

2019 Impact Report

Annual Summary of CHI Initiatives to Make Healthcare More Equitable





Who We Are

The Center for Healthcare Innovation (CHI) is an independent, non-profit research and educational institute dedicated to making healthcare more equitable for all patients.

Our Vision

To be the leading global platform for meaningful change in health equity.

Our Mission

To bring together experts and ideas from all over the world to improve healthcare for everyone, regardless of socioeconomic status, gender, race, ethnicity, or other social determinants.

Our Value Proposition

Embracing new perspectives to make healthcare more equitable.

"An outstanding cross-sectional representation of healthcare experts provided the basis for a stimulating discussion on the meaning of patient-centricity and healthcare value from diverse perspectives." - Dr. Greg Gilmet, MD, MPH, Vice President Medical & Scientific Affairs, Upsher-Smith Laboratories

Our Values

- Welcoming - We bring together diverse viewpoints and invite all to participate
- Committed - We see our work through
- Imaginative - The possibilities for the next solution are endless
- Forward-thinking - We're already thinking about what's next

Our Objectives

- Advocate for vulnerable, at-risk, and underserved patients.
- Convene influential leaders, thinkers, and doers to develop collaborative relationships to make healthcare more equitable for all patients.
- Increase the understanding of the definition, framework, and metrics of health equity.
- Produce primary, impactful research focused specifically on the latest trends, challenges, and opportunities of health equity.
- Analyze, identify, and disseminate best practices for reducing healthcare disparities for underserved patient groups.
- Develop ideas for policymakers aimed at eliminating obstacles to care and reducing health disparities.



What Makes CHI Unique

- We focus on research and education that aims to optimize healthcare as a core human value
- We are a 501(c)(3) non-profit, charitable organization dedicated to making healthcare more equitable for all patients
- We are rigorously objective, unbiased, and non-partisan
- We are an independent, neutral institute, not associated with or captive of industry, academia, government, or other institutions
- We approach our research, solutions, and education through a multi-perspective lens, including the patient, provider, pharma, pharmacy, payer, and policymaker perspectives
- We aim to bring in new perspectives into healthcare - including consumerism, technology, artificial intelligence
- We are a global organization, and we view U.S. healthcare through a global lens
- We are an interdisciplinary group of innovative healthcare leaders, physicians, executives, entrepreneurs, authors, academics, and innovators
- We operate for the benefit of other healthcare groups - including patients, providers, pharma, pharmacy, payers, and policymakers - and we incorporate each unique perspective into our research

"The Healthcare Executive Roundtable on Patient-Centric Healthcare Value was excellent. The quality of the program and the expertise of the other executives added extreme value to the experience. It was an excellent use of my time." - Matt Portch, Team Lead Commercial Effectiveness, Pfizer

Frequently Asked Questions

What is CHI?

We are a healthcare research and educational institute.

What type of organization is CHI?

We are an independent, objective 501(c)(3) non-profit.

What does CHI hope to accomplish?

We hope to improve healthcare for everyone, regardless of socioeconomic status, gender, race, ethnicity, or other social determinants.

What activities does CHI do to achieve these goals?

We advocate, research, educate, communicate, train, convene, and report on healthcare equity.

How does CHI make the world a healthier place?

Our research and education focus on improving healthcare equity, eliminating and reducing healthcare disparities, and increasing access for all patient groups.

How is CHI funded?

CHI is funded through a combination of grants from philanthropic foundations, program revenue from educational events and memberships, and individual and corporate donations from our Board of Directors and external stakeholders.

What are CHI's future goals?

- (1) Increase the quantity and breadth of our research and education,
- (2) Continue to attract the best and brightest human talent and grow our team, and
- (3) Continue our journey to be the leading global platform for meaningful change in health equity.



Our Education

Our events bring a robust variety of influencers together into the same room to create collective impact.

