



The Structure of Equity:

Engaging Health Equity through Systemic Assessment

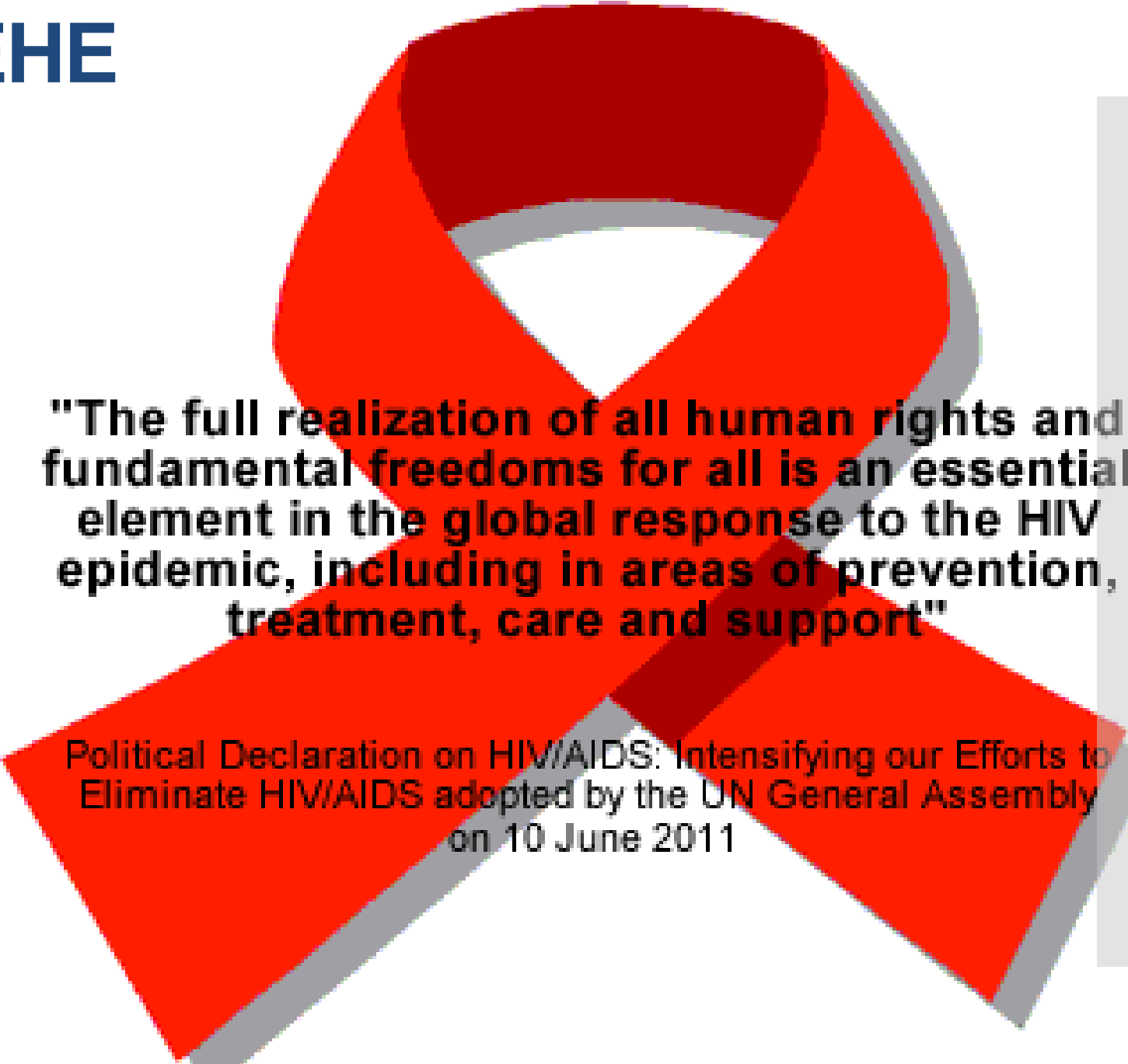
Evan Thornburg (she/they), Health Equity Special Advisor in AACO at the Philadelphia Dept of Public Health

