

Health Equity: Access to Care

Working Group Leader

Brad Love, Ph.D.

Co-Founder and Chief Culture Officer,
GRYT Health

BMS Champion

Alison Handler

Nilam Perpich

GRYT Health Leader

Eileen Shannon

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Our Path Forward

- Things have improved, but there is still work to be done
- Considerations at both global and local levels, knowing that a variety of societal, cultural and governmental differences will impact individual situations
- Our purpose is to look for a way forward in Access to Care issues
- What can we collaboratively do that we wouldn't be able to do by ourselves? This is where our group will develop its meaning
- We will determine our definition of success – what steps can we take toward making access a priority across the board, rather than a tick box?

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How would we know if we've improved access or not?

- Fewer people die and quality of life is improved
- Better diagnoses by qualified healthcare providers, that is accessible to patients and their loved ones
- Better health literacy – people understand basic health terms and are well-versed in the treatment they receive
- Improvements with underserved communities, disease types, etc. – when the less-attended groups are doing well, we know the whole system is doing well
- Reduced time from diagnosis to treatment
- People are more fluent in knowing what's appropriate care and what isn't – many people don't even know access limitations exist until they experience them themselves
- More dignified care for people who need it, including patient support and education

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Where are we going?

- Develop resources that can make a difference for people – remove barriers in the healthcare system so that patients don't have to bear the burden of knowing how to overcome these barriers
- Increase visibility of diseases and reduce disparities in care
- Get the patient voice more included within decisions in a healthcare system
- Networking and building health literacy among advocacy networks and organizations is critical to progress
 - Engage clinicians
 - Engage policy-makers
 - Make sure we (advocates) have a place at the table
 - Care should be patient-centric!

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What are the principles that underpin meaningful access and improvement?

- Make things understandable!
 - Avoid using acronyms and jargon – make it easy on patients
 - Concepts are often presented abstractly – shift to presenting personally, which patients respond to better
 - Make things more patient-centered and be upfront, clear and real
- Bring people together and answer the question: What will give you the best outcomes?
 - People in the process need to address the patient in front of them who is struggling
 - Understand how to engage and not be afraid to have the difficult conversations around what people are going through
 - Co-create solutions – you cannot ignore the patient voice
- Clinical Trials – expand criteria to have better representation for better outcomes

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What can we do to make the most impact?

- Change the power dynamic between patients and caregiver, clinician, health system administrator, etc.
- Ensure people without caregivers are connected to patient navigators or care coordinators
 - No matter what your personal support system, everyone has the same level of power
 - The patient should be in control and be the person with the power
- Healthcare literacy extends to clinicians, nurses, phlebotomists, navigators, etc. – the entire constellation needs to be educated from the start
- Assist people in finding appropriate Clinical Trials
 - For some people, participating in the trial is what makes them eligible for care
- Create a “bank” of resources – a one-stop shop for people to get information

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Next Steps

- Collect resources that will help us move the needle on access issues
 - Any format is acceptable!
 - Resources that share best practices or things that have worked well
 - Guides, checklists, or stories of success
- Brad and Eileen will also conduct follow-up to keep us on track before the next session

Join Us for the Next Working Group Session

Thursday, July 15, 2021
12:00-1:30pm ET