Healthcare Executive Roundtable: Improving Care via Innovation in Incentive Payments

April 2, 2019 in New York, NY

This executive roundtable educated healthcare executives, key opinion leaders, and patient groups from the provider, payer, technology, pharmaceutical, and other sectors with an intimate and collaborative discussion of how innovation in payment incentives can positively impact patient care. Reimbursement reform is a central component of the US healthcare system's widely discussed shift from volume to value. These payment and reimbursement innovations are driven by both public and private payers. For example, the Delivery System Reform Incentive Payment (DSRIP) programs are part of an evolving Medicaid delivery system reform initiative. DSRIP programs provide states with funding that can be used to support healthcare providers - including hospitals, ACOs and Community Partners - to improve how they provide care to Medicaid beneficiaries. The exclusive, limited-attendance roundtable is designed to provide the top thought-leaders with the latest insights to discuss the implementation process, challenges, and opportunities of initiatives such as New York's Delivery System Reform Incentive Payment (DSRIP) Program.



Developing the Next Generation of Culturally Competent Healthcare Leaders Workshop

April 5, 2019 in Austin, TX

CHI's workshop educated healthcare leaders, medical school academics and leaders, providers, patients, pharma, and other stakeholder groups with an innovative and collaborative discussion on how to best equip our future healthcare leaders with the knowledge, skills, and attitudes that allow them to adequately treat all patients and communicate with their families. Medical school and other healthcare training curriculums must be designed to appropriately train cultural competence. By proactively beginning to think about culturally competent healthcare leaders of tomorrow, we can begin to make steps towards addressing the broader healthcare disparities and health inequities that afflict the U.S. healthcare system.



Equitable Access to Rare Disease Therapies Workshop

May 23, 2019 in Washington, DC

This workshop educated patients, families, patient advocacy groups, biopharmaceutical firms, providers, policymakers, and other NGOs and discussed how to achieve equitable access to care for rare diseases. Topics included current barriers to care, ensuring earlier access, and drug pricing. With just 5% of the over 7,000 rare diseases addressed by some form of drug treatment, 95% of rare diseases remain without a therapeutic option. Rare diseases affect 1 in 10 Americans, yet many of these debilitating conditions impact a very small number of patients. The biopharmaceutical industry is delivering tremendous innovation, from disease-modifying medications to curative gene therapies, to address previously unmet medical needs. It is imperative that these innovations be accessible to those who deserve them. Our goal is to empower patients and families who are affected by rare diseases.



Diversity, Inclusion & Health Equity Symposium

June 26, 2019 in Chicago, IL

The 9th annual Diversity, Inclusion, & Health Equity Symposium is a leading annual, collaborative event focusing on health equity and health disparities in the U.S. The symposium educated leading healthcare professionals, executives, physicians, patient groups, patients, researchers, academics, clinical trial professionals, and diversity and inclusion advocates and discussed health equity in the life sciences and the health sectors. The symposium focused on the latest trends, challenges, opportunities in both the marketplace and workplace, with a specific focus on how to best serve an increasingly diverse patient base. We also aim to address the broader health disparity challenges in the U.S., and the symposium equips attendees with the latest insights and ideas. Attendees learned practical solutions, share perspectives, and meet new industry and marketplace colleagues.



The Future of Diversity, Inclusion, & Equity in Medicine & Technology Workshop

September 20, 2019 in San Francisco, CA

This workshop educated best-in-class physicians, diversity and equity professionals, technologists, entrepreneurs, healthcare executives, investors, researchers, and healthcare professionals from the Bay Area and across the U.S. and discussed the interesting intersection of equity, healthcare, and technology. The emphasis was on compelling, cross-functional, and inter-disciplinary themes. The workshop focused on the opportunities, challenges, and best practices of leveraging technology to make modern healthcare more equitable for all patients. Additionally, we discussed the business case for how diversity, inclusion, and equity -- in addition to being beneficial for humanity and society-- are catalytic for decreasing costs, increasing revenues, and ultimately driving higher profits at the organizational level. The event punctuated the critical importance of diversity, inclusion, and engagement for modern organizations. This workshop was a collaborative, engaging, highly interactive exchange of ideas and information, with the hope and expectation that multiple subsequent collaborations between participants will emerge in the wake of the event.



