CHRISTIANA CARE
HEALTH SYSTEM

The Learning Institute

Inclusion and Health Equity at Christiana Care

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Christiana Care Mission

Christiana Care Health System is dedicated to improving the health of all individuals in the communities we serve through health care services, education and research.

The Christiana Care Way

We serve our
neighbors as respectful,
expert, caring partners
in their health.
We do this by creating
innovative, effective, affordable
systems of care that our
neighbors value.

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Two Strategies for one goal…Inclusion

Diversity & Inclusion

Workforce

An inclusive environment has an impact on in **increasing engagement** within the **workforce** which has a direct impact on the delivery of a quality healthcare experience.

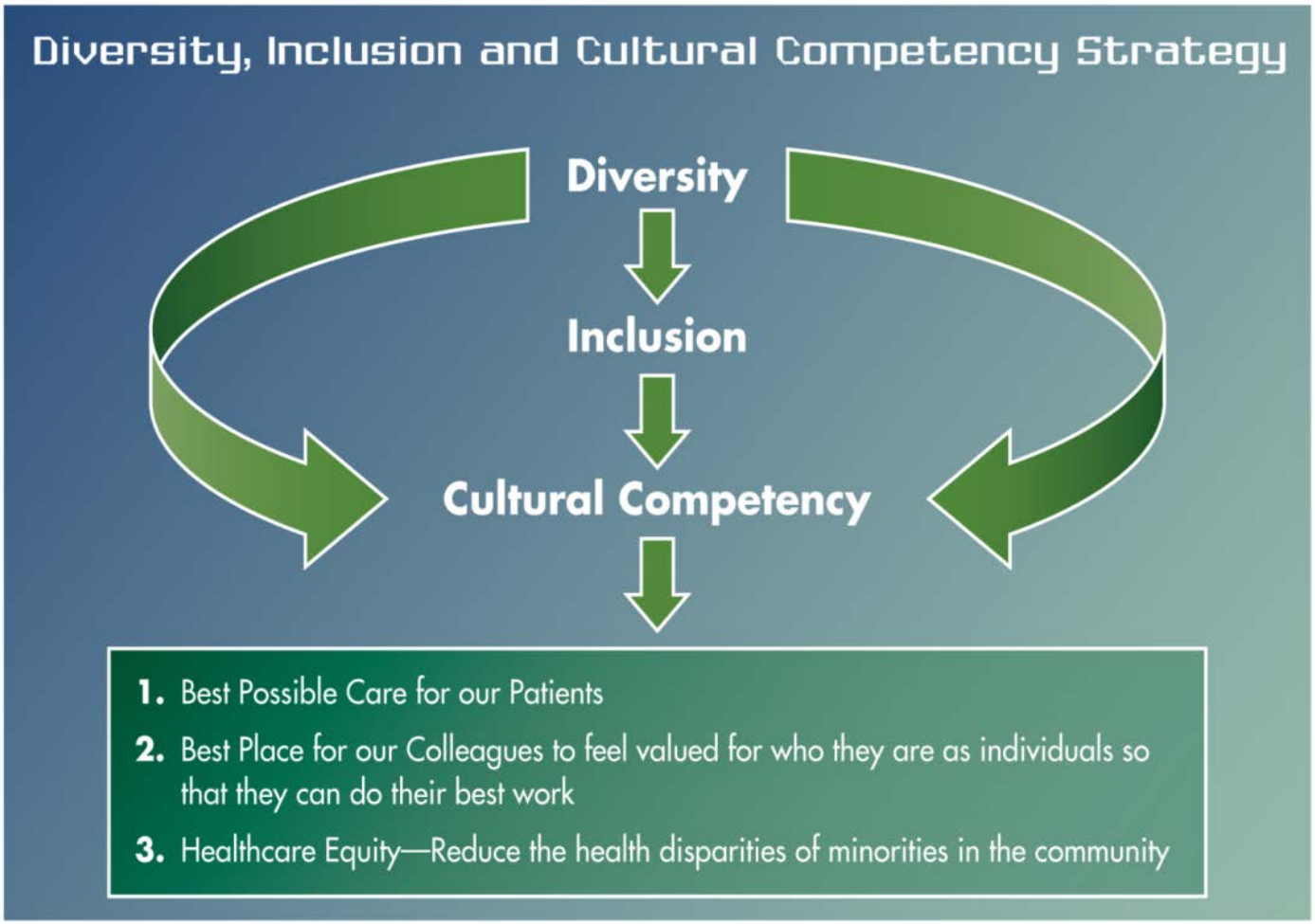
Inclusion

Cultural Competence

Patient

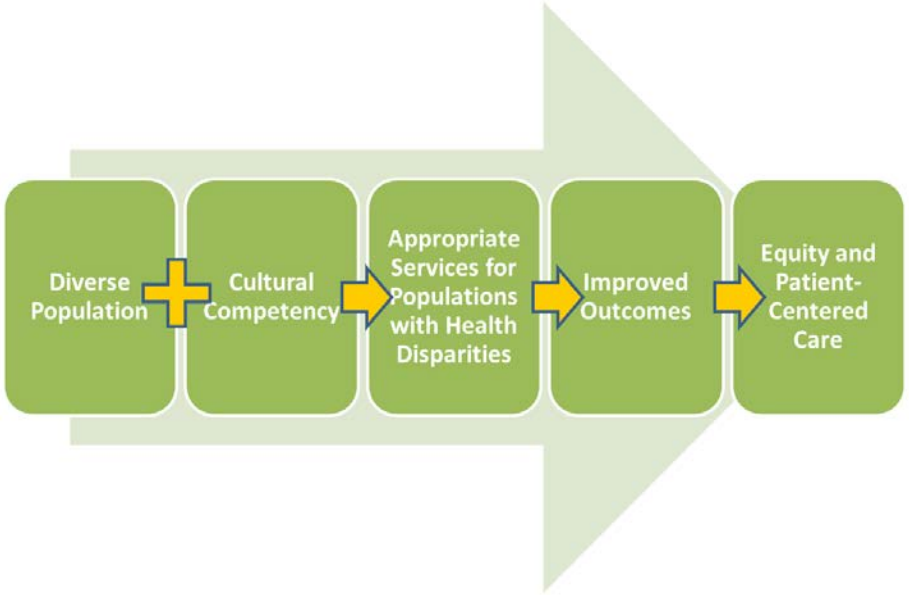
A **culturally competent and inclusive** environment creates an opportunity to provide **safe, high quality care** and patient engagement.