How This Relates to EHE

The Greatest
Connectors to Risk

The Inequality of
Vulnerability

Addressing Causation
and Engaging
Prevention – Meeting
Our Goals



"The full realization of all human rights and fundamental freedoms for all is an essential element in the global response to the HIV epidemic, including in areas of prevention, treatment, care and support"

Political Declaration on HIV/AIDS: Intensifying our Efforts to Eliminate HIV/AIDS adopted by the UN General Assembly on 10 June 2011

AACO's Process

Radical Customer Service Model
Policy

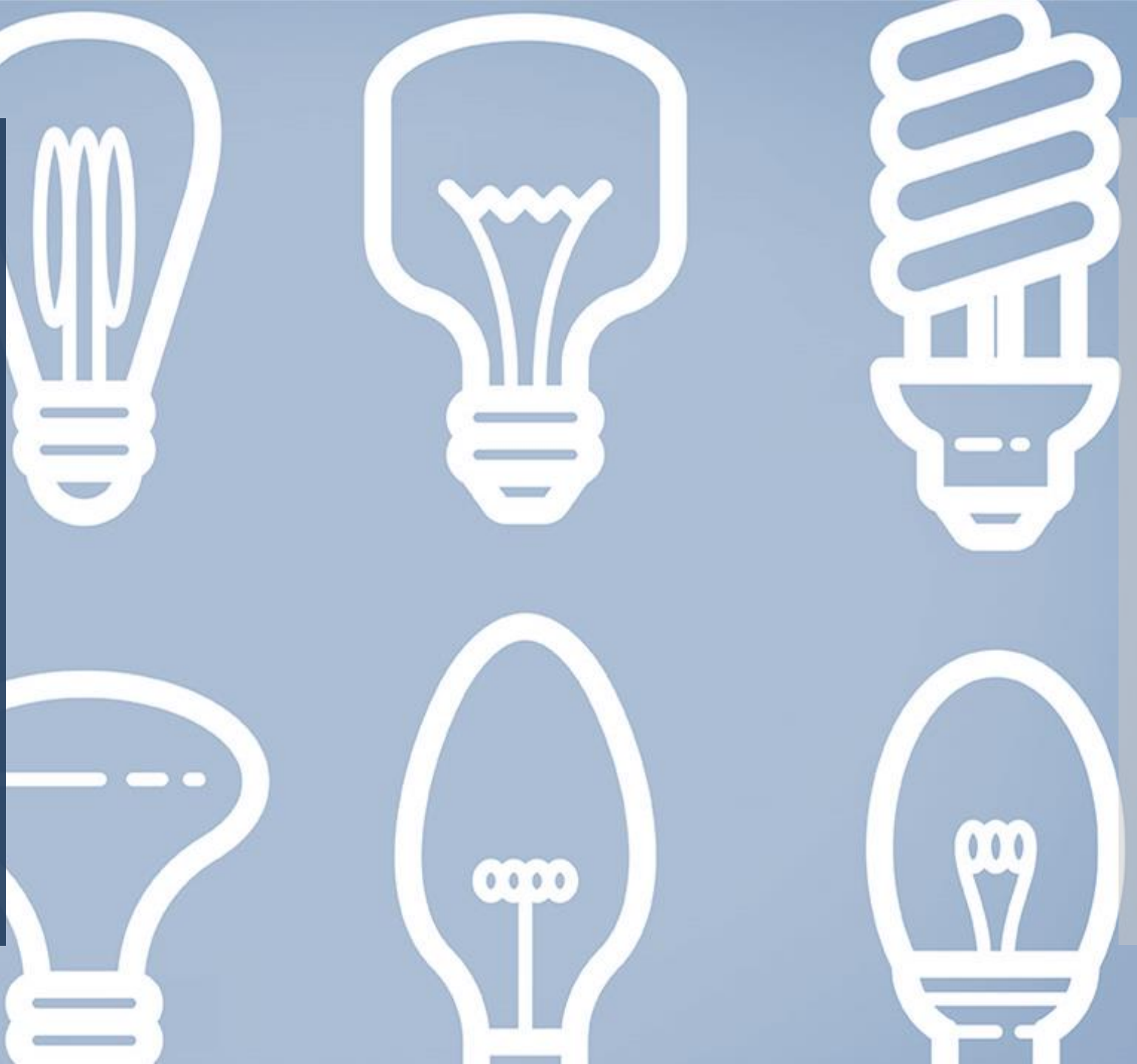
Health Equity Assessment

Health Equity Benchmarks

Climate Survey

QIPs

Other Considerations in Equity
and Data





**Radical
Customer
Service**

- **No Wrong Doors**

- Accessing services on their time
- Referrals out to more accessible providers
- Collaboration with consumers on care

- **Agency, Dignity, Empathy**

- Understanding everyone's inherent value
- Seeing everyone as an expert in their experience
- Being kind about every person's life situation
- Listening and encouraging

- **Health Equity**

- Dismantling systemic practices that create barriers
- Intentionally focusing on disparities and marginalized populations
- Standardizing best practices that create competency, empathy, equity, and re-establish community trust

- **Providing the Tools for Success**

- Pre-emptive language/ASL access
- Low health literacy design
- Virtual options
- In person access
- Low tech communication
- Ending facility level barriers

A middle-aged man with glasses, wearing a dark suit, white shirt, and striped tie, is seated in a wheelchair. He is holding a large white sign with red text. The sign reads "Health Equity Policy: Key Points".