Healthcare Executive Roundtable: Maintaining Financial Stability & Finding New Revenue Sources in a Rapidly Changing Payer Environment

September 26 in Dallas, TX

This executive roundtable educated healthcare executives, key opinion leaders, and patient groups from the provider, payer, technology, pharmaceutical, and other sectors with an intimate and collaborative discussion on value-based contracting. The exclusive, limited-attendance roundtable is designed to provide the top thought leaders with the latest insights and ideas on how to develop successful value-based contracting strategies and facilitate revenue growth. The half-day roundtable brought these leaders together for a morning of collaboration and co-learning.



The Future of Diversity, Inclusion, & Equity in Healthcare Symposium

November 5, 2019 in Atlanta, GA

This symposium educated best-in-class entrepreneurs, executives, investors, policymakers, researchers, scientists, and technologists drawn from the Atlanta metro region and across the United States. The symposium focused on the interesting intersection of business, management, strategy, healthcare, and medicine. The emphasis was on compelling, cross-functional, and inter-disciplinary themes. We discussed the business case for how diversity, inclusion, and equity--in addition to being beneficial for humanity and society-- are catalytic for decreasing costs, increasing revenues, and ultimately driving higher profits at the organizational level. The event punctuated the crucial importance of diversity, inclusion, and engagement for modern organizations. Most importantly, we examined the "why" and "how" D&I are good for patients and their families. This was an engaging, highly interactive exchange of ideas and information, with the hope and expectation that multiple subsequent collaborations between participants will emerge in the wake of the event.

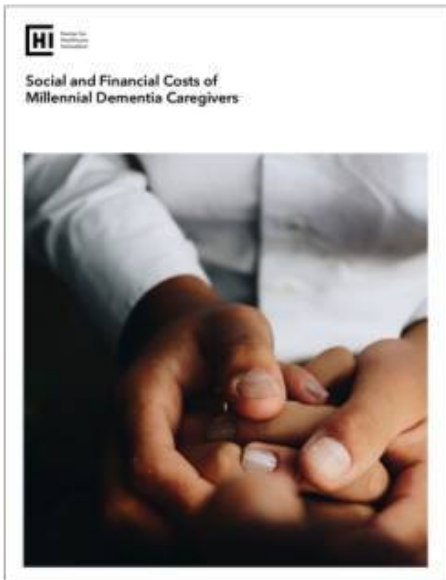




Our Research

To spark true innovation in healthcare, we support independent, rigorous research from diverse viewpoints.

Social and Financial Costs of Millennial Dementia Caregivers



Click to download or visit chisite.org/research

With the prevalence of Alzheimer's disease expected to impact 16 million individuals by 2050, younger generations will increasingly assume caregiving responsibilities. More than a third of today's caregivers are employed full-time. As millennials take on informal caregiving responsibilities, public and workplace policies must consider financial assistance or other support (e.g., family leave or allocated time off). This report explores the economic impact of the shift to millennial caregivers and the higher rate of incidence of Alzheimer's disease in minority groups. The report concludes with a discussion of strategies at the organizational- and system-level to support millennial caregivers.

Transforming Healthcare Outcomes Through Blockchain and Data Analytics



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Health disparities in the United States continue to persist as a major challenge to all stakeholders in healthcare. The impact of improving health disparities and reducing health inequities is significant as health disparities are arguably the largest barrier existing to achieving a healthy population. The onset of data analytics and blockchain have great potential in improving many health disparities and producing successful outcomes. However, regulatory aspects and concerns over privacy for blockchain and data analytics must be addressed before these technologies can become commonplace in the healthcare industry. Ultimately, we see these tools as potential game-changers for the healthcare industry and recommend that healthcare leaders explore both within and outside of their industry to leverage and maximize the potential of these technologies.

Minority Participation in Precision Medicine Trials



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Minority and at-risk patients have been historically underrepresented in clinical trials. Evidence suggests that therapeutic efficacy is impacted by clinical trial demographics as (1) non-inclusive recruitment protocols are not representative of the target patient group and (2) the trial participants do not match the epidemiology of the disease. We hypothesize that clinical trials that are focused on precision medicine, such as therapeutics targeting a specific rare or genetic disease, have the potential to blind clinical trial recruitment and achieve diversity goals in patient enrollment. In these cases, recruitment would be more stringent than historical protocols due to the targeted patient population. More specifically, for a rare or genetic disease that primarily affects minorities, clinical trial makeup should reflect the patient population as trial administrators are screening based on a patient's genetic profile. This could have the unintended consequence of recruiting a higher percentage of minority patients than in traditional clinical trials. This paper explores the impact of precision medicine on bridging the diversity gap in clinical trial recruitment.

