



HCAi California Hospital Equity Measures Reporting

Every calculation associated with all report fields has been evaluated for our hospital. While this AB 1204 Equity Report may appear sparsely populated and lacking values in some areas, this reflects the complexity of the reporting requirements—not a deficiency in the report itself. Many blank cells are the result of limited availability of certain stratification variables. Our hospital remains committed to advancing equity reporting and looks forward to additional regulatory guidance on whether and how these data elements should be collected in the future. Even when the final numbers are few, the work behind them is substantial—and necessary for accurate and compliant reporting.

Encompass Health Rehabilitation Hospital of Tustin

PDCA

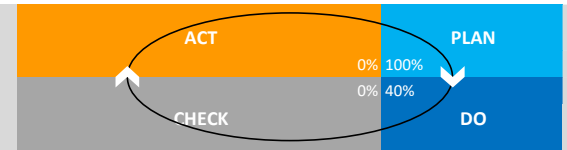
Project: Reducing Health Care Disparities for elderly patients (81-90yr)
 Process: Improve Patient Satisfaction Prepared for Discharge for patients in age group 81-90.

Leader: Lindsey Taylor, DCI
 Prepared by: Lindsey Taylor, DCI

Cycle #: 1
 Updated: Jan-24

You need only to fill the white cells

Select ... What? Who? When? Expected in hours % Open/Closed



PDCA phase	Activity	Owner	Due date	Activity time	Completion %	Status	Lessons learned
1 PLAN	Explore all available information	Team	1/1/2023	2	100%	Closed	Information retrieved from Beacon - Patient Satisfaction from 1/1/2022 - 10/1/2022
2 PLAN	Brainstorm and generate solution ideas	Team	1/1/2023	2	100%	Closed	
3 PLAN	Select the most promising solutions	Team	1/1/2023	2	100%	Closed	
4 PLAN	Develop an action plan to implement the selected solutions	Team	1/1/2023	2	100%	Closed	
6 DO	Collect current patient satisfaction outcome data from selected group (81-90 yrs) Prepared for Discharge outcome	DCM / DQR	1/1/2023	1	100%	Closed	Prepared for Discharge outcome by age: 51-60 63.3%, 61-70 62%, 71-80 60.2%, 81-90 55.7%
7 DO	Collect any pt sat survey comments from selected group	DCM / DQR	2/15/2023	1	100%	Open	
DO	Review all patient facing materials to ensure they meet strategies to improve health literacy in older adults: Use upper and lower case Start each section with a heading Use 14-16 point type with plain font (no script or italics) Use black ink on white or buff no-glare paper Use simple line drawings of age-appropriate subjects Avoid charts with rows and columns Use lots of white space Bold key points Number steps in sequence	Team	2/15/2023	4	0%	Open	
DO	Review current Mark, Ready, Set, Go process	Team	2/15/2023	4	0%	Open	
DO	Assess staff's knowledge of how to Manage the teaching environment, Establish realistic and meaningful goals, Improve oral communication, Improve written communication and Evaluate comprehension of the elderly patient	Team	2/28/2023	4	0%	Open	
8 CHECK	Analyze data and customer feedback	Team	4/1/2023	1	0%	Open	
9 CHECK	Assess whether the solution solves the problem	Team	4/1/2023	4	0%	Open	
CHECK	Share results with key stakeholders	Team	4/1/2023	2	0%	Open	
10 CHECK	Discuss further improvements and quick wins	Team	4/1/2023	2	0%	Open	
11 ACT	Directors to educate/train their teams on the importance of Managing The Environment when providing education or training to the elderly age group: Schedule appointment when patient is rested (late morning) Schedule additional time Provide good lighting without glare Close the door to eliminate background noise Minimize distractions and maintain focus Adjust room temperature to avoid excess heat or cold Accommodate for physical disabilities and limitations	DCM, DTO, CNO		4	0%	Open	

12	ACT	Directors to educate/train their teams on the importance of Establishing Realistic and Meaningful Goals when providing education or training to the elderly age group: Identify the patient's personal motivators Link new information to patient's perspective and past experiences Focus on skills that foster independence and meet immediate need	DCM, DTO, CNO				
	ACT	Directors to educate/train their teams on how to Improve Oral Communication when educating and training the elderly: Speak clearly and slowly Limit content to 3-5 points Limit session to 10-15 minutes Be specific and concrete Face patient directly, maintaining good eye contact Encourage patient to bring a friend or family member Have the patient repeat the instructions Repeat key points frequently Conclude with a brief summary of the essential points	DCM, DTO, CNO		40	0%	Open
13	ACT	Directors to educate/train their teams on how to Evaluate Comprehension when educating and training the elderly: Have patient paraphrase instructions Observe patient demonstration and provide feedback Reassure patient that others have difficulty with information Encourage patient to teach family or friends in your presence Ask open-ended questions that assess application of new knowledge in home setting	Team		4	0%	Open
15	ACT	Implement MRSG processes	Team		4	0%	Open
16	ACT	Implement the solution in full-scale					
17	ACT	Document and measure the results obtained each month					
18							
19							
20							
21							
22							
23							
24							