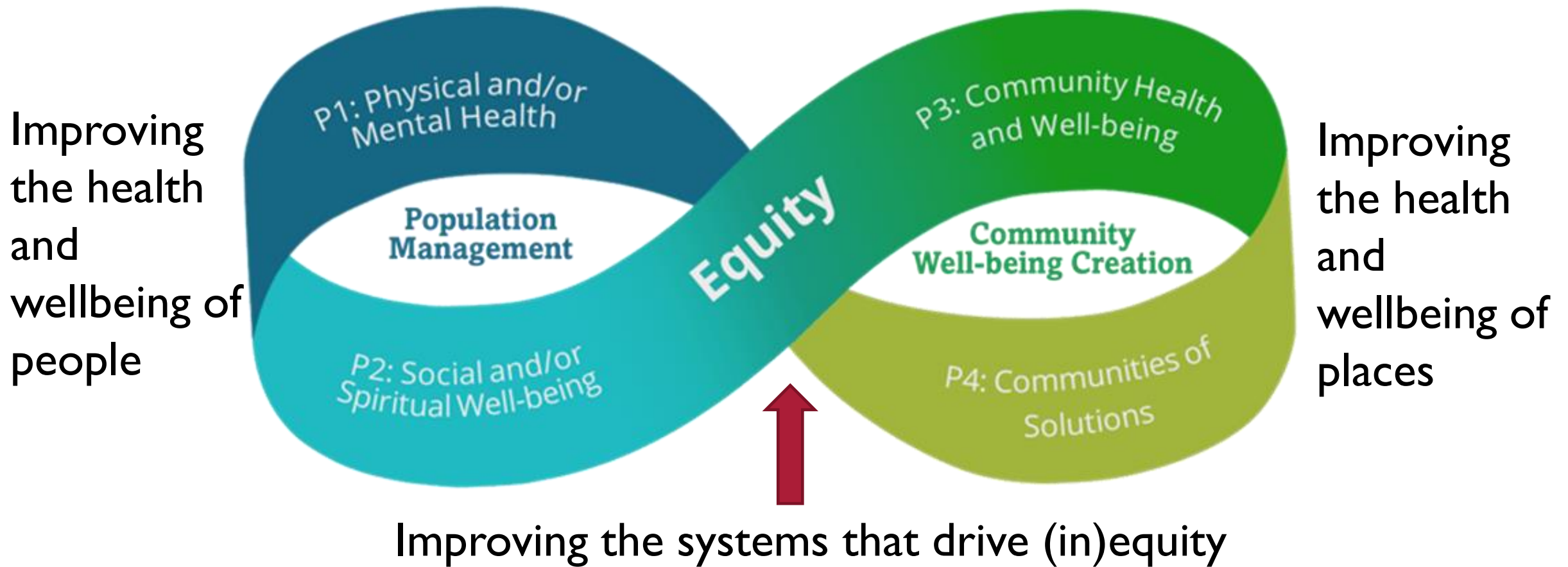What is our theory of change? Who Is coming up with the ideas we are trying?

How will we know the lives and places got better? Who gets to decide how and what we measure?
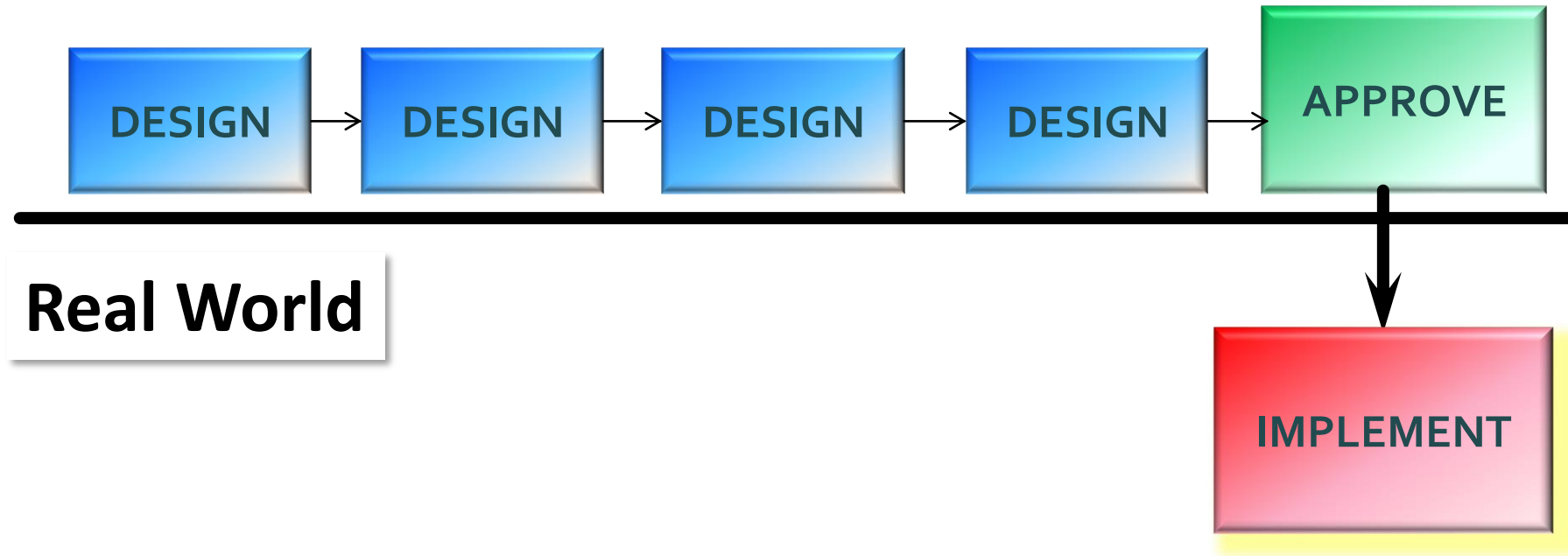
FOUR PORTFOLIOS OF POPULATION HEALTH ACTION

PATHWAYS TO POPULATION HEALTH

Improving the health and wellbeing of people

Improving the health and wellbeing of places

Improving the systems that drive (in)equity

P1: Physical and/or Mental Health

Population Management

P2: Social and/or Spiritual Well-being

Equity

P3: Community Health and Well-being

Community Well-being Creation

P4: Communities of Solutions

Source: Pathways to Population Health, 2018

pathways2pophealth.org

THE TYPICAL APPROACH...

