



2019 UW Medicine Healthcare Equity Annual Report

We believe all people have the right to high-quality, culturally appropriate healthcare, regardless of age, ethnicity, gender, sexual orientation, religion or ability. We are committed to embracing diversity, fostering inclusion and advancing equity across our healthcare system for our patients and workforce in order to give everyone we serve the opportunity for good health outcomes.

WORKFORCE

Objective 1

Establish training resources, programs, events and policies to create an environment that supports diversity, equity and inclusion across all aspects of the UW Medicine workforce

Healthcare Equity Education & Training



75 training/presentations delivered to more than 2,500 UWM employees



Sponsored four-full day equity, diversity, and inclusion workshops led by external experts with more than 300 participants

Accomplishments



In collaboration with the Associate Dean of Faculty/Development initiated endorsement & participation of UW Medicine in national Time's Up effort



Launched healthcare equity themed book club - featuring 3 books

COMMUNITY

Objective 2

Work with the communities we serve to better learn their needs and engage them as partners in identifying and addressing care equity opportunities.

Accomplishments



Convened four additional community conversations expanding to specific geographic and marginalized communities throughout South King County



Sponsored/participated in four community health fairs throughout King County



Drs. Houston & Dawson recognized by the Puget Sound Business Journal with Leadership in Health Equity Award



Showcased healthcare equity work at four regional and national conferences

Community Members' Feedback

"Excellent experience with urgent care."

Better understand community needs

"Harborview visit — everyone was so supportive, ED providers are great — care is fantastic."

Increase ease of making appointments



CLINICAL

Objective 3

Develop and implement strategies to promote healthcare equity for all patients regardless of age, race, ethnicity, language, religion, spiritual practice, sexual orientation, gender identity or expression and socioeconomic and mental/physical status.

Accomplishments



Initiated the expansion and use of healthcare equity dashboards system wide



Convened committees to standardize interpreter services and oversee patient non-discrimination policies

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Interpreter Services Standardization Committee

Assessed interpreter services gaps, inconsistencies and minimum requirements with the goals of establishing one standard and identifying future needs



Patient Non-Discrimination Oversight Committee

Establish system-level plans & initiatives to meet nondiscrimination protections of historically marginalized populations as outlined in the Affordable Care Act



Healthcare Equity Dashboards

Expanded access to information management tool tracking REaL and SOGI data



UW Medicine Transgender and Gender Non-Binary (TGNB) Care: Provide patient-centered and gender-affirming care to UW Medicine patients



Assessed UW Medicine's Race Ethnicity and Language and Sexual Orientation and Gender Identity data collection practices

RESOURCES AND DATA DEVELOPED

PROJECT SPOTLIGHT: UW Medicine Equity Diversity & Inclusion (EDI) Committees Accomplishments

An EDI Committee is a formally recognized employee group charged to assess, research, act on, or report matters related to advancing healthcare equity, the EDI Committee provides support and guidance to leaders and staff to more effectively address EDI issues that are not readily perceived or easily understood.

- Convened UW Medicine organization-specific book club for staff & providers
- Organized & held rainbow flag-raising event during Pride Month 2019
- Posted patient anti-harassment signage in in-patient and outpatient exam rooms
- Added to Epic gender identity & sex assigned at birth data fields, trained registrants on collecting sexual orientation & gender identity data
- Conducted trainings for more than 300 charge nurses to expand knowledge around microaggressions



UW Medicine