Our Framework..
Connecting with Christiana Care Way

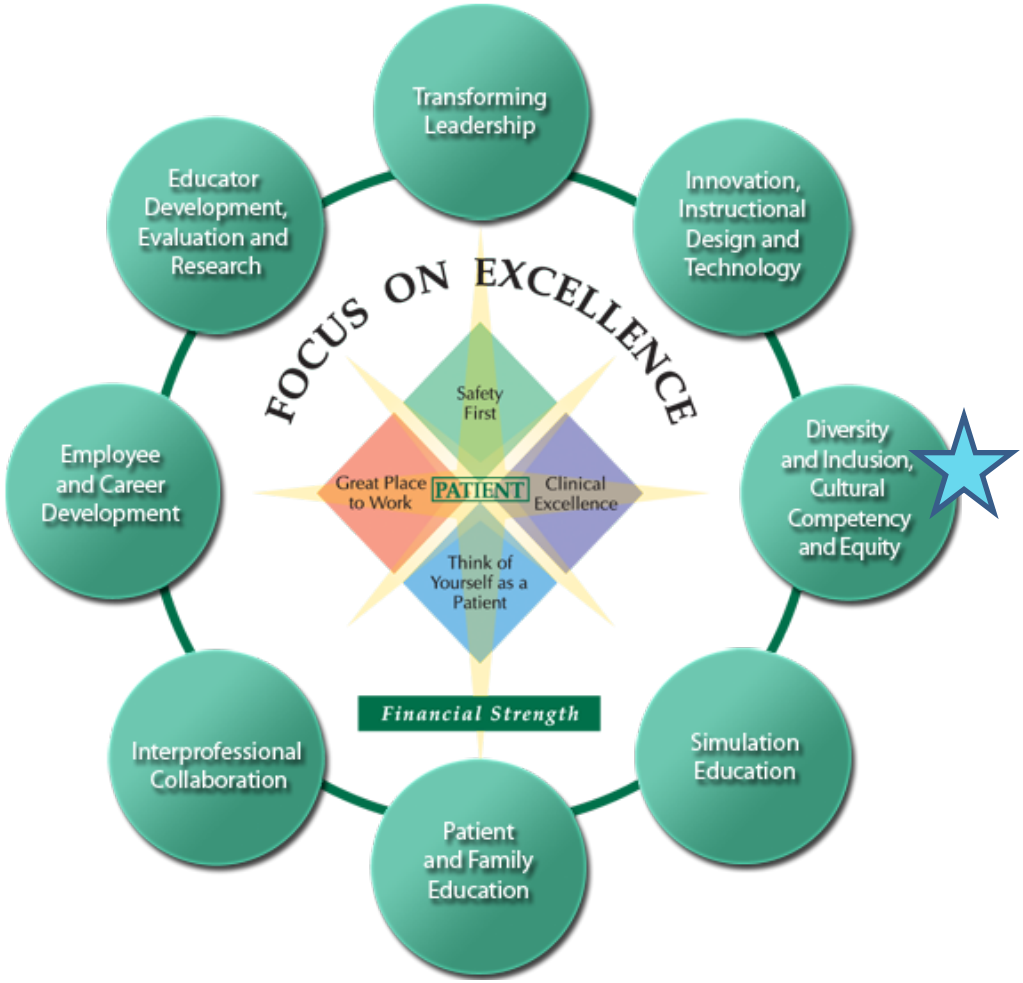


Reducing Health Disparities through the Implementation of Cultural Competency

Cultural competency is the ongoing capacity of healthcare systems, organizations and professionals to provide for diverse patient populations high quality care that is safe, patient and family centered, evidence based and equitable.



Center for Diversity & Inclusion, Cultural Competency and Equity



- To research, design and implement assessment methodologies, educational programs and tools to equip our employees and partners with the necessary skills to promote a culture of inclusion, and have the capability to provide culturally competent care to the diverse patient population that we serve.
- To understand and implement strategies to address the cultural and language needs of our patients.
- To implement programs and services to reduce the healthcare disparities in our community.
- To grow DE (internal and community) diverse talent to grow the availability of healthcare professionals and leaders

Health Equity at Christiana Care Health System

HEALTH EQUITY COUNCIL

Health Equity Council

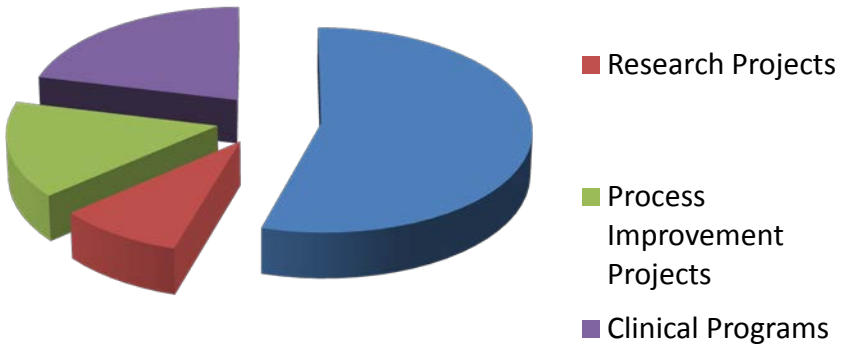
- Advises Center of Diversity & Inclusion, Cultural Competence and Equity on the process to identify healthcare disparities in CCHS service area
- Responsible for implementing Annual Operating Plan (AOP) Goals related to identifying and reducing disparities
- Development of strategies and recommendations for solutions to identified disparities
- Coordination with strategic partners in implementation of process for the collection of REL data
- Collects and disseminates information on CCHS equity initiatives
- Serves as advisory body for disparities reduction/PI initiatives
- Integrate equity focus into organizational initiatives

