



Our Road to Health Equity

What is Health Equity?

“Health equity means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care.” – Robert Wood Johnson Foundation

Laws Against Discrimination

- Several laws are in place to ensure fair treatment of all people. These are widely known as Anti-Discrimination Laws and are widely considered Human Rights.
- Healthcare practice is impacted by the following laws:
 - Civil Rights Act of 1964
 - American Disabilities Act (ADA) of 1990
 - Affordable Care Act (ACA) 1557 – fully implemented in 2016
 - Several California Laws found in our Consent Manual
- New laws are mandating changes to the way we deliver care, especially in regard to language, sexual identity, and disabilities—the effects of which result in mandatory staff training.

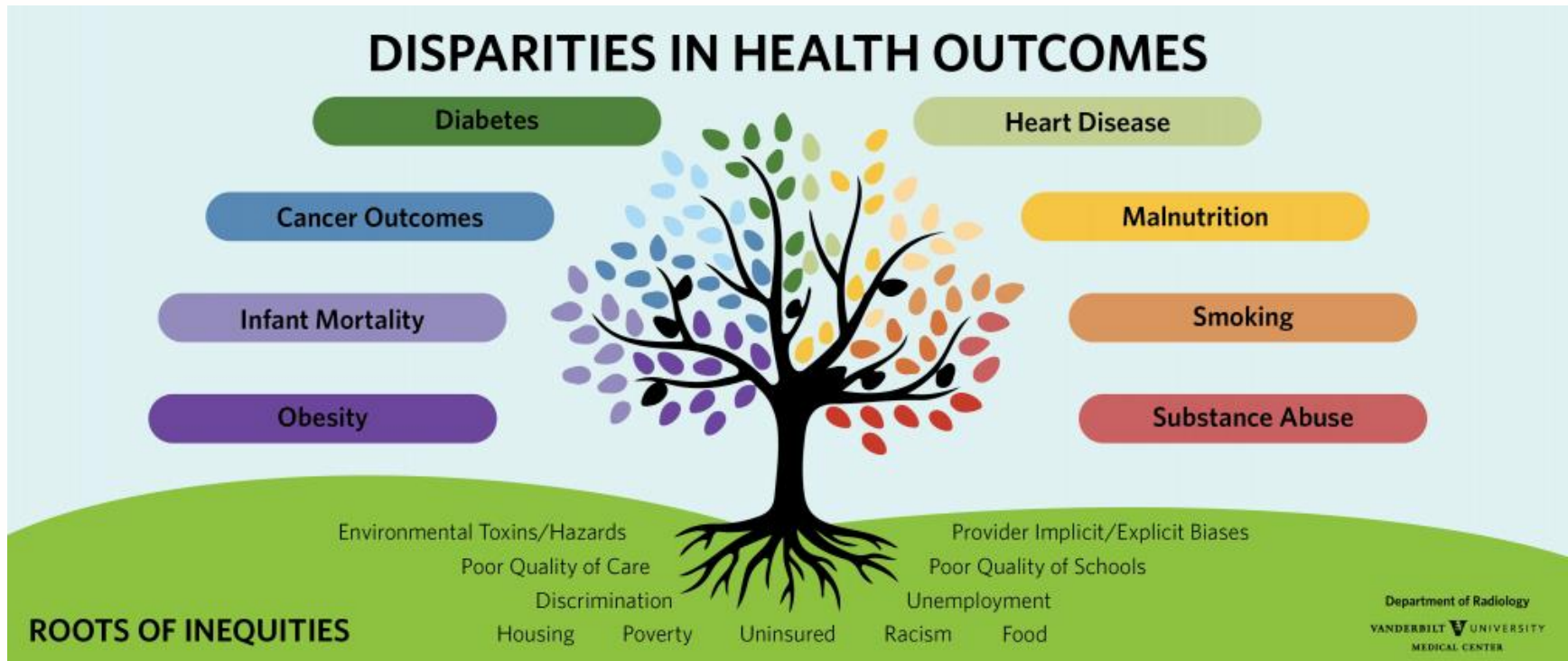
Equality vs Equity



In this example – everyone is provided a bike. But everyone is not able to enjoy the bike because the bike doesn't accommodate everyone's differences.