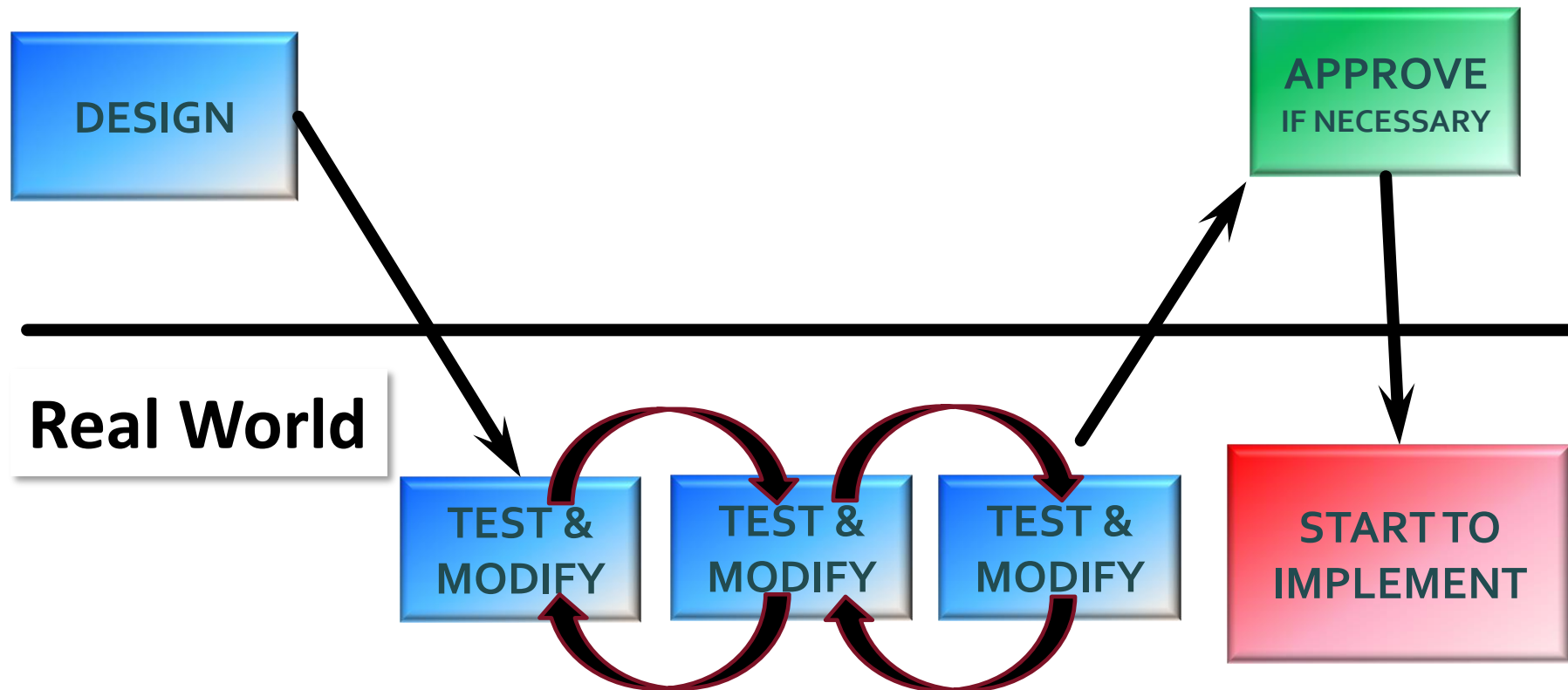**Conference Room**

DESIGN → DESIGN → DESIGN → DESIGN → APPROVE

Real World

IMPLEMENT

The Quality Improvement Approach

Conference Room

DESIGN

APPROVE
IF NECESSARY

Real World

TEST & MODIFY

TEST & MODIFY

TEST & MODIFY

START TO IMPLEMENT
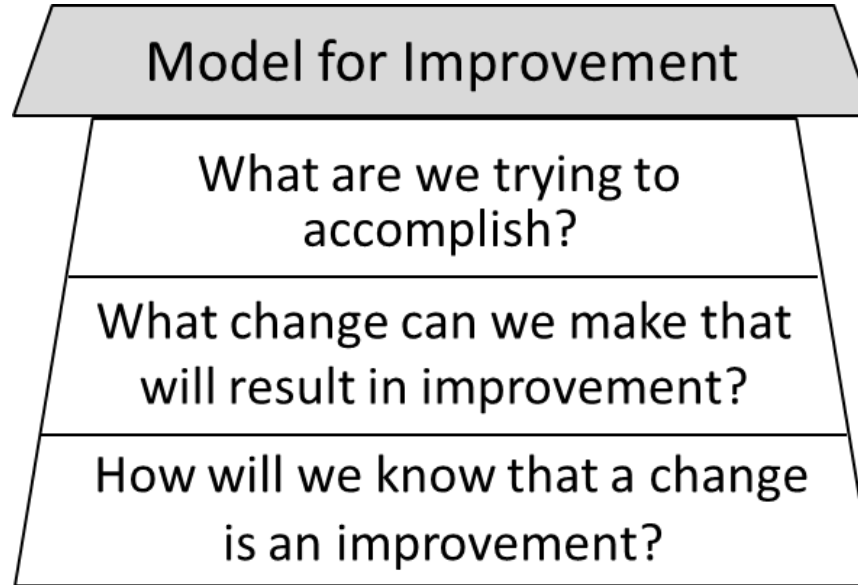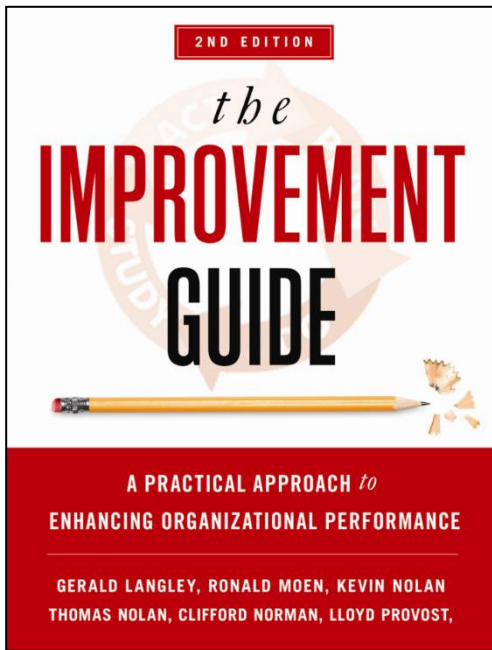
# WHY A BIAS TOWARD ACTION? THE 5 PITFALLS OF WELL-MEANING IMPROVERS

- Believing we know enough about the problem to define it, let alone solve it

- Assuming our good intentions will translate to good outcomes for the people we serve

- Assuming we have the right or best ideas at the table

- Measurement for reporting to others rather than for improvement in outcomes

- Believing we are unbiased

Model for Improvement

What are we trying to accomplish?

