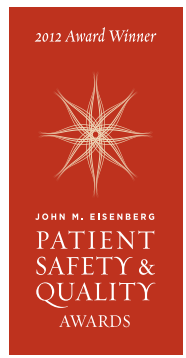
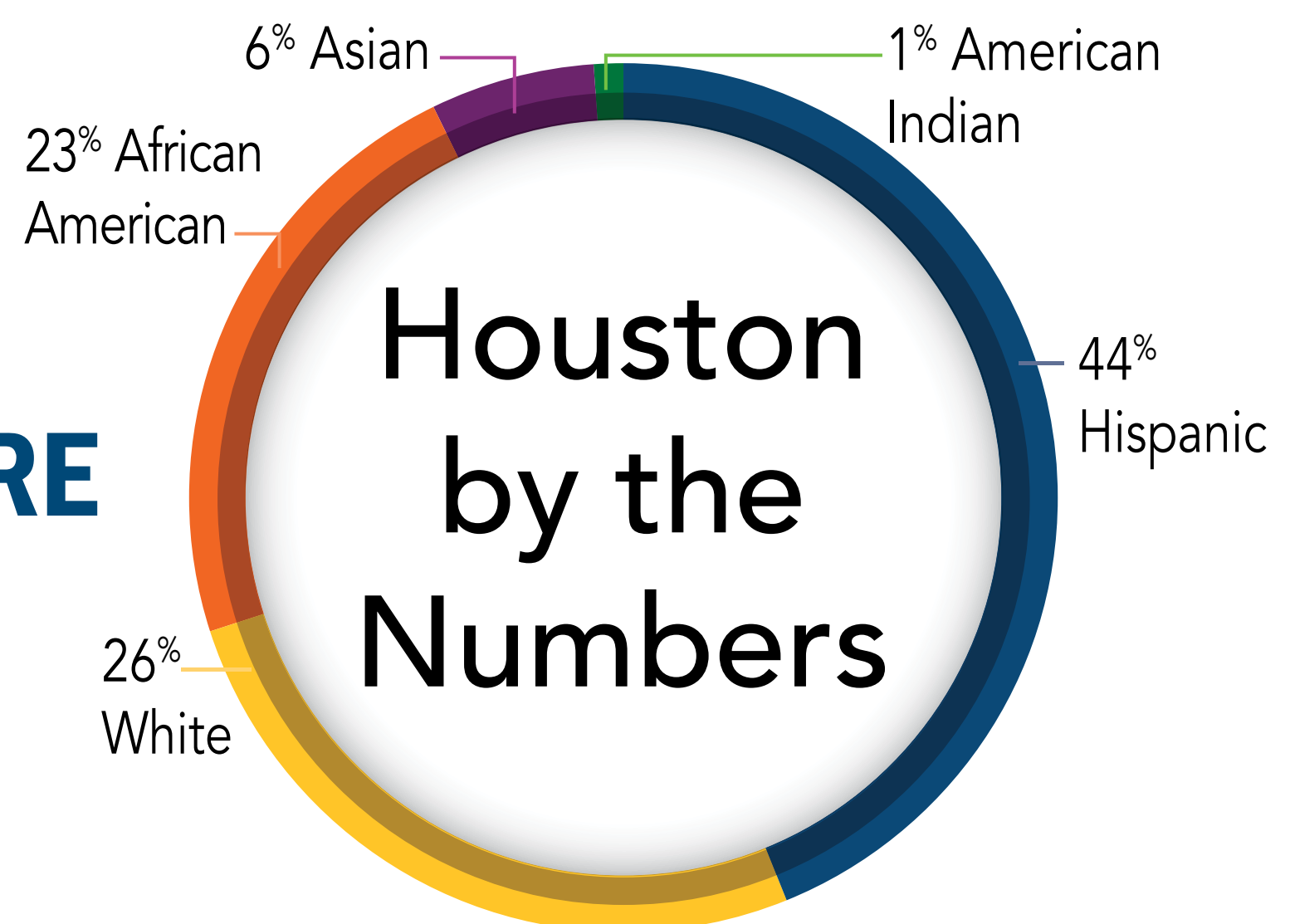