Improving Care via Innovation in Incentive Payments



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The US healthcare system is moving slowly from volume to value-based care. Value-based care models reimburse providers based on agreed-to health outcomes, whereas volume-based care involves payment based on the number of services delivered¹. Though different organizations may be at varying points in this progression, the change seems to be inevitable. As U.S. healthcare costs continue to soar, many states are experimenting with novel programs to improve overall population health, reduce cost of care, and improve patient outcomes. The Center for Medicare & Medicaid Innovation (CMMI) has developed several innovation models that have been implemented across the country with varying levels of success. On Tuesday, April 2nd, 2019, the Center for Healthcare Innovation (CHI) convened 25 healthcare executives at the "Improving Care via Innovation in Incentive Payments" roundtable at the Edelman firm in New York City. The participating thought leaders shared their experiences with alternative payments models, focusing not only on their successes, but also on the challenges faced. The thought leaders discussed a range of innovation models, from bundled payments to the Delivery System Reform Incentive Payment (DSRIP) program and the Oncology Care Model. This paper summarizes the major highlights from the "Improving Care via Innovation in Incentive Payments" roundtable.

Developing the Next Generation of Culturally Competent Healthcare Leaders Workshop Executive Summary



Click to download or visit chisite.org/research

On Friday April 5, 2019, the Center for Healthcare Innovation (CHI) convened a group of healthcare thought leaders and industry experts to discuss best practices and innovation to improve cultural competence in healthcare at the "Developing the Next Generation of Culturally Competent Leaders" workshop at the Dell School of Medicine at the University of Texas at Austin. All healthcare stakeholders have a role in the delivery of culturally competent healthcare, including providers, patients, pharma, to name a few. Building a comprehensive cultural competence plan will be a vital step for many healthcare organizations to succeed in the 21st century with an increasingly diverse patient base. This action plan captures some of the best practices, key themes, and discussion points to help organizations provide culturally competent care.

Equitable Access to Rare Disease Therapies Workshop Executive Summary



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On May 23, 2019, the Center for Healthcare Innovation (CHI) held an Equitable Access to Rare Disease Therapies Workshop which took place in Washington D.C. The workshop focused on identifying solutions to the challenges preventing equitable access to rare disease therapies in the United States. This workshop brought together patients, families, patient advocacy groups, biopharmaceutical firms, providers, policymakers, and other NGOs to discuss how to achieve equitable access to care. The panels focused on the latest developments and prominent challenges in accessing novel rare disease treatments, as well as encouraging and accelerating innovation and utilization. In addition, we also discussed the current barriers to care, including delayed access to treatments and drug pricing. The workshop featured a Distinguished Keynote Address by Dr. Marshall Summar, Chairman of the Board of National Organization for Rare Disorders. Panel discussions included industry, provider, and patient focuses to facilitate dialogue around the challenges and opportunities for each group.

Diversity, Inclusion & Health Equity Symposium

Executive Summary



This executive summary is based on CHI's 9th annual Diversity, Inclusion, & Health Equity Symposium, which took place in Chicago, IL, USA on June 26, 2019. The Symposium featured some of the world's leading healthcare, life science, and diversity experts coming together in a collaborative setting to discuss the most pressing diversity issues facing the healthcare and life sciences industries in the 21st century. Panel discussions included Understanding How Social Determinants Impact Health Inequities, How Diversity Drives Business Outcomes, Achieving Diversity in Clinical Trials: Barriers and Proposed Solutions, and The Need for Culturally Competent Healthcare Professionals. The Symposium also featured a Distinguished Keynote Address by Dr. Jonathan Holloway, Provost of Northwestern University. This executive summary captures some of the insights, ideas, best practices, and new perspectives from the Symposium's distinguished speakers, panelists, and other experts. It is meant to serve as a summary of the innovative ideas and insights regarding diversity and inclusion for healthcare and the life sciences. We hope it can be a resource for you and your organization as you think about diversity in the 21st century.