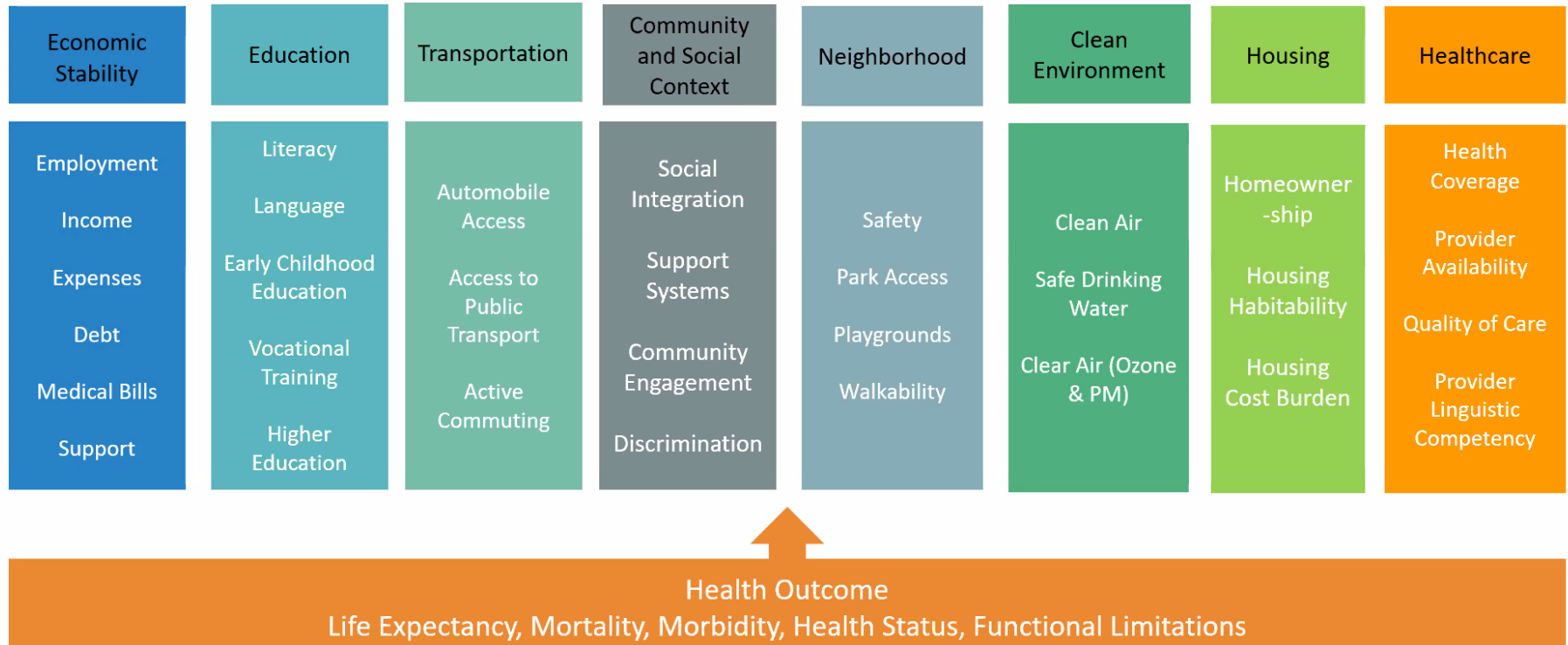
By making changes to a few of the bikes, everyone is now able to enjoy them selves and ride the bikes.

What Contributes to the Inequities?