Evaluating Healthcare Disparities at Memorial Hermann Health System

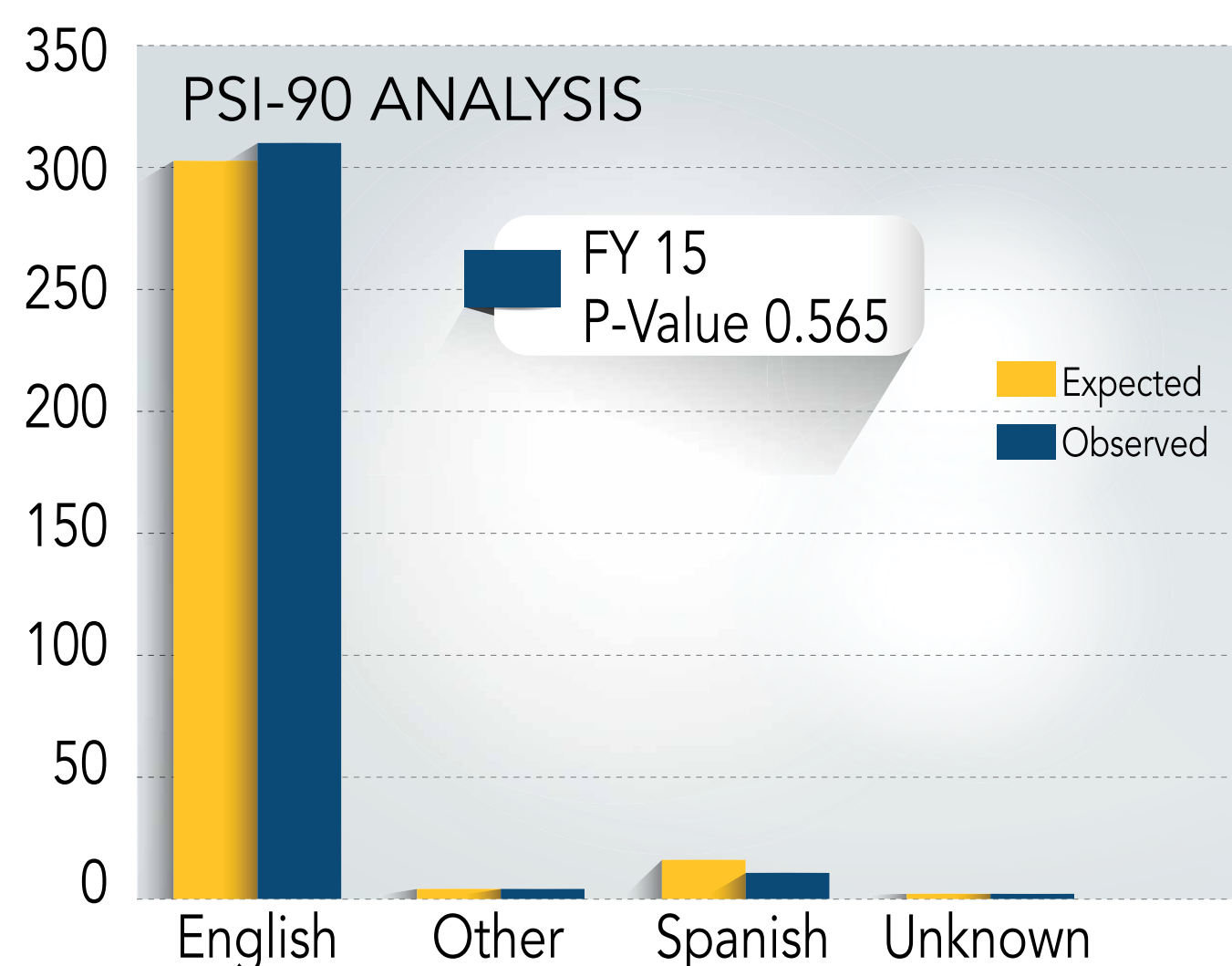