What change can we make that will result in improvement?

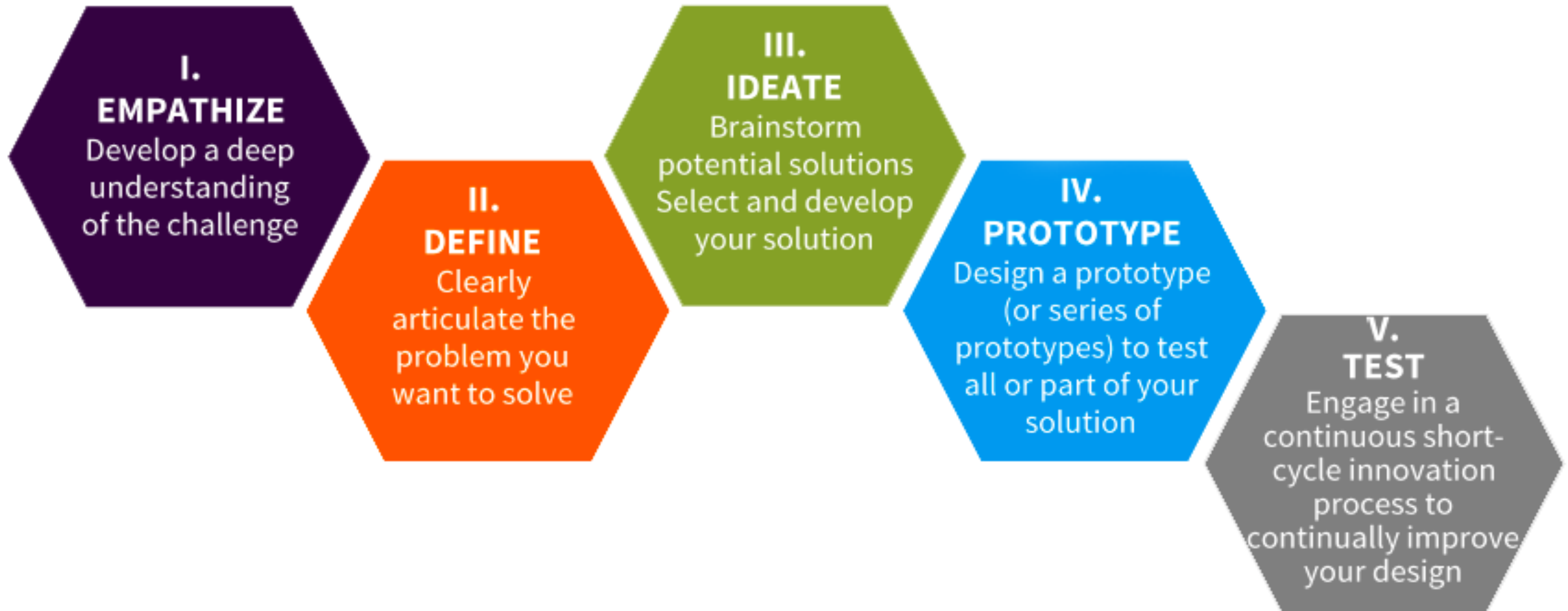How will we know that a change is an improvement?

Whose lives and what places would we like to see get better?

What is our theory of change? Who Is coming up with the ideas we are trying? What are their needs and assets?

How will we know the lives and places got better? Who gets to decide how and what we measure? Exactly how and who will monitor our progress?

Act   Plan

Study   Do
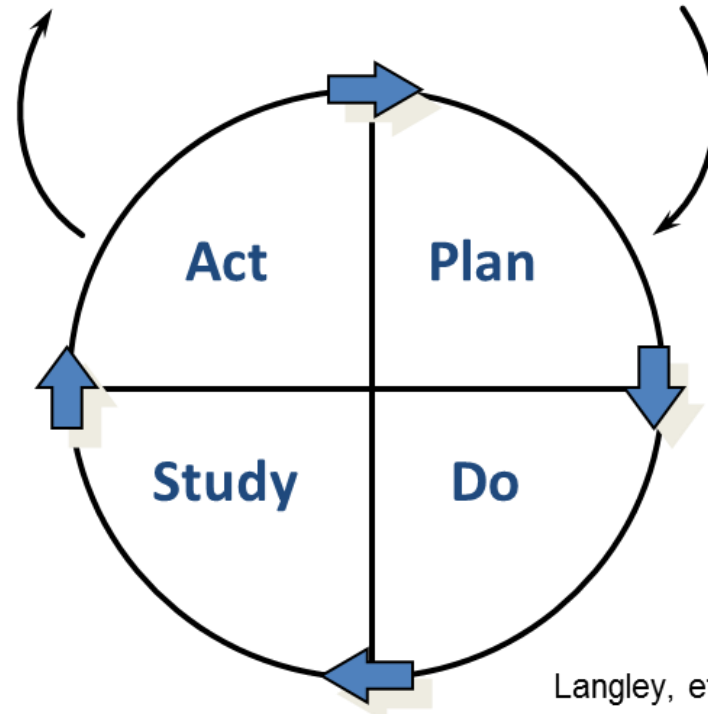
Langley, et al.

Design Thinking: to improve something, you need to understand the problem

I. EMPATHIZE
Develop a deep understanding of the challenge

II. DEFINE
Clearly articulate the problem you want to solve

III. IDEATE
Brainstorm potential solutions Select and develop your solution

IV. PROTOTYPE
Design a prototype (or series of prototypes) to test all or part of your solution

V. TEST
Engage in a continuous short-cycle innovation process to continually improve your design

Source: dschool.stanford.edu

Design Thinking-Improvement Model

What are we trying to accomplish?

Aim

What changes can we make that will lead to an improvement?

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Develop a deep understanding of the challenge

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Clearly articulate the problem you want to solve

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Brainstorm potential solutions Select and develop your solution

IV. PROTOTYPE
Design a prototype (or series of prototypes) to test all or part of your solution

PDSAs

V. TEST
Engage in a continuous short-cycle innovation process to continually improve your design

Needs and assets
Focus groups
Surveys
Empathy maps
Journey mapping
Working with people with lived experience

Drivers

How will we know a change is an improvement?