Health Equity at Christiana Care Health System

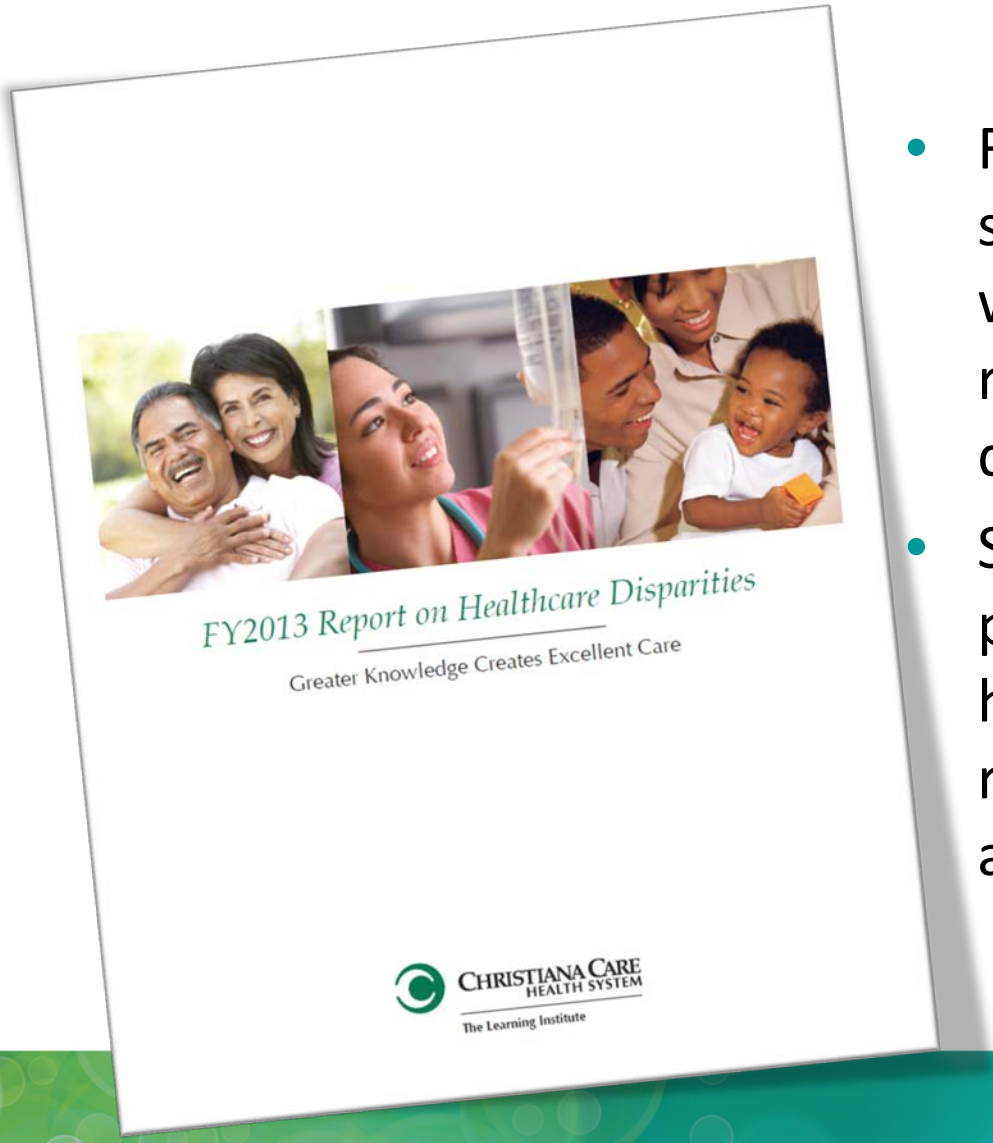
CURRENT PROJECTS AT CCHS

FY2013 Report on Healthcare Disparities

- 33 projects addressing health disparities
- Research, community outreach, process improvement
- Areas: cardiovascular, cancer outreach, community health, reproductive health



FY2013 Report on Healthcare Disparities



- First annual disparities summit planned for 2014 with with key note from recognized scholar in disparities
- Sessions on current CCHS projects and tutorials on health disparities for researchers, practitioners and staff

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Helen F. Graham Cancer Center Programs