Raising Awareness for Robust Data



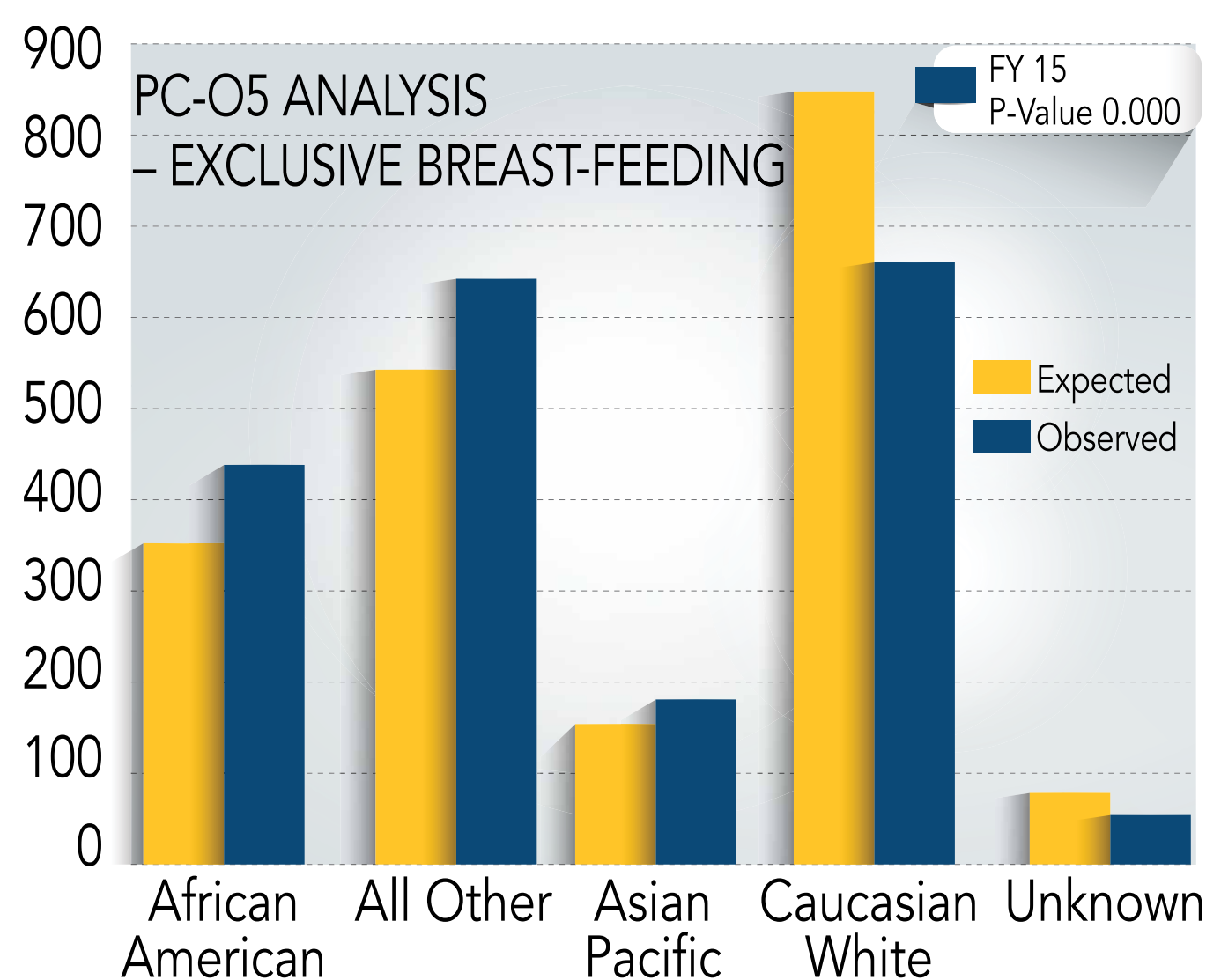