Source: dschool.stanford.edu

Developing Deep Understanding - Empathize

The Knowledge Iceberg Analogy, http://www.machinerylubrication.com/Read/29896/maintenance-knowledge-management
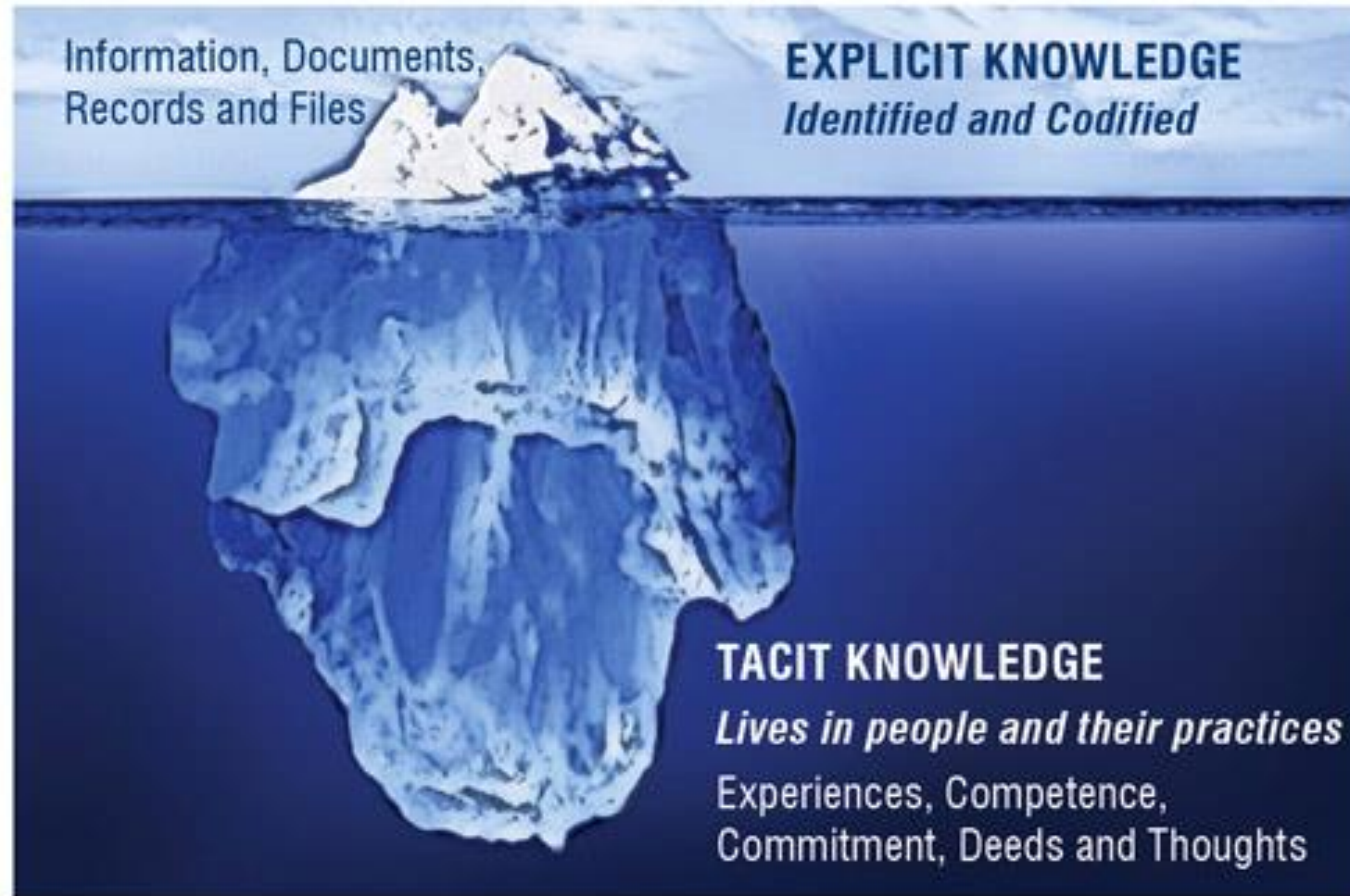
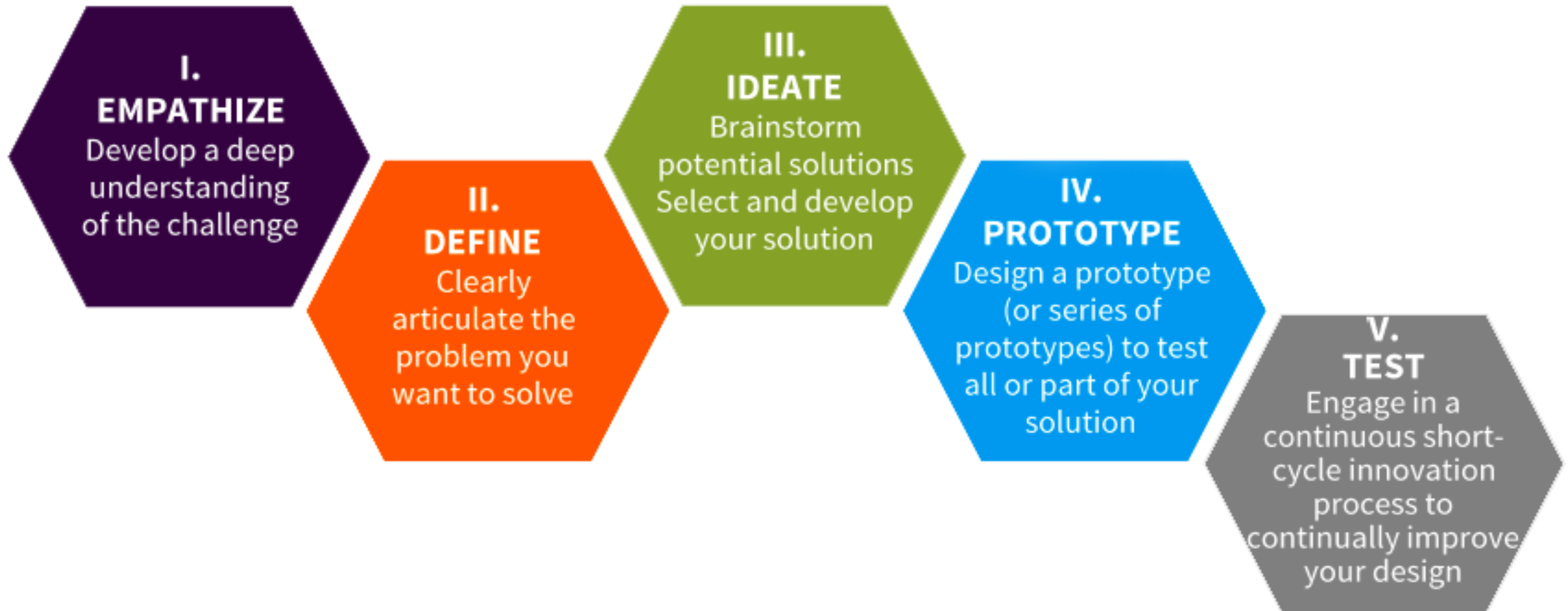# PREVENTING FALLS IN PEOPLE WITH STROKES

