Top Performing Hospitals in the Promotion of Diversity and Reduction of Health Care Disparities

Presented by the Institute for Diversity in Health Management
Background

- Recognition is based upon hospitals’ responses to the survey “Diversity and Disparities: A Benchmark Study of U.S. Hospitals.”

- This national survey examined the actions that hospitals are taking to address health disparities and improve diversity management.

- These highlighted hospitals represent the top performers out of the 924 responding hospitals.
Recognition Categories

- Diversity in Leadership and Governance
- Diversity Management and Strengthening the Workforce
- Cultural Competency and Engaging Communities
- Addressing Disparities and Delivering Quality Care
Award Categories

- **Best in Class Hospitals**
  - Best in class hospitals represent the top performing organizations within each category.

- **Promising Practice Hospitals**
  - Promising practice hospitals refer to high scoring institutions that demonstrate a strong potential for improvement.
Diversity in Leadership and Governance

- Hospitals’ leadership teams should reflect the diversity of the patients that they serve in order to promote cultural competency and establish trust within the community.

- Unfortunately, minority individuals are currently underrepresented within hospital boards, executive leadership positions, and first- and mid-level management positions.

- The Institute for Diversity would therefore like to recognize those hospitals that have taken positive steps to improve leadership diversity, as evidenced by the percentage of minorities represented on their boards, executive leadership teams, and management staff.
Diversity in Leadership and Governance

- **Best in Class Hospitals**
  - Sage Memorial Hospital - Ganado, AZ
  - Kuakini Medical Center - Honolulu, HI

- **Promising Practice Hospitals**
  - Choctaw Nation Health Care Center - Talihina, OK
  - Advocate Trinity Hospital - Chicago, IL
  - Prince George’s Hospital Center - Cheverly, MD
Diversity Management and Strengthening the Workforce

- As the United States becomes more culturally diverse, it becomes increasingly important to expand minority recruitment efforts in health care to meet the needs of this changing population.

- Therefore, the goal of managing diversity is to enhance hospitals’ workforces, promote customer satisfaction, and to further hospitals’ abilities meet the needs of diverse populations.

- Recognition for this category is based on hospitals’ reported efforts to improve diversity management through recruitment, retention, and the promotion of minority individuals within their workforce.
Diversity Management and Strengthening the Workforce

• **Best in Class Hospitals**
  - Indiana University Health University Hospital - Indianapolis, IN
  - Holy Cross Hospital - Silver Spring, MD
  - Barnes Jewish Hospital - St Louis, MO
  - Rockford Memorial Hospital - Rockford, IL
  - University of California Davis Medical Center - Sacramento, CA
  - Indiana University Health La Porte Hospital - La Porte, IN
  - Veterans Affairs Medical Center - Boise, ID
Cultural Competency and Engaging Communities

• The delivery of high-quality primary health care requires an in-depth understanding of the sociocultural background of patients, their families and their environments.

• The achievement of these goals requires an organizational context in which cultural competence is enabled, cultivated, and reinforced.

• As such, recognition in this category reflects hospitals’ efforts to understand the linguistic and cultural background of the community, to promote cultural competency as an institutional priority, and to meet the needs of a diverse patient population.
Cultural Competency and Engaging Communities

**Best in Class Hospitals**
- Indiana University Health La Porte Hospital - La Porte, IN
- Veterans Affairs Medical Center - Boise, ID
- Crestwood Medical Center - Huntsville, AL
- Veterans Affairs Medical Center - Dayton, OH
- Rush University Medical Center - Chicago, IL
- HEALTHSOUTH Rehabilitation Hospital - Humble, TX
- Durham Regional Hospital - Durham, NC
Addressing Disparities and Delivering Quality Care

• Numerous studies have demonstrated that minority patients often receive lesser quality clinical care that frequently results in diminished health outcomes.

• Accordingly, the reduction of disparities is a moral, business, and public health imperative that must be addressed by hospital leaders.

• Recognition in this category affirms responding hospitals’ efforts to research, document, and eliminate unwarranted variations in patient care.
Addressing Disparities and Delivering Quality Care

• **Best in Class Hospitals**
  - Veterans Affairs Medical Center - Wilkes-Barre, PA
  - Central Arkansas Veterans Healthcare System - Little Rock, AR

• **Promising Practice Hospitals**
  - Indiana University Health La Porte Hospital - La Porte, IN
  - E A Conway Medical Center - Monroe, LA
  - Piedmont Mountainside Hospital - Jasper, GA
Congratulations to all award recipients from IFD!