WHO WE ARE



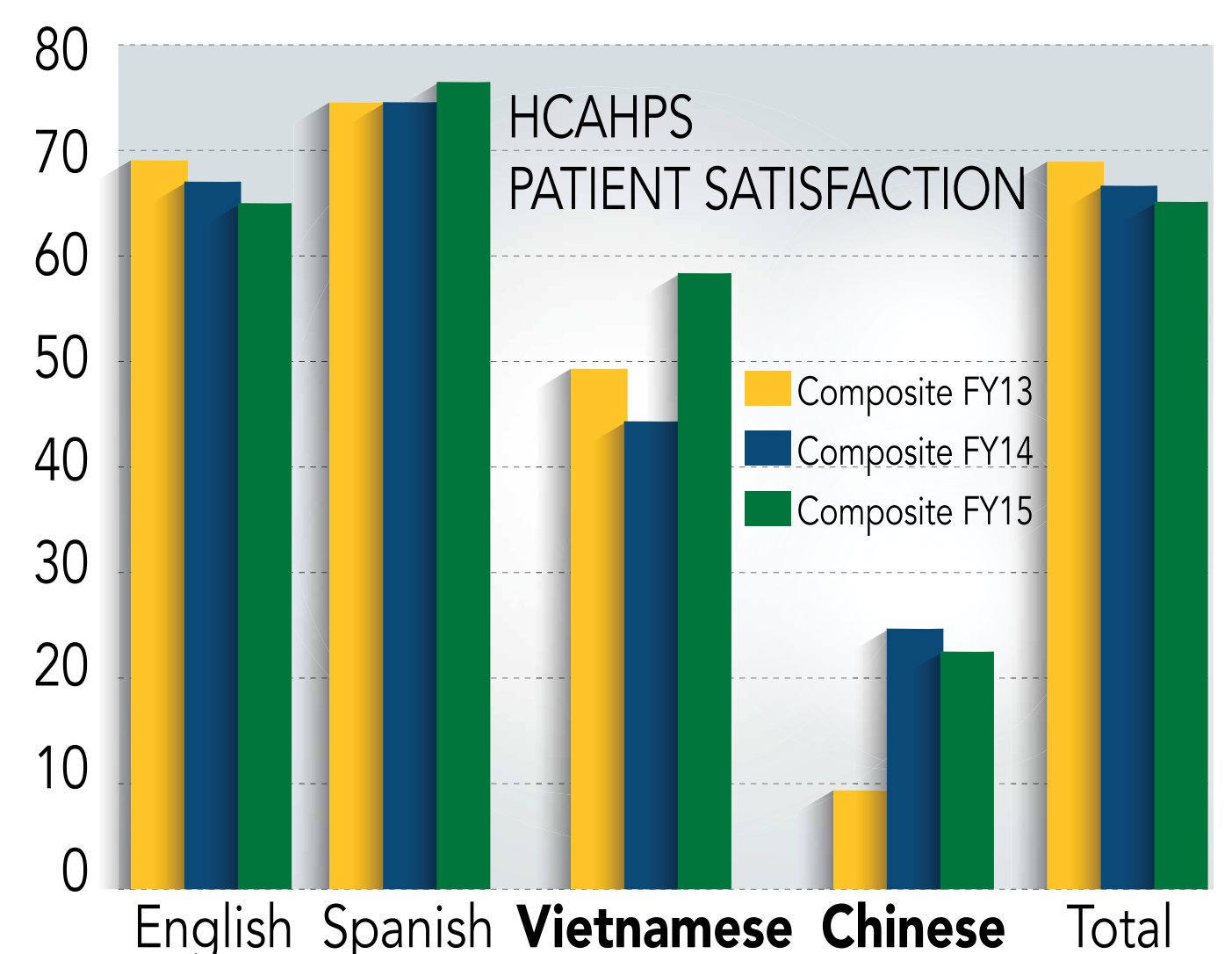
DO WE HAVE DISPARITIES?