The intervention
that reduced falls
after strokes by 50%

Design Thinking: to improve something, you need to understand the problem

I. EMPATHIZE
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Source: dschool.stanford.edu

THE DIFFERENCE BETWEEN A SMART AIM AND A WISH

- We will improve health equity in the context of COVID-19

- By 9/30/2020, 250 predominantly Hispanic people with diabetes who live in East Providence will enjoy greater health and stability by gaining access to food, medical and mental health care, financial resources and social connection—all areas they identified as areas of great need.

SET AN AMBITIOUS AND SPECIFIC AIM – "SOME IS NOT A NUMBER, SOON IS NOT A TIME"

We will…

Action +

e.g. Reduce, Increase, Solve, Provide

Specific problem +

e.g. Violent crime, food availability, coordinated referrals

Number +

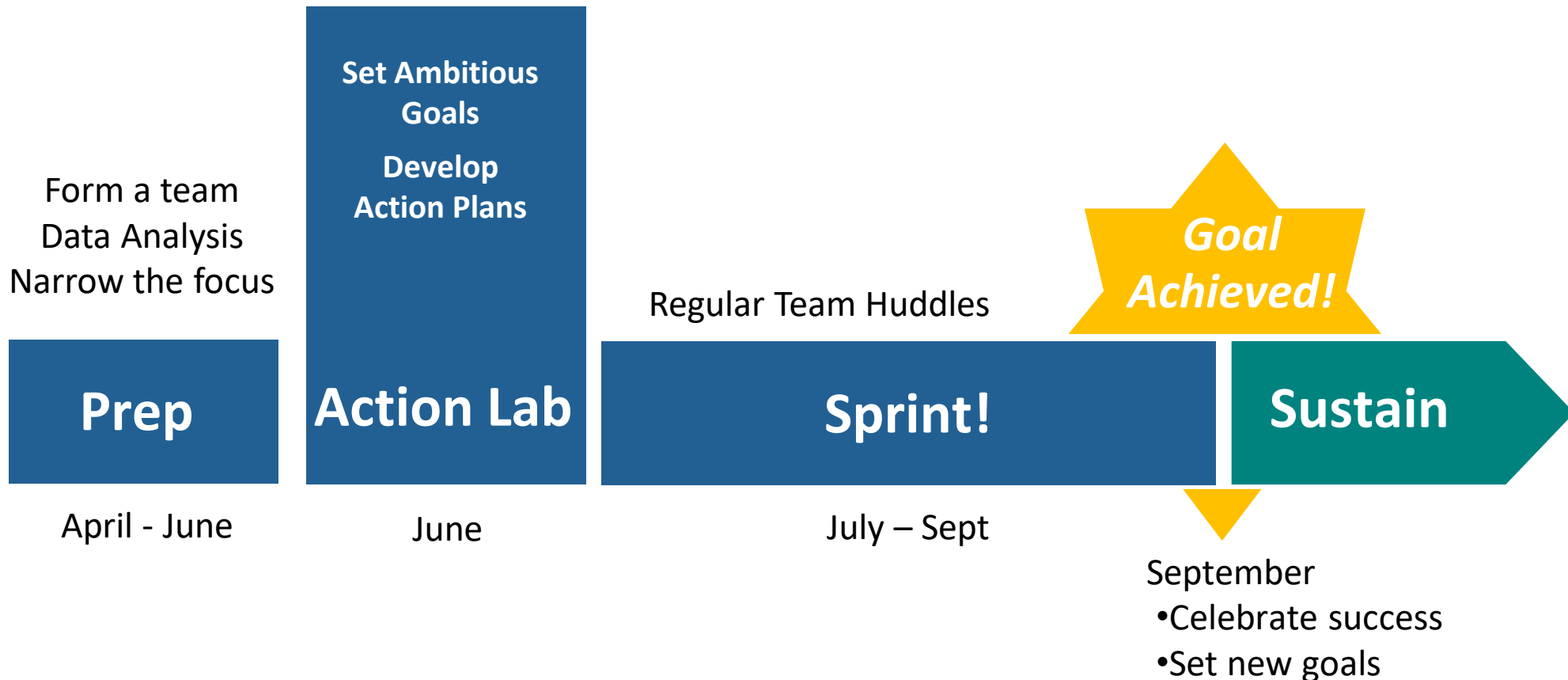How much? e.g. Percentage, number

Specific population +

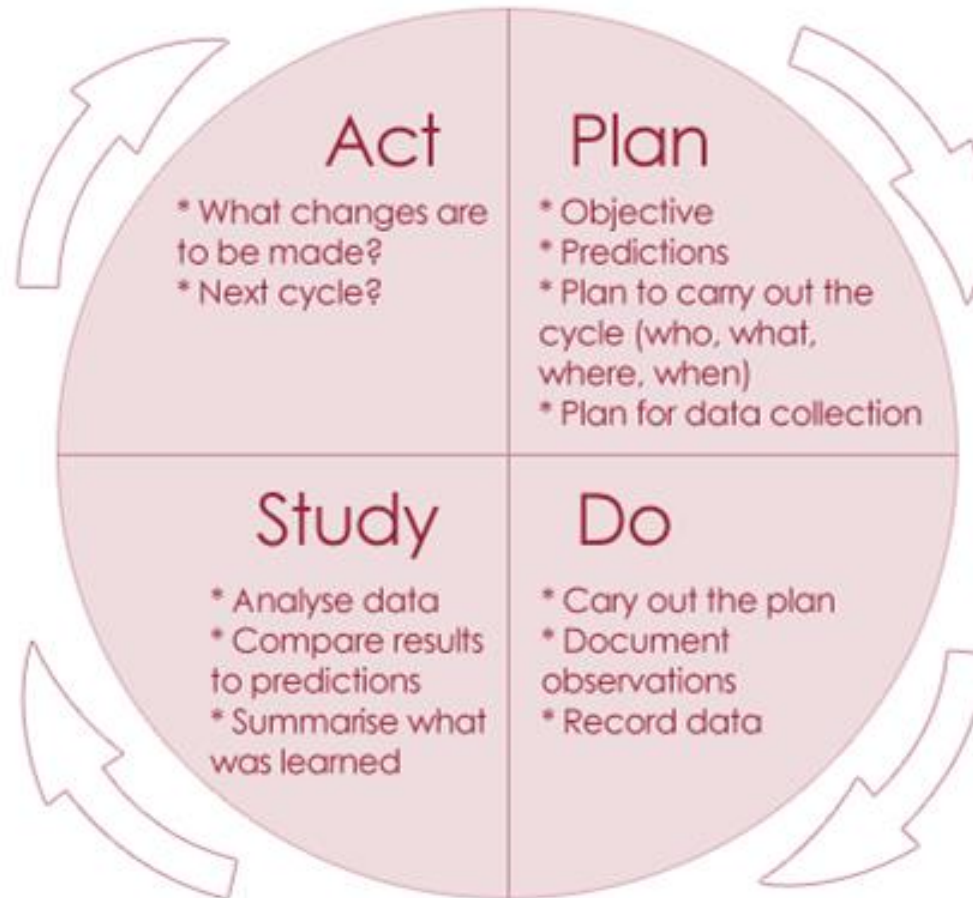For whom? e.g. All people living with diabetes in RI

Date !

e.g. By September 18, 2020

EQUITY ACTION LAB

Form a team
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Regular Team Huddles

Goal Achieved!

Prep

Action Lab

Sprint!

Sustain

April - June

June

July – Sept

September
- Celebrate success
- Set new goals

