

MGH Disparities Committee Meeting
June 15, 2006 2:00 to 3:30

Attendees:

Betancourt, Joseph R.
Connery, Nancy E.
Cook, Nakela
Donelan, Karen
Flaherty, Katherine
Giuliano, Amy
Kim, Suzanne
Moloo, Jamaluddin
Mort, Elizabeth
Olson, Elena
Perry, Donna
Phull, Tavinder
Prince-Erickson, Carlyene
Quinlan, Joan
Richmond, Anne
Schiff, Isaac
Spicer, Mary Ann
Sterne, Thomas C.
Washington, Deborah
Weinick, Robin
Worden Kenefick, Hope

Notes:

Updates/Announcements:

- Multicultural Advisory Committee
 - Background – The Patient Experience of Care subcommittee of MGH Disparities committee advised gathering a team of community leaders to make recommendations to the hospital, thus forming the Multicultural Advisory Committee
 - Based on recommendations from the Multicultural Advisory Committee, service improvement has submitted a proposal about how to correct negative experience/feelings of minority patients as they first enter the hospital
 - Modeled after the work done by the Cancer Center, MGH will work with its front line staff to create a better environment
 - The Multicultural Advisory Committee is also hoping to tackle language services and insurance issues in the near future
 - Questions:
 - What are the future agenda items of the committee?
 - Language services and insurance
 - Is there a term length for members?

- It would be helpful to have one in order to gain new perspectives and it is recommended that members be turned over continuously so some consistency in experience and membership is maintained.
- Medical Policy
 - It is now written into Medical Policy that data for the hospital must now be stratified by race/ethnicity.
- Latino Diabetes Initiative
 - The Disparities Solutions Center received \$225,000 from Jane's Trust to address Diabetes, Mental Health and Colorectal Cancer Screening Disparities at MGH
 - Diabetes Program at Chelsea
 - Based on phone calls, group visits and individual coaching
 - Thus far, both good numbers and good anecdotal evidence
 - Interesting finding is that 50% of participants cite depression as the reason for lack of diabetes control
 - Colorectal Cancer Screening project
 - Thinking about using patient navigator model as part of this program
 - Have begun to tap providers to uncover potential barriers to screening
- Fall Educational Event
 - Malcolm Gladwell was considered as a speaker but the person who supplied most of the medical material for his book will be speaking instead
 - Following the speaker, there will be a panel of doctors/nurses/hospital staff to do reflections
- Partnership with El Planeta
 - This news publication for the Spanish-speaking community of Greater Boston will do 5 inserts on MGH this year
 - There has been tremendous positive response thus far
 - In addition, MGH has been asked to partner a family health fair being organized by El Planeta
 - Other publications are following suit:
 - Content from these inserts is now being translated for publication in a similar newspaper for Boston's Asian community
 - Partners is now in conversation about publishing some of MGH's work in the Bay State Banner, a publication for Boston's African American community
- Patient Care Services Disparities Definition
 - Found there was a need for a more concise definition for providers and the general public for health care disparities
 - How and where will this definition be used?
 - To generate research projects
 - Case studies for ethical point of view
 - Use with the general public

- The definition is focused on the delivery of care rather than the outcome
- Comments:
 - There should be a distinction between the definition for use within the system and the definition for use with the general public
 - Ignorance can also be a cause of disparities – not just prejudice
 - Access is different than delivery
 - This is a very important distinction for public use

Presentations:

- Disparities Quality Dashboard *by Liz Mort and Robin Weinick*
- Patient Data Collection – New State and City Guidelines *by Katherine Flaherty and Hope Worden Kenefick*