- 3-year data analysis resulted in no disparities.

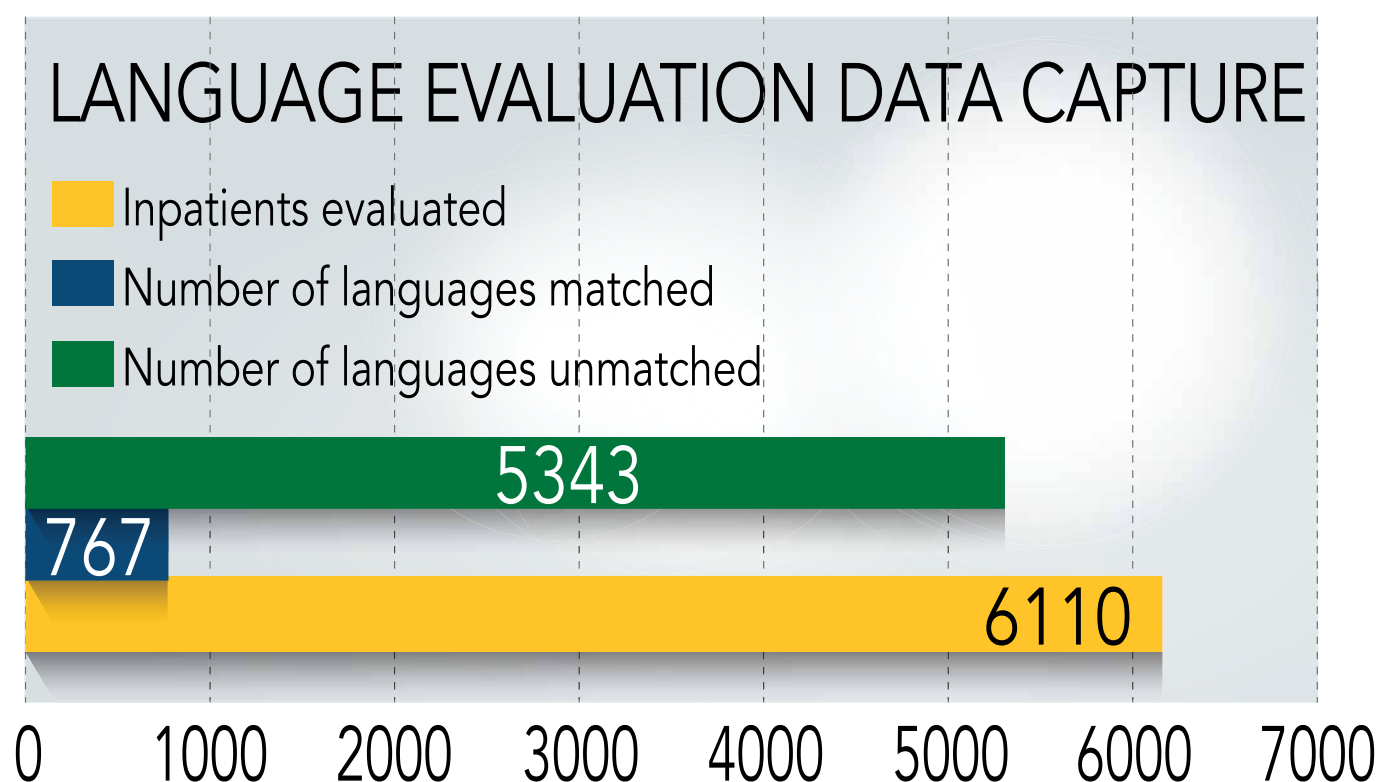


- Significant differences in Race and Payer mix for PC-05 Breast-feeding.