Health Equity Policy: Key Points

AACO Health Equity Values

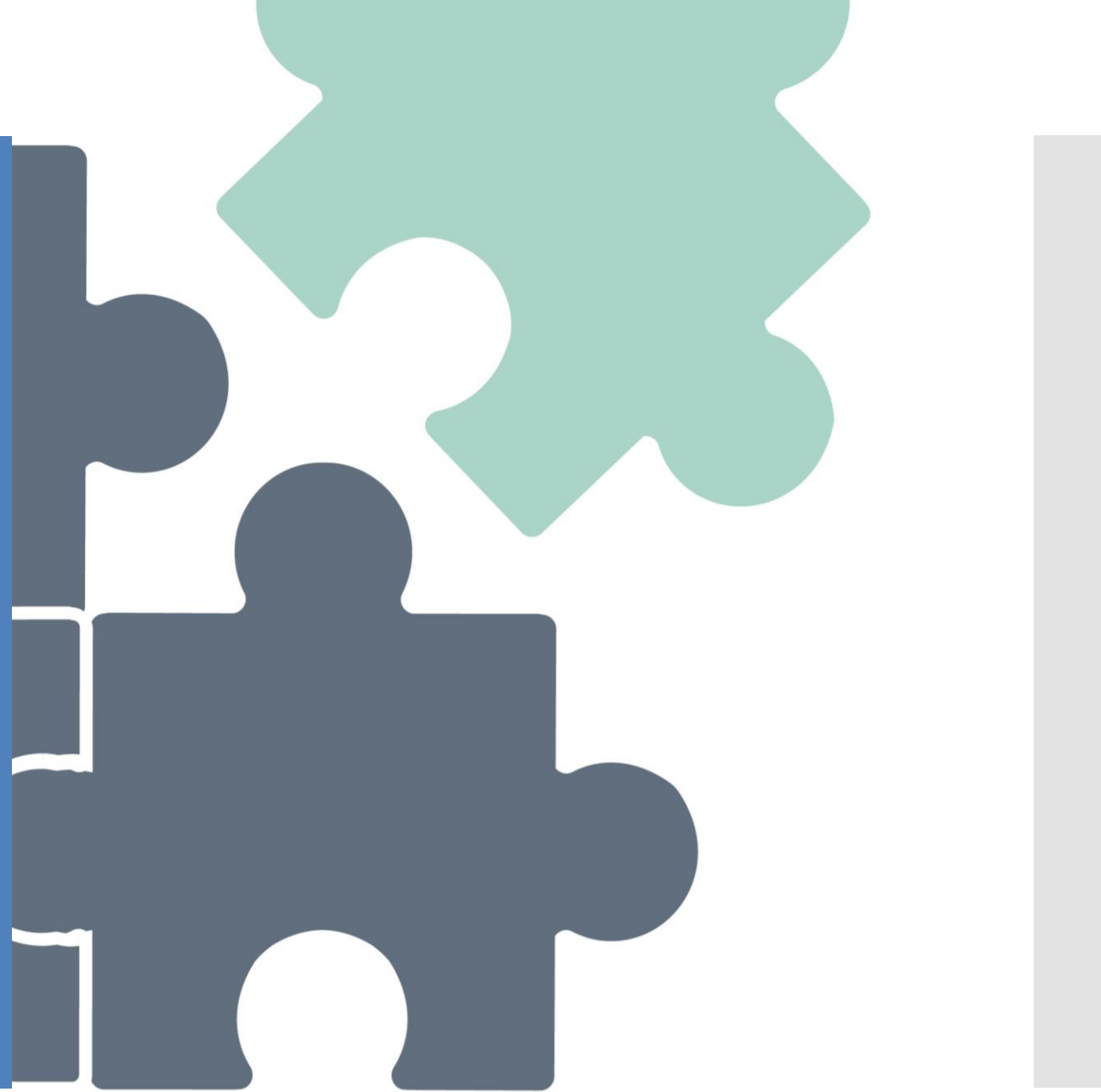
- Principles we are committed to
- Areas of advocacy
- Collaboration and relationships
- Provisions and resources that best reflect and support a myriad of identities and individuals
- Addressing bias
- Setting an example and leadership

Guidelines and Standards

- Specifics pertaining to execution of programs and initiatives
- Competency goals
- Diversity and inclusion
- Investment in the development and growth of diverse internal talent
- Benchmarks, assessments, and evaluations
- Data

Equity Assessment & Benchmarks

- Qualitative Methodology
- Designed to examine systemic and climate barriers
- Consideration of Consumers and Staff
- Bespoke to each provider; size, labor capabilities, and funding
- Put Our Money Where Our Mouths Are
- Flexibility and non-disruptive oversight/reporting
- End of Grant Deliverables





Climate Survey & QIPs

- **Compare and Contrast-ability**
- **Stimulating ongoing growth and competency**
- **Learning challenges and where to improve design**
- **Continual monitoring that builds long term accountability and sustainability**

