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 trainings/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 - reading 6 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.”
- “Hubview vst — 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
- Assessed UW Medicine’s Race Ethnicity and Language and Sexual Orientation and Gender Identity data collection practices

INTERPRETER SERVICES STANDARDIZATION COMMITTEE

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

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

- Healthcare Equity Dashboards
  - Expanded access to information management, tool tracking, patient and SOGI data