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National Patient Safety Goals®

Effective January 2025 for the Telehealth Program

EP 2 The organization assesses the health-related social needs (HRSNs) of patients or individuals served and provides information about community resources and support services.

Note 1: Organizations determine which HRSNs to include in the assessment. Examples of a patient's or individual's HRSNs may include the following:

- Access to transportation
- Difficulty paying for prescriptions or medical bills
- Education and literacy
- Food insecurity
- Housing insecurity

Note 2: HRSNs may be identified for a representative sample of the organization's patients or individuals served or for all the organization's patients or individuals served.

Ⓧ Documentation is required.

EP 3 The organization identifies health care disparities in its population by stratifying quality and safety data using the sociodemographic characteristics of the organization's patients or individuals served.

Note 1: Organizations may focus on areas with known health care disparities identified in the scientific literature (for example, kidney disease, maternal care, diabetes management) or select measures that affect all patients or individuals served (for example, experience of care and communication).

Note 2: Organizations determine which sociodemographic characteristics to use for stratification analyses. Examples of sociodemographic characteristics may include the following:

- Age
- Gender
- Preferred language
- Race and ethnicity

Ⓧ Documentation is required.

EP 4 The organization develops a written action plan that describes how it will improve health care equity by addressing at least one of the health care disparities identified in its population of patients or individuals served.

Ⓧ Documentation is required.

EP 5 The organization acts when it does not achieve or sustain the goal(s) in its action plan to improve health care equity.

Ⓧ Documentation is required.

EP 6 At least annually, the organization informs key stakeholders, including leaders and staff, about its progress to improve health care equity.