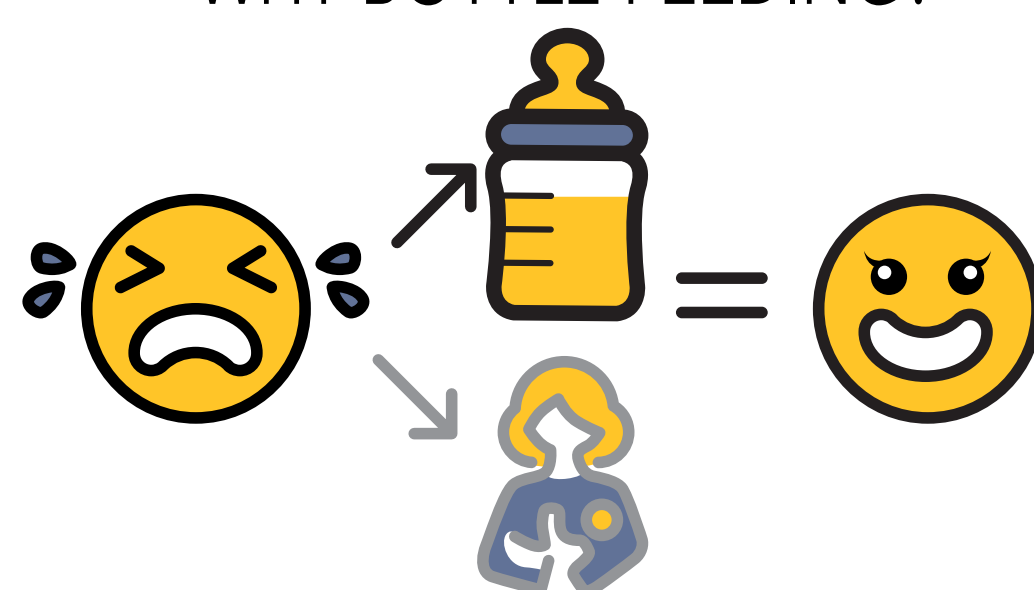
- Significantly lower patient satisfaction scores among Asian population.

DISCOVERIES



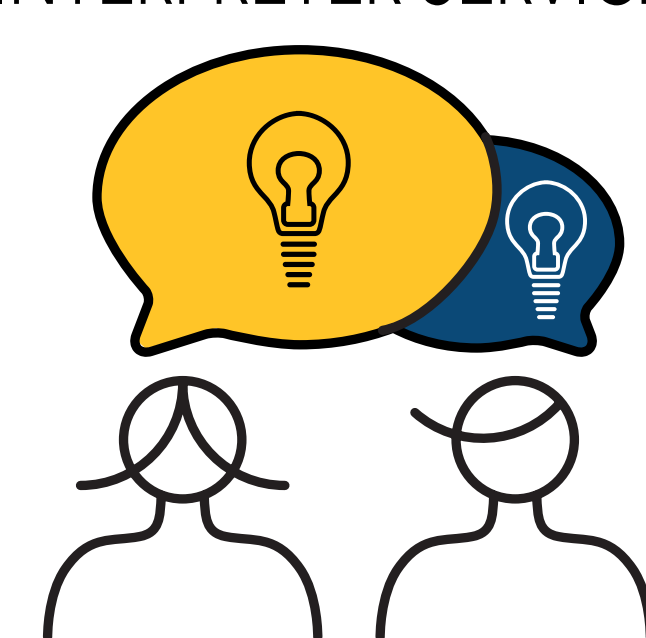
- A matching comparison of language preferences captured in two programs utilized by the organization demonstrated UNMATCHED patient languages.

WHY BOTTLE-FEEDING?