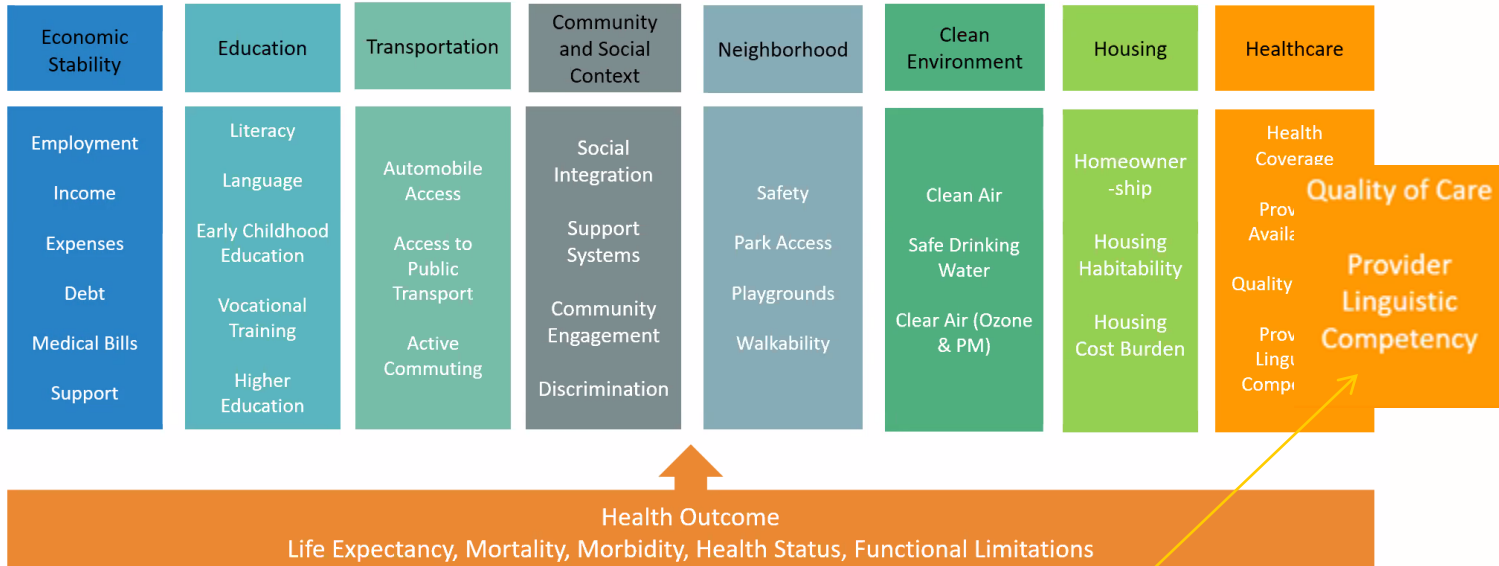
Disparities in social determinants of Health, lead to inequities in outcomes. It is vital to look at social determinants in our own communities to identify how we can enhance the delivery of care.

Social Determinants of Health



There are many social determinants that can effect a persons ability to achieve health. These determinants can effect the ability to live a healthy life.

Social Determinants of Health



We can quickly enhance providing equitable care by doing two things:

- 1) Deliver the highest Quality of Care to every patient regardless of their demographics, and
- 2) Use competent interpreters to communicate with patients and their visitors.

Limited English Proficient Population

41% (25.1 million people)
are considered **LEP**



As this number
increases, so does
the challenge.