Breaking it down: **P**lan, **D**o, **S**tudy, **A**ct

CHRONIC ABSENTEEISM IN BALTIMORE SCHOOLS

1 in 5 middle school students missed > 1 month

40% high school students
Scored 15 to 20% points lower on state assessments

Percentage of 2008-09 Dropouts Chronically Absent in the Three Years Prior to Dropout

	2005-06	2006-07	2007-08
Missed more than 20 days	70.5%	79.4%	87.4%
Missed more than 40 days	42.8	57.6	74.2

SOURCE: "Gradual Disengagement: A Portrait of the 2008-09 Dropouts in the Baltimore City Schools," Baltimore Education Research Consortium.

WE IN THE WORLD
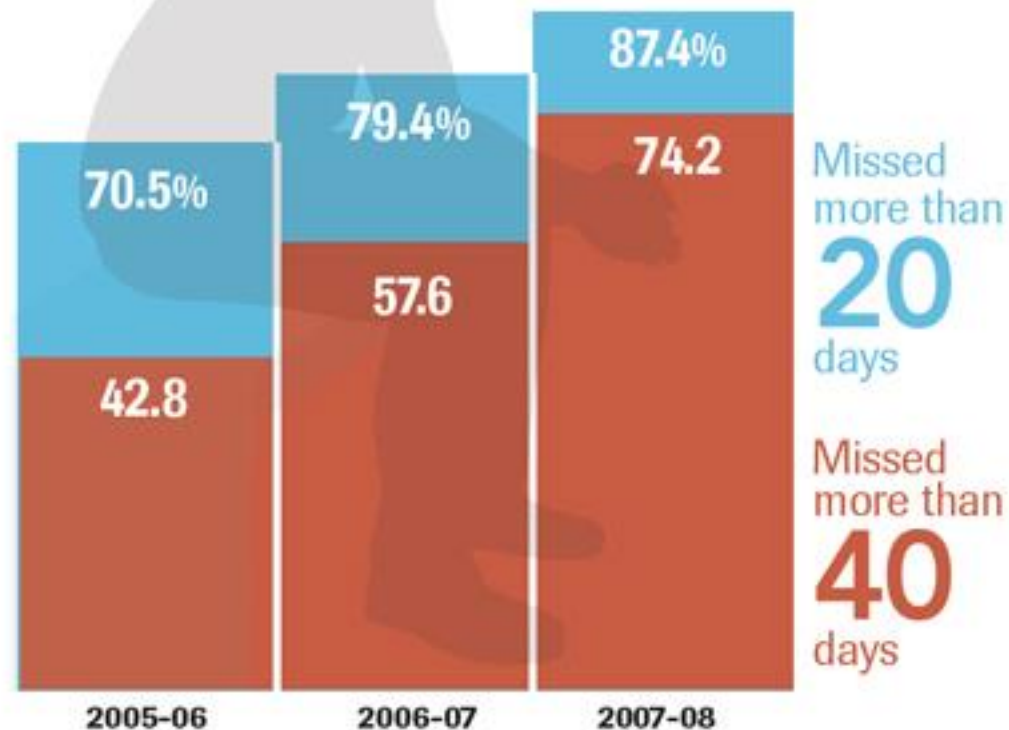
FRANKLIN SQUARE ELEMENTARY/MIDDLE SCHOOL

- Surrounded by boarded-up buildings
- An average of nine out of 10 of its students live in poverty;
- One in five, on average, is highly mobile
- Principal Terry Patton and her staff weave attendance strategies into every part of the school.
- Track data proactively.
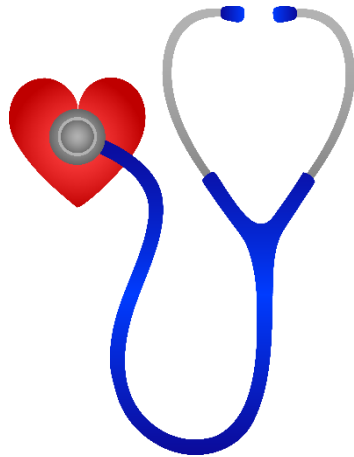- http://www.edweek.org/ew/articles/2010/10/01/06absenteeism_ep.h30.html

STRATEGIES

- Used data and narrative to understand what was happening.
- They track any child who has missed a day, and they look for patterns, both for individual students and across classes.
- Proactive management of attendance
- Engage kids and family members in creating and implementing the solutions