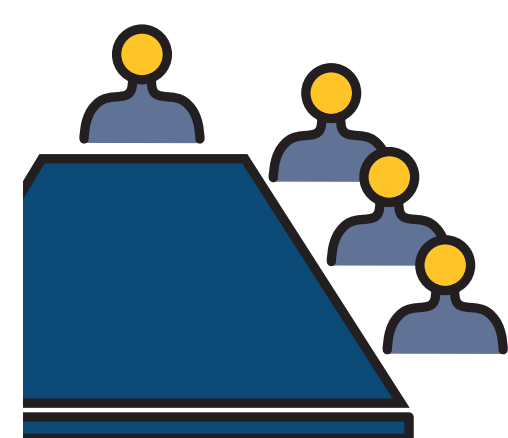
- Moms felt a crying baby was a hungry baby.

INTERPRETER SERVICES



- Poor utilization of interpreter and translation services.

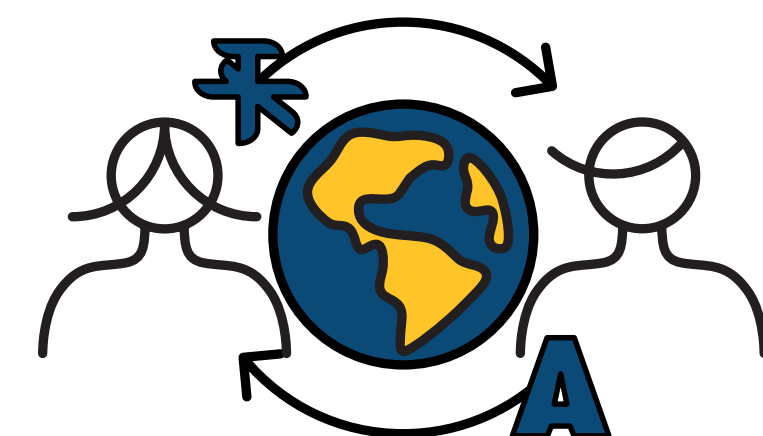
ACCOMPLISHMENTS



- System Quality Board approval for robust data capture.

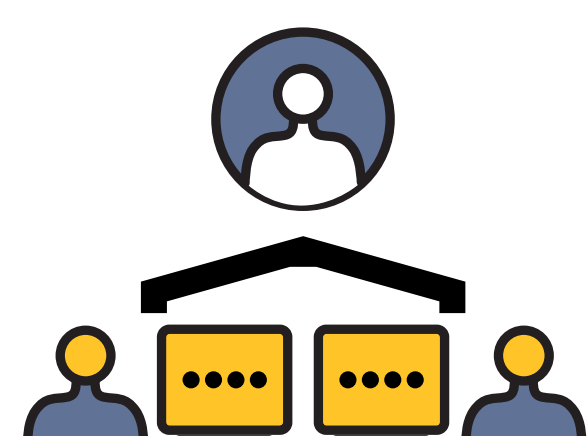


- Revision of breast-feeding educational booklet.

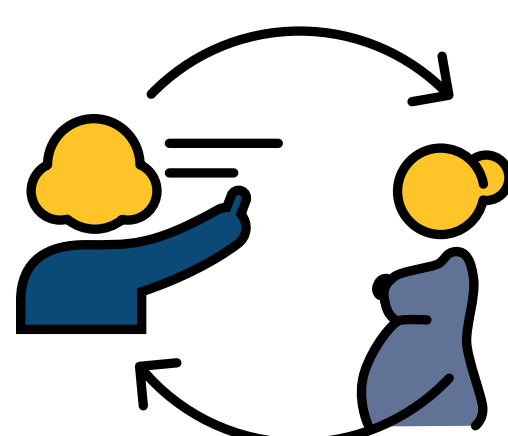


- Daily rounding on Chinese and Vietnamese patients by qualified interpreters.

OPPORTUNITIES



- IT redesign for single site data capture for race, ethnicity and language.



- Prenatal breast-feeding education offerings.



- Cultural training for consistent language capture and use of interpreters.

MEMORIAL HERMANN