

Beth Israel Deaconess Hospital – Plymouth

Health Equity Strategic Plan

Chief Medical Officer – Tenny Thomas, MD

Senior Director of Quality and Safety – Judy Van Tilburg, RN, BSN, MHM, CPHQ

Vice President, HR Business Partners – Wendy Baker

Commitment to Equity

BILH's Diversity, Equity, and Inclusion (DEI) vision is to transform care delivery by dismantling barriers to equitable health outcomes and becoming the premier health system to attract, retain, and develop diverse talent.

Health Quality and Equity Strategic Plan

Executive Summary

BID Plymouth is part of Beth Israel Lahey Health (BILH), a comprehensive, high-value system of healthcare located in Boston, eastern Massachusetts, and southern New Hampshire. The system, formed in 2019, is home to 14 hospitals, 23 ambulatory facilities, 4,700 physicians, 9,000 nurses, and serves more than 1.7 million patients. BILH is the second-largest health care system in the Commonwealth with 36,000 employees.

How BID Plymouth Defines Health Equity

BILH is committed to ensuring that no matter where patients begin or continue their health care journey, they receive the most equitable care and outcomes possible. BILH's approach to Diversity, Equity, and Inclusion (DEI) is unique in that health equity is at the center of all the work – across talent, patient care, community, and research and innovation. This foundational approach is both deliberate and essential; the only way to make meaningful progress in eradicating disparities in access, the care experience, and health outcomes across the health system is through a comprehensive set of strategies that integrate research and innovation, care delivery and support for care teams, and collaborative engagement with the surrounding communities.

BID Plymouth is committed to preventing healthcare disparities among our patient population and will advance health care equity through a strengthened organizational framework that supports this work under the guidance of BILH.

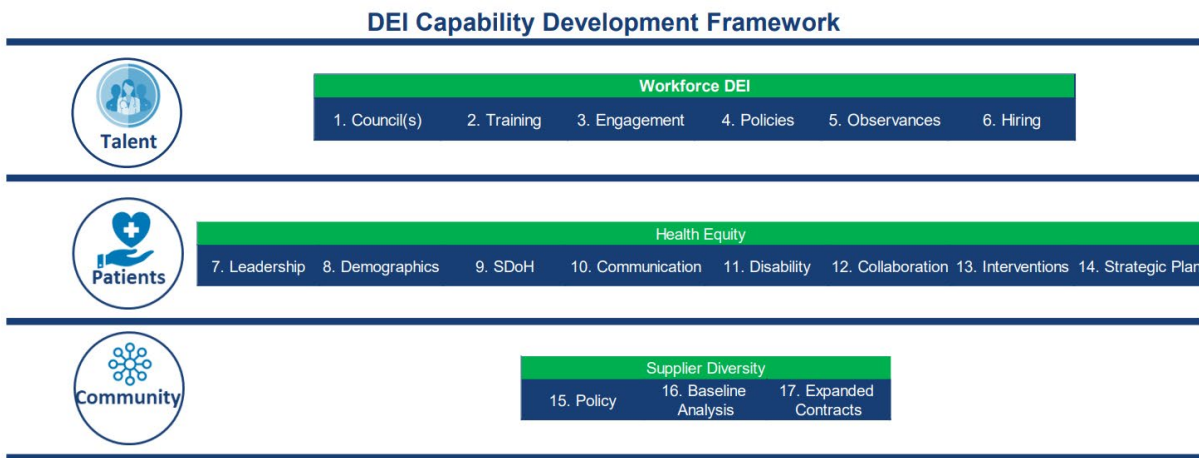
Overview of BID Plymouth's Health Equity Goals Over the Next Four Years

As a system, BILH's goal is to advance its DEI vision by transforming care delivery by dismantling barriers to equitable health outcomes and become the premier health system to attract, retain, and develop diverse talent. This vision is supported by three primary goals that will allow BILH to measure long-term progress.

- Talent: we aim to have a workforce that mirrors the increasing diversity in the communities that BILH serves, with a focus on representation in leadership and care delivery roles.
- Patients: we aim to eradicate disparities in health outcomes within our diverse population of patients.

- Community: we aim to expand investments in historically underrepresented communities to close socio-economic disparities that impact population health.

To operationalize these goals, BILH has developed a DEI Capability Development Toolkit that provides the framework for its Entities and clinical units to implement DEI strategic initiatives. The Toolkit as outlined below includes six capabilities specific to the workforce, eight capabilities specific to health equity, which will be highlighted in this strategic plan, and three capabilities specific to supplier diversity. BID Plymouth has leveraged this approach to support the local health equity work.



Member and Community Voices at BID - Plymouth

BILH incorporates community voices into its health equity strategic planning and implementation efforts through its various health equity related committees and workgroups, patient outreach efforts, patient focused groups, periodic patient experience surveys, community partner interviews, patient/family advisory feedback, and comprehensive patient and community health needs assessments.

BILH incorporates MassHealth member and community voices into its health equity strategic planning and implementation efforts through its various health equity related committees and workgroups, patient outreach efforts, patient focused groups, periodic patient experience surveys, community partner interviews, patient/family advisory feedback, and comprehensive patient and community health needs assessments.

At BID Plymouth, the Community Health Needs Assessment (CHNA) and planning work for the 2022 report were conducted between September 2021 and September 2022. BID Plymouth conducted 17 one-on-one interviews with key collaborators in the community, facilitated four focus groups with segments of the population facing the greatest health-related disparities, administered a community health survey involving more than 450 residents, and organized two community listening sessions. In total, the assessment process collected information from more

than 550 community residents, clinical and social service providers, and other key community partners.

BID Plymouth also gathered data to help identify leading health-related issues, barriers to accessing care, and service gaps. Whenever possible, data were collected for specific geographic, demographic, or socioeconomic segments of the population to identify disparities and clarify the needs of specific communities.

BID Plymouth's Implementation Strategy is designed to address the underlying social determinants of health and barriers to accessing care, as well as promote health equity. The content addresses the leading community health priorities, including activities geared toward health education and wellness (primary prevention), identification, screening, referral (secondary prevention), and disease management and treatment (tertiary prevention).