A PORTFOLIO OF SOLUTIONS

http://www.edweek.org/ew/articles/2010/10/01/06absenteeism_ep.h30.html
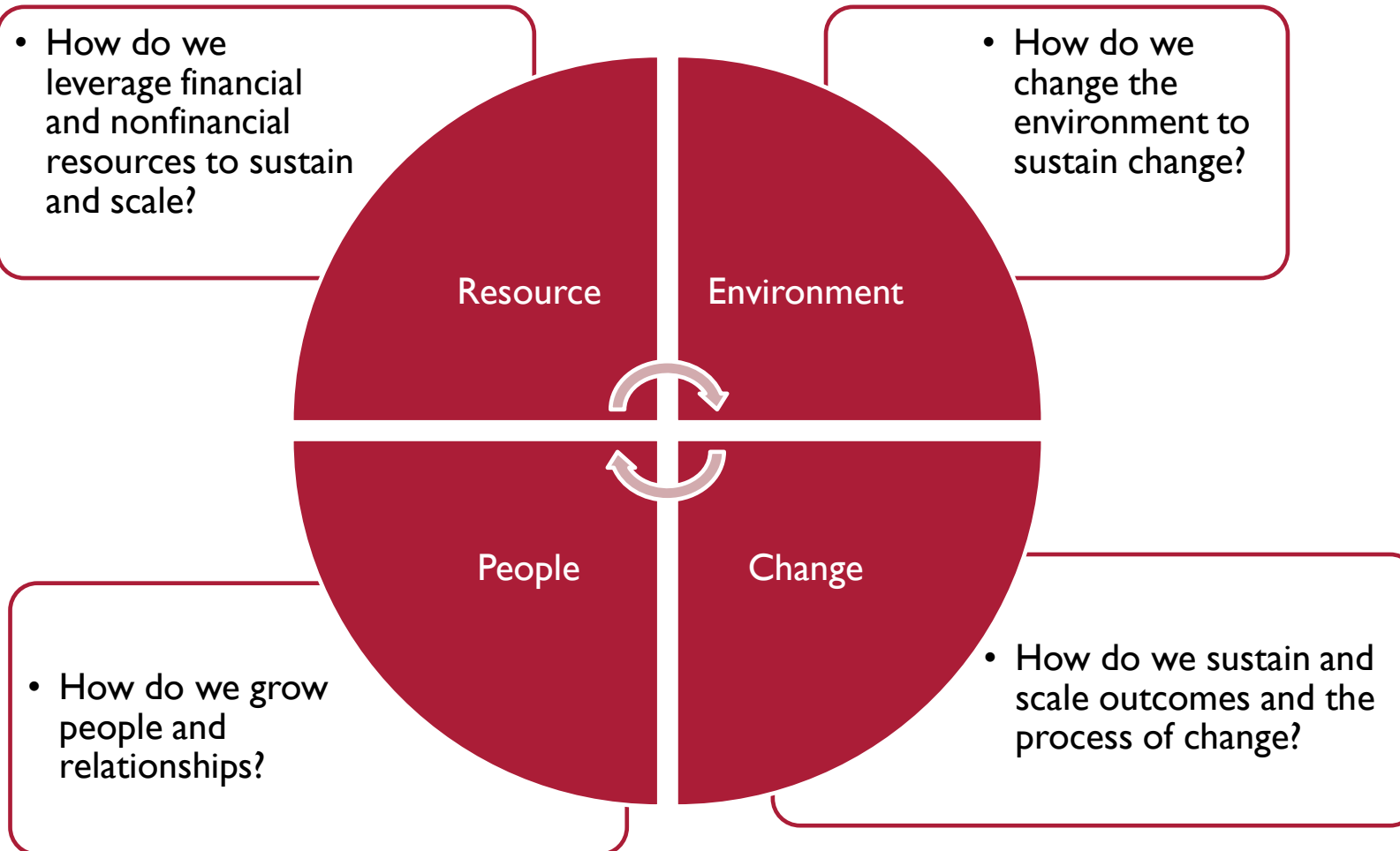
FRANKLIN SQUARE ELEMENTARY/MIDDLE SCHOOL, BALTIMORE
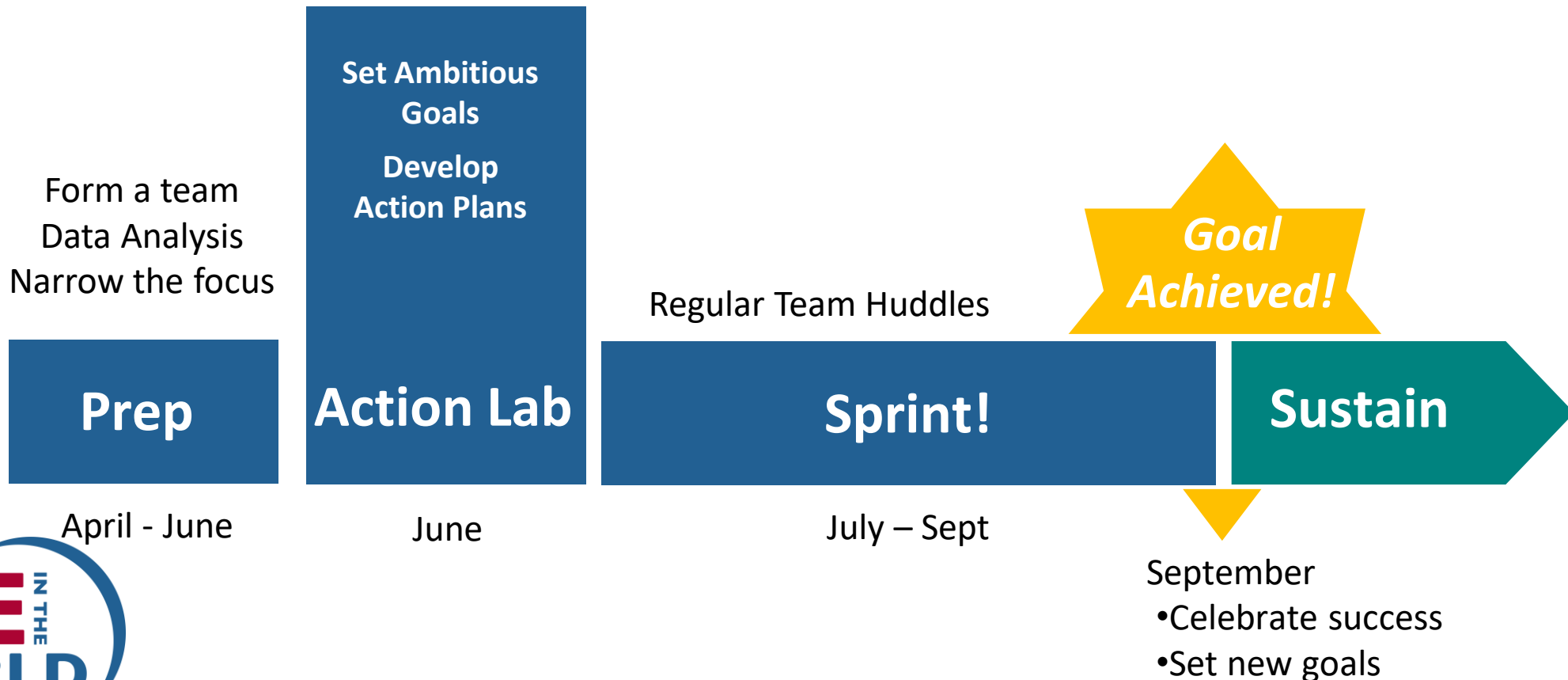
THE RESULT?

