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 Times’ Up effort
- Launched healthcare equity themed book club – featuring 3 books

**Community Members’ Feedback**

- “Excellent experience with urgent care.”
- “Harborview visit — everyone was so supportive, ED providers are great — care is fantastic.”
- Increase ease of making appointments

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
- Better understand community needs
- 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.”

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
- Assessed UW Medicine’s Race Ethnicity and Language and Sexual Orientation and Gender Identity data collection practices
- UW Medicine Transgender and Gender Non-Binary (TGNB) Care: Provide patient-centered and gender-affirming care to UW Medicine patients
- Convened committees to standardize interpreter services and oversee patient non-discrimination policies
- 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 RBAI and SOGI data

**Resources and Data Developed**

- Healthcare Equity Dashboards: Expanded access to information management tool tracking RBAI and SOGI data
- 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
- UW Medicine Transgender and Gender Non-Binary (TGNB) Care: Provide patient-centered and gender-affirming care to UW Medicine patients

**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
- Published 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

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.

2019 UW Medicine Healthcare Equity Annual Report