Embedding Health Equity IN A SAFETY NET HOSPITAL SYSTEM

Our Reason for Being

120,000 LIVES
About the lives we serve

- 70% MediCaid eligible
- 20% Medicare recipients
- 35% Latino
- 32% Caucasian
- 18% African American
- 40% of patient visits (Age 1-18 or 51-60)
- 21.2% of visits Spanish speaking
- 70% of visits English speaking
- 6% of visits (Tagalog, Punjabi, Vietnamese, Farsi, Mien, Arabic Mandarin, Laotian speaking)
- The majority of our families live in poverty
  - Family 1 ($1,354 month)
  - Family 4 ($2,789 month)

Our Commitment to those lives
Our Equity Vision

ALL our patients have optimal access, treatment and outcomes

Leadership Commitment
Workforce Enhancements
Health System Interventions
Patient Partnership
Community Engagement & Collaboration Address SDOH

Optimal environment for implementing Health Disparity Reduction & Health Equity building interventions

Leadership Commitment

Linguistic Access Policy
Reducing Health Disparities Policy
Service Excellence Policy
Health Equity Manager & Equity Team
Workforce Enhancements

**STAFF TRAINING**

- New employee orientation
- Service excellence
- Culture training
- Communication guidelines
- Leader in LGBTQ Healthcare Equality

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Health System Interventions
Patient Partnerships

“Everyone is recognizing the value of having the patients’ voice at the table.”

Community Engagement

Promotora Program
Formerly Incarcerated
African American Health Conductors
Addressing Social Determinants

Next Steps with Embedding

- Improve understanding
- Health Equity report
- Educate leaders
- Expand data
- Implicit bias training
- AA Perinatal disparities
- DSRIP Phase II (PRIME)
- Health Leads