- Daily attendance above 96 percent
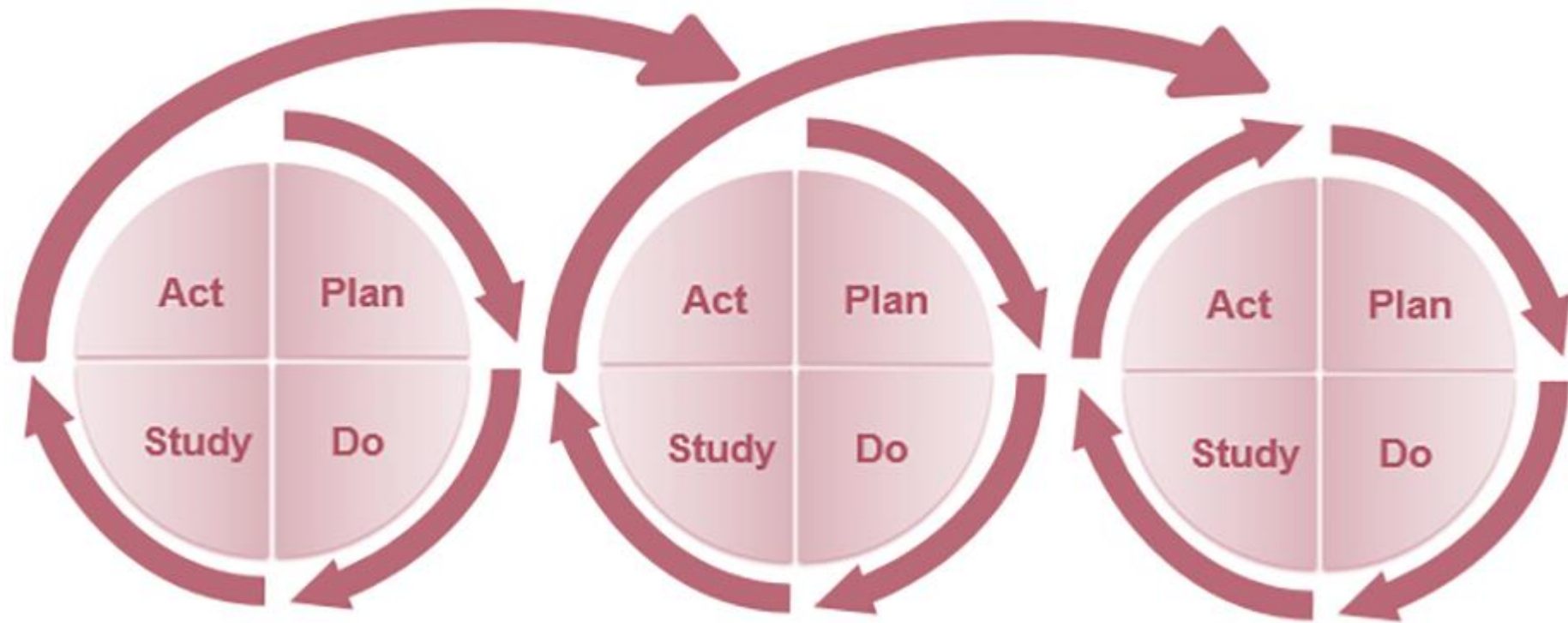- Test scores above the state average

LEADING FOR SUSTAINABILITY

- How do we leverage financial and nonfinancial resources to sustain and scale?

- How do we change the environment to sustain change?

Resource **Environment**

People **Change**

- How do we grow people and relationships?

- How do we sustain and scale outcomes and the process of change?

Rapid Cycle Testing

Weekly Huddles

PLAN
-What changes will you try?
-What do you predict will happen?

DO
-What actually happened?
-What did you observe while testing?

STUDY
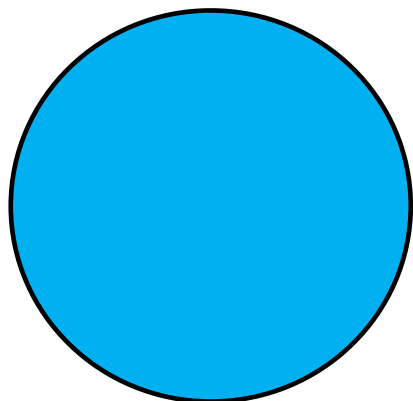-Did the results match your prediction(s)?
-What did you learn?
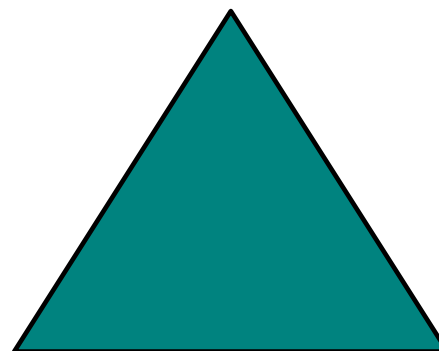
ACT
-Adopt, Adapt (how?) or Abandon?

THE ROAD AHEAD

- Weekly Team Huddles

- August 12 - Combined Momentum call

- September 18 – Health Equity Sustainability call

REFLECTION ON TODAY – CIRCLE, TRIANGLE

What's still circling around for you?

What's a take-away that you can put into practice now?

THANK YOU!

RI DIABETES HEALTH EQUITY CHALLENGE

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