Laws that Protect a Patients Right to Equality

- **Title VI** of the Civil Rights Act of 1964 protects people from discrimination based on race, color, and national origin in programs and activities funded through federal assistance
 - American Disabilities Act (ADA) of 1990
 - Affordable Care Act (ACA) 1557 – fully implemented in 2016
 - Several California Laws found in our Consent Manual
- Under Title 6 we have the obligation to provide information to the patient with their **chosen** language.
- Because hospitals receive federal reimbursement through (Medicare/Medicaid), we are legally obligated to not only meet the needs of all the individuals we serve, but to deliver care in an equitable manner.
 - The quality of service, education, and assistance with helping the patient's consent or decision are all protected. We must provide care at the same level as we would for someone that speaks English

How Do we accommodate the LEP Patient

- First, we must not make assumptions. Just because someone speaks English, we can't assume it is the chosen language.
 - Using the chosen language will allow for greater understanding and trust
- It is important that when we communicate with the patient that we do so with a competent **medically certified** interpreter
 - Having someone that can interpret from one language to the other is vital, but a certified interpreter will also assist with linguistic challenges.
- Staff should not interpret for physicians.
 - We have no measure to ensure the competency of a staff member, interpreters have their own competency.
- It is important that we do not utilize family members or friends of the family.
 - They may not be able to translate medical terms accurately.
 - They may not share all details of your conversation.
 - If the patient is a victim of abuse or human trafficking it maybe missed

Interpretation Services

- LSA (Language Service Associate) Phones :
 - Provides access to trained medical interpreters 24 hours a day, every day for 230 languages
 - Devices are black phones on the units
 - Devices with services are available on every unit
 - Spectralink Phones are also programmed with speed dial numbers
 - The Devices are equipped to handle sign language service 24 hours a day

Ipad Devices are available on all units
They can provide face to face interpreters during
daytime and evening hours in these languages

IRIS Instant Remote Interpretation Services

ASL	Arabic	Burmese
Cantonese	French	Haitian Creole
Korean	Mandarin	Nepali
Polish	Portuguese	Russian
Somali	Spanish	Vietnamese
Additional 230 Languages		

877-702-4747

Language Services ASSOCIATES

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6: Hang up button

1. Mute/unmute microphone
2. Turn off your camera for privacy
- 5: Switch front/back camera

Lack of Communication Can Create:

- Delays in care
- Increased in length of stay
- Increased in cost per case
- Increased infection rates
- Missed medical diagnosis
- Miscommunication
- Increased readmissions
- Patients mistrust the medical system
- Patients that feel left out of decisions and don't understand what is expected of them

Bias and Delivery of Care

- The report found evidence that “stereotyping, biases and uncertainty on the part of healthcare providers can all contribute to unequal treatment.” Clinicians who don't believe they are prejudiced “typically demonstrate unconscious implicit negative racial attitudes and stereotypes.
- This can also affect teamwork; Bias effect how you interact with co workers. Team members can treat someone in a demeaning manner due to their position or their racial background effecting the delivery of care to the patient.

What is bias?

Bias is a prejudice in favor of or against one thing, person, or group compared with another usually in a way that's considered to be unfair.

Biases may be held by an individual, group, or institution and can have negative or positive consequences.

- Conscious bias (also known as explicit bias)
- Unconscious bias (also known as implicit bias)

Strategies to Overcome Unconscious Bias

- Recognize stereotypical thinking
- Replace biases and assumptions
- Understand the individual
- Explore a new perspective
- Increase opportunity for positive contact

Other Tools to Effective Communication


- Be Present – The patient should feel that you are their advocate
- Be Kind – Empathy makes the patient feel like you care
- Be Patient – Patience is a sign that you are present (being dismissive and condescending will only add to the patients suffering)
- Be Trustworthy - Follow through, be transparent

Share a Smile

*Smiling creates a warm welcome
but also has other benefits.*

- Smiling is contagious
- You'll be more approachable
- You'll seem more trustworthy
- Smiling lowers stress and anxiety
- Smiling strengthens your immune system





What is your nonverbal communication saying?

Nonverbal communication can conflict with the words that you choose.

Nonverbal communication can include:

- Facial expression
- Gestures
- Body language
- Eye contact

Remember that crossing your arms, putting up your hand, forcing a smile or frowning may give the patient or family the wrong message.