

Loma Linda University Surgical Hospital

Health's Equity Plan Supplemental Document

Measure	Stratification	Reference Group	Reference Rate	Rate Ratio
HCAHPS Q.17 Received Info & Education	Age	50 to 64	100	1.1
HCAHPS Q.19 Would Recommend Hospital	Age	35 to 49	100	1
HCAHPS Q.17 Received Info & Education	Age	50 to 64	100	1
HCAHPS Q.19 Would Recommend Hospital	Age	35 to 49	100	1
HCAHPS Q.17 Received Info & Education	Age	50 to 64	100	1
HCAHPS Q.19 Would Recommend Hospital	Age	35 to 49	100	1
HCAHPS Q.19 Would Recommend Hospital	Language	Spanish	100	1
HCAHPS Q.17 Received Info & Education	Language	English	97.2	1
HCAHPS Q.19 Would Recommend Hospital	Sex Assigned at Birth	Male	98.4	1
HCAHPS Q.17 Received Info & Education	Sex Assigned at Birth	Male	96.8	1

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Rank	Disparity Description	Plan for Action
1	Measure: HCAHPS Q.17 Received Info & Education Stratification: Age Group: 18 to 34 vs 50 to 64 Disparity Ratio: 1.1	<ol style="list-style-type: none"> Deeper Analysis -Conduct a focused review of HCAHPS responses to understand any subtle patterns in experience among the stratified groups. Although current differences are minimal, the Health Equity Taskforce helps determine whether specific units, service lines, or patient pathways merit closer examination. Root Cause Analysis (RCA) - Engage Patient Experience, Nursing, and frontline staff to explore broad, system-level factors that may influence perceptions of communication, information sharing, or overall hospital experience. Assess whether any

		<p>workflow, language access, or consistency issues are emerging.</p> <p>3. Development of Improvement Interventions - Based on initial insights, identify general opportunities to further strengthen communication, standardize information delivery, or enhance patient engagement processes. Any specific actions will be refined after feasibility and alignment discussions.</p> <p>4. Implementation & PDSA Cycles -Introduce small-scale PDSA tests aimed at strengthening consistency in communication and information sharing, and refine approaches as early impressions or feedback emerge.</p> <p>5. Monitoring, Measurement & Outcome Validation - Monitor HCAHPS trends quarterly, given the minimal disparity, to ensure stability in performance across age, language, and sex groups. The Health Equity Taskforce will reviews results and determines whether additional analysis or action is needed.</p>
2	Measure: HCAHPS Q.19 Would Recommend Hospital Stratification: Age Group: 18 to 34 vs 35 to 49 Disparity Ratio: 1	There is no observable disparity within this measure. The Health Equity Taskforce will continue to review stratified results regularly to ensure ongoing equity in performance.
3	Measure: HCAHPS Q.17 Received Info & Education Stratification: Age Group: 65 and Older vs 50 to 64 Disparity Ratio: 1	There is no observable disparity within this measure. The Health Equity Taskforce will continue to review stratified results regularly to ensure ongoing equity in performance.
4	Measure: HCAHPS Q.19 Would Recommend Hospital Stratification: Age Group: 65 and Older vs 35 to 49 Disparity Ratio: 1	There is no observable disparity within this measure. The Health Equity Taskforce will continue to review stratified results regularly to ensure ongoing equity in performance.
5	Measure: HCAHPS Q.17 Received Info & Education Stratification: Age Group: 35 to 49 vs 50 to 64 Disparity Ratio: 1	There is no observable disparity within this measure. The Health Equity Taskforce will continue to review stratified results regularly to ensure ongoing equity in performance.

6	Measure: HCAHPS Q.19 Would Recommend Hospital Stratification: Age Group: 50 to 64 vs 35 to 49 Disparity Ratio: 1	There is no observable disparity within this measure. The Health Equity Taskforce will continue to review stratified results regularly to ensure ongoing equity in performance.
7	Measure: HCAHPS Q.19 Would Recommend Hospital Stratification: Preferred Language Group: English vs Spanish Disparity Ratio: 1	There is no observable disparity within this measure. The Health Equity Taskforce will continue to review stratified results regularly to ensure ongoing equity in performance.
8	Measure: HCAHPS Q.17 Received Info & Education Stratification: Preferred Language Group: Spanish vs English Disparity Ratio: 1	There is no observable disparity within this measure. The Health Equity Taskforce will continue to review stratified results regularly to ensure ongoing equity in performance.
9	Measure: HCAHPS Q.19 Would Recommend Hospital Stratification: Sex Assigned at Birth Group: Female vs Male Disparity Ratio: 1	There is no observable disparity within this measure. The Health Equity Taskforce will continue to review stratified results regularly to ensure ongoing equity in performance.
10	Measure: HCAHPS Q.17 Received Info & Education Stratification: Sex Assigned at Birth Group: Female vs Male Disparity Ratio: 1	There is no observable disparity within this measure. The Health Equity Taskforce will continue to review stratified results regularly to ensure ongoing equity in performance.