Key player in collaborative reduction of disparities in Delaware

- Asian Health Initiative
- Breast Health Initiative
- Breast Cancer Disparities Reduction Project
- Promotoras de Salud Program
- Healthy Families – Promotoras Program
- Warriors Against Prostate Cancer
- Colon Cancer Awareness Nurse Navigator Screening Program
- Family Cancer Risk Assessment

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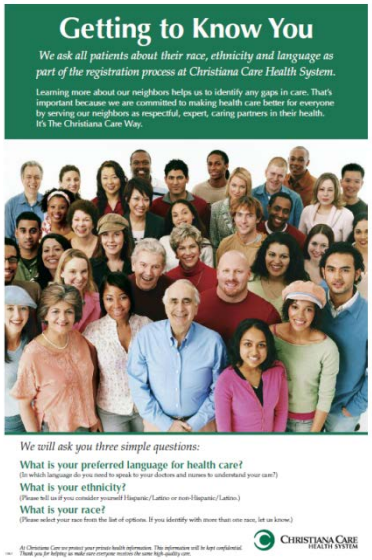
Active CDICCE Projects to Identify and Address Disparities at CCHS

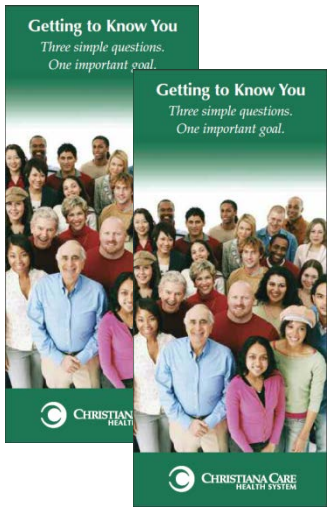
Improving Care Quality for LEP Maternity Patients

- Multidisciplinary team
- Six Sigma (Juran) Project component
- Seeks to improve the quality of care for patients with limited English proficiency
- Focus groups, patient surveys, provider surveys
- Training for faculty, residents, nursing staff and registrars

Improving Care for LEP patients at the HFGCC

- Increasing use of Language Services through on-site interpreter
- Request for interpreters increased 1,400% in 12 months
- Requests received for patients in over 12 languages monthly.





Health Equity at Christiana Care Health System

COLLECTING DATA ON RACE, ETHNICITY AND LANGUAGE

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Get R.E.a.L! Collecting Data on Race, Ethnicity and Language

Staff Training

- Video simulating patient encounters (CCHS Staff)
- Content on importance of race, ethnicity and language data
- Interactive role-play exercises simulating difficult patient encounters.
- Customer service component on respectful interactions
- Over 200 registrars trained

Training Plan includes:

- Manager tool kit
- Online Review module for yearly competency review
- Marketing Materials

Health Equity at Christiana Care Health System

LANGUAGE SERVICES

Language Services at CCHS

- Full spectrum of services including
  - In person staff interpreters in Spanish and ASL
  - Telephonic interpretation in over 150 languages
  - Written translation of vital documents
  - Video Remote Interpreting
  - Training programs on understanding CLAS standards, working effectively with LEP patients, working effectively with patients who are Deaf, and cross-cultural simulations

Challenges

- Resources
- Organization capability to understand Equity, ways to identify what to address and time
- Cost equation
- Acceptance of equity as a priority

Plans for 2014: Build Capacity to Ensure Cultural Competency

- Analysis of **patient data in key disease areas** for disparities in our patient population.
- Development of **dashboard** to track key disparities.
- Development of **dual role medical interpreter program** and network of **cultural ambassadors**.
- **Implementation of necessary technology and/or process workflows** to make data on patient characteristics that is relevant to care available at the bedside.
- Continue to develop a **comprehensive training curriculum** for leaders, clinicians and staff and enhancement of "Culture and Language Resources" website.
- Research **evidence-based National Quality Forum (NQF) framework for measuring and reporting cultural competency**, with the ultimate goal of incorporating cultural and linguistic considerations in practice patterns throughout the organization

Opportunities to Collaborate

- Statewide Disparities and Language Needs Assessment
- Make language services available statewide, including translation of critical documents and in-person interpretation at lower rates and consistent quality
- Development of Language Access Plan for Delaware
- Collaborate on advocating for state government to provide reimbursement for language services
- Jointly design appropriate cultural competency and health literacy training curriculum.