

WHY FOCUS ON SOCIODEMOGRAPHIC DATA?

It is foundational to promoting health equity, as it helps us...



Understand the populations we serve

Ensures a culturally sensitive and appropriate approach



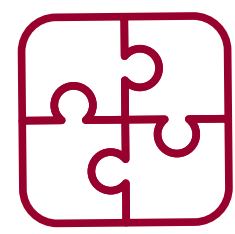
Ensure appropriate resources

Language services, food services, spiritual health, education/outreach, staff



Eliminate inequalities that result from differences in health status

- Identify disparities in quality outcomes
- Informs improvement efforts



Promote standardization of processes across the system

AREAS OF FOCUS

Acute care and Ambulatory care settings

- | | | |
|------|-----------|----------|
| Race | Ethnicity | Language |
|------|-----------|----------|
- | | |
|--------------------|-----------------|
| Sexual Orientation | Gender Identity |
|--------------------|-----------------|
- | Social Determinants | | |
|---------------------|-----------|----------------|
| Employment | Education | Housing Status |

WHERE WE ARE NOW

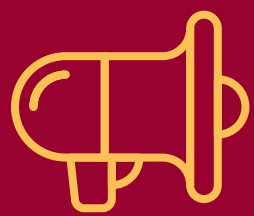
Assembling interdisciplinary project team



Continue current state process mapping



Reporting up to executive leadership team monthly to foster alignment



DATA INTEGRITY CONCERNS

How we know it needs to improve

- Definitions of and process for entering race, ethnicity, and language are not standard across sites
- Very challenging to understand who we are serving on an aggregate level
- Gender identity largely missing
- Sexual orientation requires further review

UNKNOWN = LARGEST GROUPING AFTER MAJORITY POPULATION
BLANK/DECLINED TO ANSWER/OTHER



AMERICAN CANADIAN ASIAN BIRACIAL LISTED AS ETHNICITY

Only options for ethnicity at St. John's & Joe's:

HISPANIC/LATIN-X
NOT HISPANIC/LATIN-X

NEWBORN AFRICAN HISPANIC LISTED AS RACE



MULTIDISCIPLINARY TEAM – WHO IS INVOLVED?

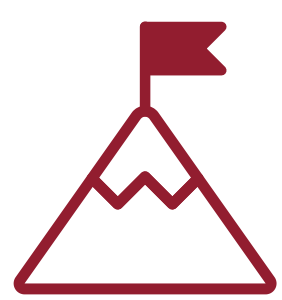
It is a large scale, cross-disciplinary effort

- Registration (Call Center)
- Analytics/IT/Informatics
- Providers/Nurses/Clinic Staff Support
- Quality & Process Improvement
- Equity & Inclusion Experts
- Patient Education
- Cultural Brokers



GOALS AND MILESTONES

Standardizing collection of and improving collection compliance with patient sociodemographic data to reduce blanks, errors, unknown, patient refusal.



MILESTONES:

- Design and implement standardized process for capturing sociodemographic variables on patients who enter our system
- Establish target for compliance with process and mechanism to audit

GOALS:

- Establish way to align data to be able to measure disparities in quality-specific outcomes
- Statistically significantly reduce the amount of blanks, choose not to answer, or unknown answers



TARGET END DATE
IN TIME FOR MERGING OF 2 EPICS



WHERE WE ARE GOING

– IMPROVEMENT WORK –

Establish standard process for Race-Ethnicity-Language data collection and entry

- Clear definitions of what constitutes race, ethnicity
- Align EMR to support
- Develop appropriate balancing metrics

Ensure voice of customer

- Patients understand why reporting these data are of benefit to them
- Patients feel supported and safe to self-identify their sociodemographic statuses

Staff training

- Ensure staff are equipped to appropriately ask these questions
- Foster engagement in equity initiatives

Implement standardized processes across the system

- Establish metrics that can measure desired process and outcome targets

Further analyze SOGI and social determinant demographic data

- Spread REL processes, where applicable, to SOGI and social determinants
- Processes may differ in collection of these data