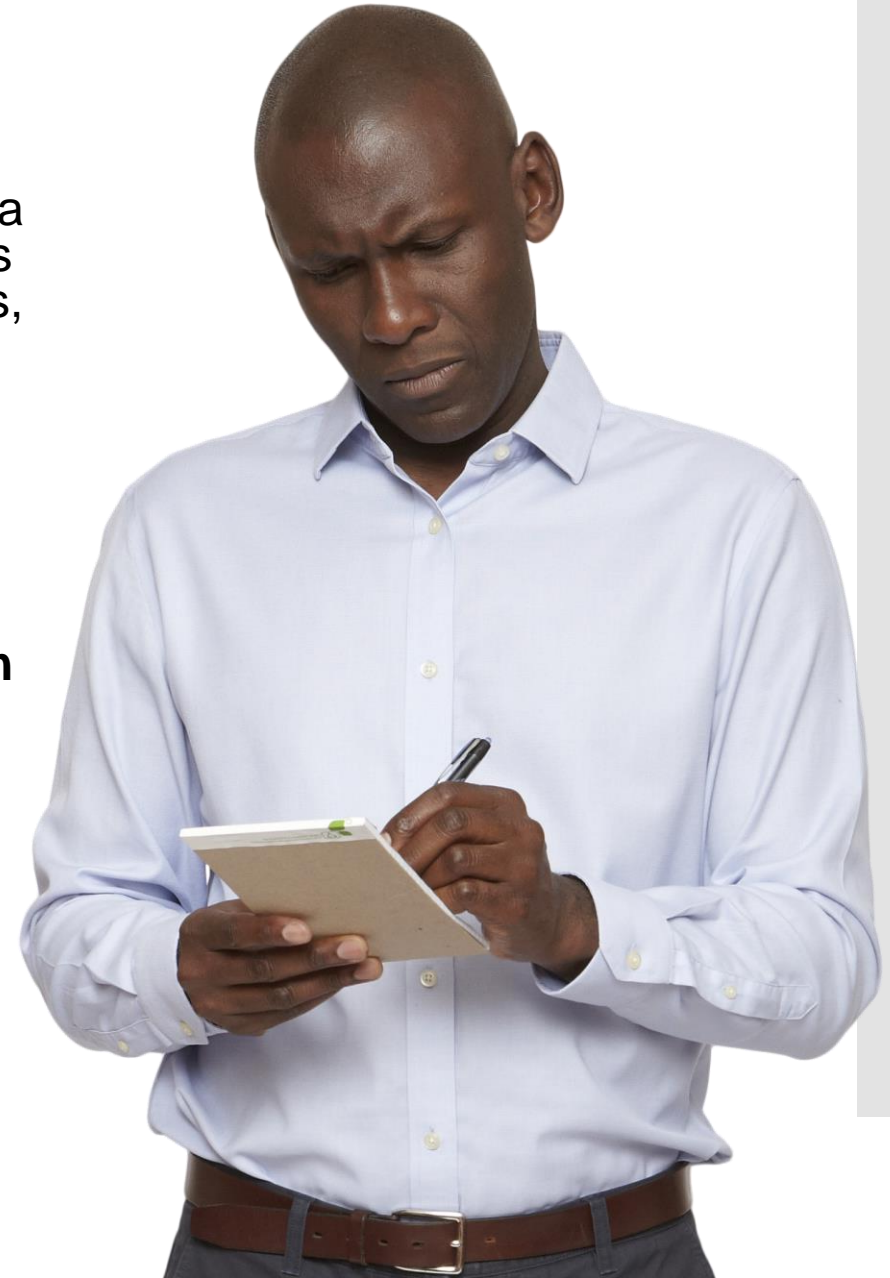
How to Embed Equity in Data

- Push past individual responsibility and behavior-based designs - the final cause is usually systemic
- Race is a construct, so the disparity must connect to something social
- Know when to disaggregate, collate, and contextualize
- Acknowledge - flaws and weapons in data
- Protect the vulnerable - do we need to collect this?
- Mixed methodologies
- Agency - make community subjects collaborative researchers



HIV Low Health Literacy Guide

- Low health literacy greatly impacts consumers' ability to make decisions regarding their care, their consistency with care and medication adherence, and any necessary behavior adjustments.
- The Low HIV Health Literacy Guide is a collected set of standard best practices for clinical spaces to provide resources, diagnoses, case management, prescriptions, and care at a more universal literacy range for all consumers to best understand
- **The guide includes:**
 - **A quick HIV specific literacy, numeracy, and color perception test that can be given by any clinician**
 - **Standards for print and digital resource materials**
 - **Standards for verbal communication**
- AACO has a 1/1.5-hour training that teaches case managers and clinicians how to utilize the guide and what low literacy looks like



**Thoughts,
Questions,
Concerns?**



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