

Health Equity Strategic Plan

Beverly Hospital is proud to be part of Beth Israel Lahey Health (BILH), a trusted healthcare system serving communities across Boston, eastern Massachusetts, and southern New Hampshire. Since its creation in 2019, BILH has become a cornerstone of care for the region, offering: 14 hospitals, 23 outpatient facilities, 4,700 physicians, 10,000 nurses, and serves more than 1.7 million patients. BILH is the second largest healthcare system in Massachusetts with 36,000 employees.

Definition of Health Equity

BILH is committed to ensuring that all patients have equal opportunity to achieve optimal health and well-being. In alignment with BILH's commitment to health equity, Beverly Hospital is committed to making sure everyone gets the best care. We believe that good care means good care for everyone. To reduce disparities and improve health equity in our communities we need to better understand our patients. The hospital uses data to find where care can be improved and focuses on those gaps to make sure all patients get the care they need.

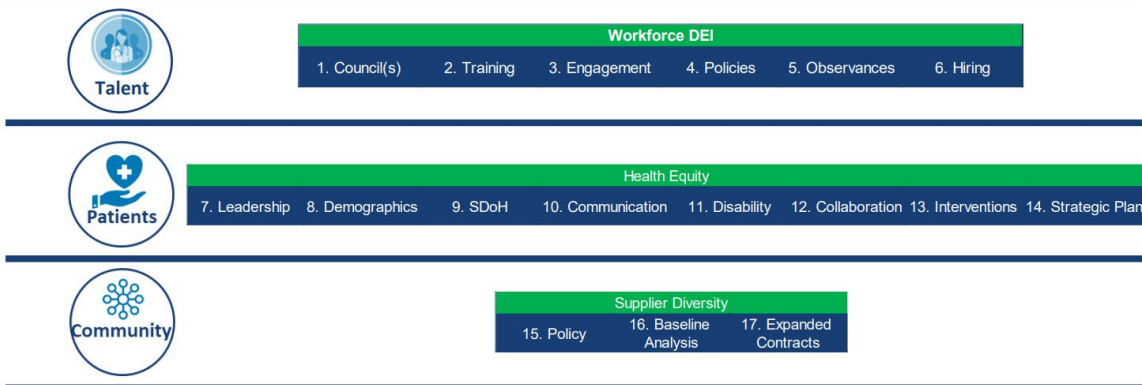
Beverly Hospital's Goals for Advancing Health Equity Over the Next Four Years

Our goal is to improve care for all patients and break down barriers that prevent equitable health outcomes, through advancements in diversity, equity and inclusion (DEI). There are three main goals that will help BILH track its progress over the next few years:

- **Talent:** we want our workforce to reflect the growing diversity of the communities we serve, especially in leadership and care delivery roles.
- **Patients:** we aim to eliminate disparities in health outcomes within our diverse patient population.
- **Community:** we will invest more in underrepresented communities to reduce social and economic differences that affect health.

To reach these goals, BILH created a DEI Capability Development Toolkit that provides guidance for its hospitals and clinical units to follow. The Toolkit focuses on three areas - the workforce, health equity, and supplier diversity.

DEI Capability Development Framework



Beverly Hospital’s goals for the next four years:

- **Leadership:** Establishing and training a local leadership group, the Quality and Health Equity Council (QHEC), to set priorities aligned with system-wide goals.
- **Demographics and Social Needs:** We are teaching teams how to collect and use data about race, ethnicity, language, disabilities, and social needs (like housing or food). This helps us get more accurate information and use it to improve care.
- **Communication:** We will keep making sure patients have access to language services, and we’ll add more support for ASL (American Sign Language).
- **Disability:** Collaborating with the BILH Health Equity and Human Resources teams to roll out hospital-wide training program about disabilities.
- **Collaboration:** Partnering with state agencies to improve maternal and newborn care by creating patient-family advisory groups and tracking outcomes.
- **Interventions:** We will keep partnering with Beth Israel Lahey Health Performance Network to reduce differences in diabetes and high blood pressure outcomes. We are also starting to plan for a new project focused on maternal health.
- **Strategic Plan:** We are putting our Health Equity Strategic Plan into action to guide all of this work.

Including Community and Member Voices in Our Health Equity Plan

BILH is committed to including the many voices of the community in planning and decision making around health equity. This is done through different committees and workgroups, patient outreach efforts, patient focused groups, periodic patient experience surveys, community partner interviews, patient/family advisory feedback, and health needs assessments.

Beverly Hospital continues to work closely with the community through discussions at the Patient and Family Advisory Council (PFAC) and community benefit activities. We strive to include member and community voices in our strategy to improve access for underserved populations.