A young girl in a white nurse's uniform and cap, smiling warmly. She has a stethoscope around her neck. The image is overlaid with a semi-transparent purple filter. The text 'Addressing Gender Disparities in Healthcare' is written in white, bold, sans-serif font on the left side of the image.

Addressing Gender Disparities in Healthcare

The Science Runway



The Science Runway is a mentorship and educational platform that encourages and inspires girls and young women to explore careers in STEM and healthcare-related fields. More info can be seen at: thesciencerunway.org.

This year Science Runway:

- Held Science Runway Mentor Sessions at 2 Chicagoland Schools with 40 girls in attendance
- Added 10 new role models to the Science Runway mentor cohort
- Is working with 3 additional schools to host Science Runway Mentor Sessions in Spring 2020
- Set 9 additional dates set for Science Runway Mentor Sessions in Spring 2020
- Is arranging shadow sessions for girls to spend a day in the life of a Science Runway Mentor beginning in spring 2020

The first Science Runway Mentor Session took place on October 9, 2019 at Saint Laurence High School with Science Runway Mentor Dr. Neelum Aggarwal speaking to 15 girls. St. Laurence High School is a STEM-based co-education high school located in Burbank, Illinois, committed to developing courageous leaders through problem solving and discovery.



The second Science Runway Mentor Session took place on November 7, 2019 at Instituto Health Sciences Career Academy with Science Runway Mentors Khaudeja Bano and J Mori Johnson talking with 25 girls. Instituto is a co-educational high school located in Southwest Chicago. Instituto is committed to providing an education focused on preparing youth to succeed in competitive colleges and universities, obtain job-readiness certification for entry-level positions with higher wages in health care, and gain new awareness of and seek out a healthier lifestyle.

At both sessions, students asked the mentors about their particular roles in their organizations and industries. Mentors also discussed challenges specific to women in healthcare and shed light on the multitude of different healthcare career options that are available beyond a clinical setting.



Education for Underserved Patients

Healthy Aurora



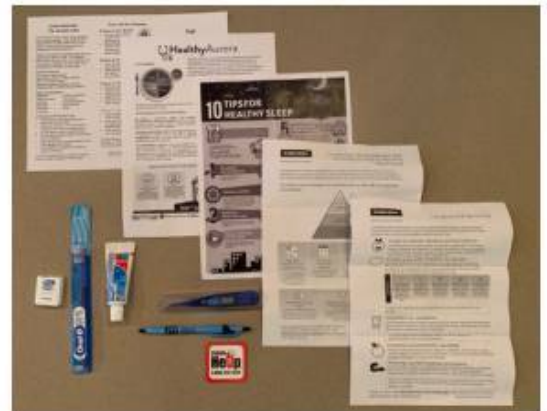
Healthy Aurora is a collaborative, community-wide education and outreach effort designed to increase health literacy, education, and awareness for all Aurorans. Our goal is to improve wellness by increasing literacy about health and healthcare options. Healthy Aurora provides easy to understand information about healthcare options, raises awareness of the importance of scheduling annual wellness and preventative exams, assists patients in building relationships with their doctors, demystifies healthcare options, and provides resources to help Aurorans understand and seek available insurance and coverage. Please visit healthyaurora.org for more information.



One Healthy Aurora video, Healthcare Terminology, already has over 78,000 views (52,000+ in English, 26,000+ in Spanish).

In 2019, Healthy Aurora has established a presence at Aurora community events in order to distribute Healthy Living Kits and health education to Aurorans. The Healthy Living Kits contain materials such as a thermometer, Healthy Aurora health education (English and Spanish), dental kits for children, and poison prevention education (English and Spanish). In 2019, 600+ Healthy Living Kits have been distributed at 4 Aurora community events:

- African American Men of Unity's Juneteenth Event
- Community Advocacy Action Network's Business & Entrepreneur Unity Expo
- Aurora Back to School Fair
- Aurora Farmers Market



The background of the page is a teal color with a pattern of hanging light bulbs. The bulbs are of various shapes and sizes, some are lit and some are not. The text "Our Other Initiatives" is written in white, bold, sans-serif font in the upper left quadrant of the page.

