

# How to Leverage MBQIP Data for Improvements - Social Drivers of Health & Health Equity Webinar

## Facilitation Guide for Flex Programs

The RQITA team has received requests for education on social drivers of health and health equity quality improvement. We have recorded a webinar for social drivers of health and health equity in hospitals. In the webinar we review the measures, provide strategies that can help hospitals discuss the relationship between health equity measures and quality improvement, and discuss ways to use social drivers of health information to tell your story to the community.

[Access the webinar and slides here](#)

### *Event Audience*

Hospital quality staff, population health staff, social workers, hospital administrators

### *Event Objectives*

- ✓ Discuss the relationship between health equity measures and quality improvement
- ✓ Review the Medicare Beneficiary Quality Improvement Program (MBQIP) commitment to Health Equity and Social Drivers of Health (SDOH) measures
- ✓ Learn about local and national data resources available to you
- ✓ Identify ways to use SDOH data to tell your story

### *MBQIP Connections*

- ✓ Hospital Commitment to Health Equity measure
- ✓ Social Drivers of Health Screening measure
- ✓ Social Drivers of Health Screening Positive measure

### *Event Call to Action for Hospitals*

- ✓ Determine if there are existing documents, policies, Conditions of Participation, or organizational committees that already exist in your organization that may closely relate, align, or have a similar goal or function for the five health equity domains.
- ✓ Find out who is involved with the Community Health Needs Assessment (CHNA) responsibilities at your hospital. Leverage any partnerships through the completion of your CHNA to address social drivers of health goals for your community with partners and other key collaborators.
- ✓ Create a committee to identify ways to address SDOH needs (internally or externally with community organizations).

### *How State Flex Programs Can Use This Webinar*

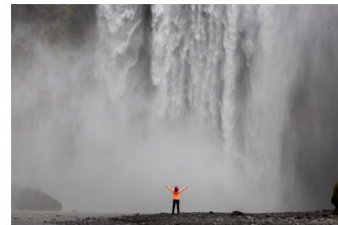
- Host an event and play the recording for hospitals. After the 45-minute recording concludes, allow hospitals to ask questions to one another about implementation processes and discuss reporting for these measures.
- Is there a hospital in your state who has successfully used their hospital's strategic plan to guide them through the process of meeting the Hospital Commitment to Health Equity measure? Ask them to present during your event to share their process and lessons learned.
- Encourage hospitals to share one thing they believe their hospital does well regarding one or more of the five domains for Hospital Commitment to Health Equity.
- The Hospital Commitment to Health Equity and Social Drivers of Health measures are interrelated with collecting demographic for demographic information and/or social driver of health information (i.e. housing needs, transportation needs, safety at home, etc.). Are there hospitals who have integrated screening for social drivers of health into their hospital admission/discharge process? Encourage them to discuss how this data has been used to help prevent a readmission during discharge planning or follow-up care.
- Encourage each hospital to share one way they struggle in the screening for social drivers of health processes. Other hospitals may have identified strategies to overcome similar challenges.
- Does your state have hospitals who excel in finding resources for patients who screen positive for social drivers of health while others still struggle? Consider using the event as an opportunity for hospitals to engage in mentorship opportunities with one another.
- Utilize the chat waterfall technique! This helps encourage ALL participants to be active in chat and gives Flex coordinators a wealth of information about hospital activities. You can also use the chat waterfall responses to encourage participants to come off mute and share more.

## Chat Waterfall Exercise



1. Facilitator will pose a question.
2. Type your response into chat **BUT DO NOT HIT SEND** until prompted.

Watch the waterfall of responses come in!



Use the suggestions below to encourage event participants to share during live events. Modify the statements below when using the waterfall chat technique.

**WINS** – ideas to help event participants share their successes

- Share a Highlight (about a tool/event/resource/activity/improvement project)...
- A Lightbulb went off when...
- Learned something new
- Feeling more comfortable with topics/ tasks/ responsibilities
- Learned to save time / Learned to be more organized when...
- Heard about a new intervention / model/ process
- Took a baby step in the right direction when...
- Achieved an accomplishment / Received a compliment
- Learned a new skill, here is what I learned...

**OPPORTUNITIES** – ideas to help event participants share their challenges

- Feeling uncertain about...
- Need more resources for...
- The hardest task is...
- Need more updates on specific interventions / models / processes
- Need to learn how to address...
- Most challenging concepts are...
- Need continued training for....
- Taking too much time on certain tasks
- Need to be more organized with...
- Took a baby step backwards when...
- Not sure who / how to ask for help

Did you use this webinar with hospitals in your state? Let the RQITA team know how the event went! Connect with us at [rqita@telligent.com](mailto:rqita@telligent.com)