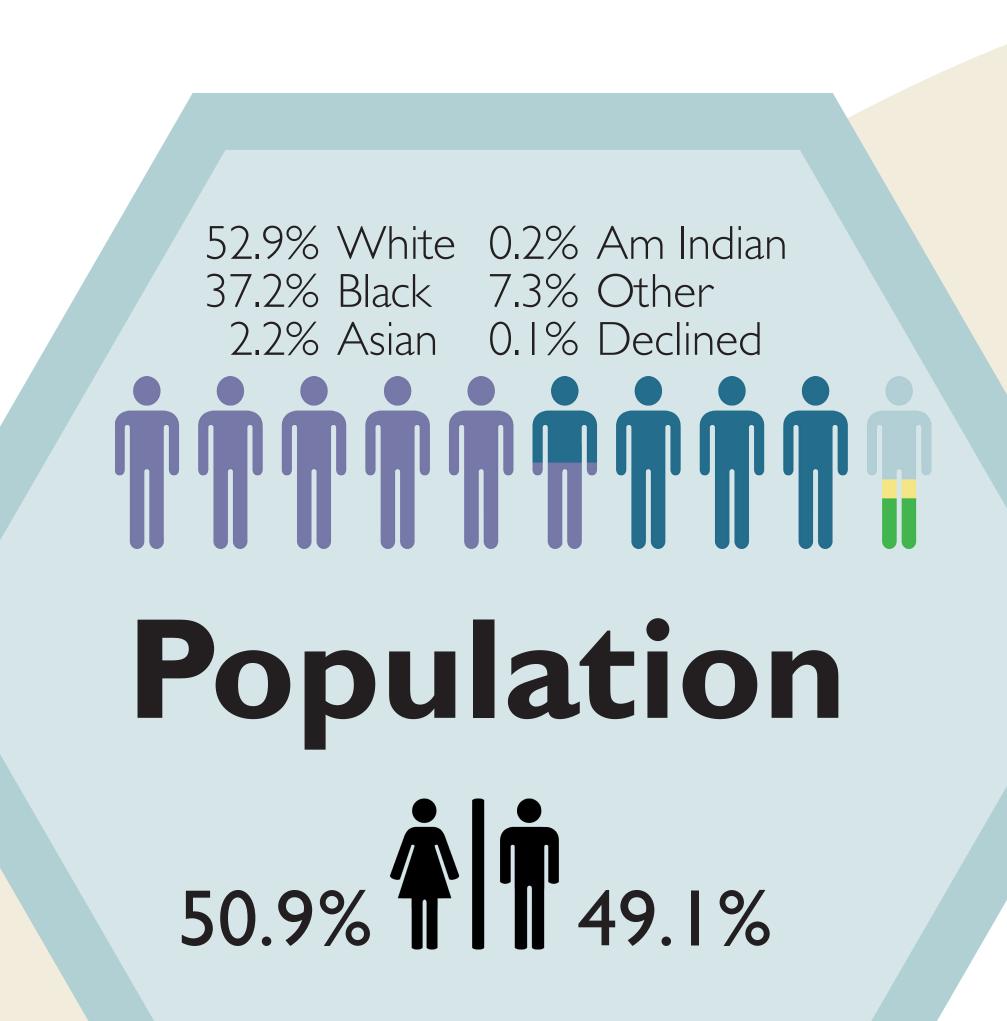
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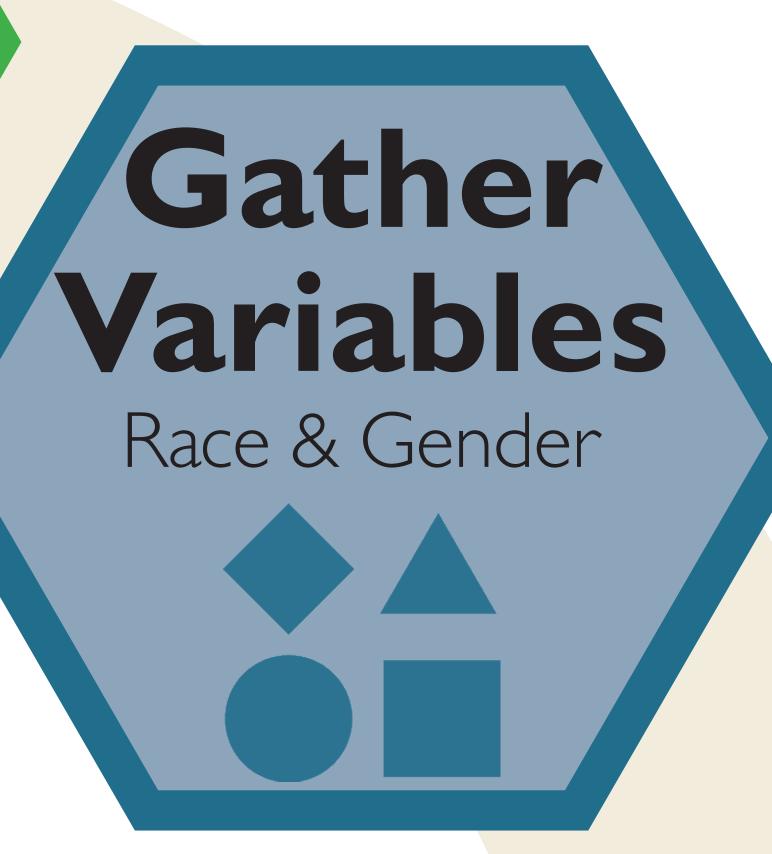
Understanding Socio-demographic Disparities



Matt Austin, Ph.D., Tiffany Callender, MSW, Kristina Weeks, MHS, DrPH(c)



Identify
Metrics
HCAHPS
Core measures





Analyze Performance

99.0% White 99.5% Black 93.3% Asian 14.3% Bi-racial 0.0% Am Indian

Mirror, Mirror
Consistency between self-

Consistency between self identification and EMR



Compare HCAHPS About You & Electronic Medical Records (EMR)

Identify intervention strategies

Next Steps

Develop public dashboard



62.2% 1 70.4%



Disparity or Just Difference?