Our Other Initiatives

Dental Education in Underserved Community

In 2020, CHI's Healthy Aurora worked directly with the Delta Dental of Illinois' Land of Smiles program to provide dental education for over 2000 pre-K through 3rd grade students in Aurora Illinois. Land of Smiles is a free and engaging children's educational program that teaches students in pre-kindergarten through third grade the importance of good oral health habits. Tooth decay is the most common chronic childhood disease, and more than half of Illinois third graders have had at least one cavity.



American Heart Association®



Partnership with AHA STEM Goes Red

In 2020, CHI supported STEM Goes Red, a day-long event intended to inspire an extraordinary group of local elementary to high school girls to explore STEM outside the classroom while also learning how to take charge of their health and well-being through Go Red. Students, mentors and professional attendees have the opportunity to hear insightful talks from leading innovators on industry trends, network and make memorable connections with others, glean invaluable insights into women's health, and fight the #1 killer of women - heart disease. CHI worked with our Science Runway partner schools to welcome a delegation of toning women to the event.

Meeting with Congresswoman Robin Kelly

On Monday, November 4, 2019, CHI CEO Joseph Gaspero met with Illinois congresswoman Robin Kelly and a delegation of other patient and NGOs. Kelly was presented with the 2019 Champion of Healthcare Innovation Award. Meeting attendees spoke with Representative Kelly, as well as voiced stakeholder concerns on key healthcare issues impacting stakeholders. Representative Kelly has advocated tirelessly for underserved patients, including patients of color, and her office lead the Kelly report which highlights key themes and data around health inequities in America.



OUR IMPACT



40⁺

Events Around the
Country Since 2011

3,300⁺

Total Event Attendees

15,000⁺

Monthly Digital Impressions

93%

Satisfied with the
Events

*Rated "excellent" or "very good"

2,800

Recipients of
Research Reports

700

Monthly Social
Media Page Visits



3,000⁺

Social Media Followers

OUR IMPACT

Chronic Diseases Disproportionately Impact the Most Underserved Patient Groups

Since 2012, we've convened over 250 C-Suite and senior executives from the provider, pharma, payer, patient and other healthcare sectors to share new ideas around reducing barriers to care and addressing social determinants of health.

African Americans Represent 12% of the U.S. Population but only 5% of Clinical Trial Participants

CHI organizes an educational symposium focusing on diversity and clinical trials since 2011, and we've brought together over 700 clinical trial and diversity experts to share ideas and learn.

26% of Americans Reported Barriers that Restrict their Access to Care

In 2019, CHI convened over 400 leading healthcare professionals, clinicians, technologists and patient groups at our symposium focusing on healthy equity and disparities.

Eliminating Health Disparities That Affect Minorities Could Save the U.S. Economy Nearly \$230 Billion

We've compiled extensive research surrounding how to better serve minority patients via more culturally competent care, data analytics, and increased patient engagement.

SUPPORTING INNOVATION

CHI offers our deepest gratitude to all the generous supporters who assist our efforts to make the world a healthier place through communication, education, training, symposia, reports, and research. We would like to give special thanks for the support, donations, gifts, and resources made by the following supporters:

INDIVIDUALS

Allecia Harley	Joff Masukawa	Mori Johnson
Ashwin Datt	Julius Pryor III	Neelum Aggarwal
Benee Brown	Kevin Billingslea	Or Gera
Bhavini Shah	Kevin Scanlan	Regina Yabut
Brenda Battle	Kirill Vorobeychik	Rick Goddard
Cheryl Beal Anderson	Linda Scarazzini	Ronald Copeland
Craig Johnson	Loren Trimble	Ryan Maley
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Emma Stockdale	Marquise Stillwell	Stephanie Jane Parkins
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Our vision is
to be the
leading global
platform for
meaningful
change in
health equity.



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