

MGH Disparities Committee Meeting
Minutes March 26th, 2004

Present: Joseph Betancourt, Joan Quinlan, Michael Barry, Isaac Schiff, Gregg Meyer, Victoria Brady, Christine Johanson, Oswald Mondejar, Evelyn Bonander, Brian French, Jacqueline Somerville, Angela Maina, Karen Donelan, Anne Richmond, Ellen Forman, Thomas Sterne, Valerie Stone, Liz Mort, Allison Rimm

- I. Welcome and Introductions
- II. Subcommittee updates and discussion:

A. Quality subcommittee:

Liz Mort gave an update on the quality subcommittee progress. The subcommittee has a working draft that outlines the goals of the project and steps being taken to accomplish each goal. The major themes that the subcommittee is looking to cover include:

- a) Looking at utilization patterns nationwide
Dr. Betancourt has information on nationwide patterns as well as demographics of populations: US, MA, Boston etc.
- b) Looking at outpatient and inpatient utilization patterns at MGH/MGPO
- c) Inpatient and outpatient patient's views of their care
Currently, the press-ganey patient satisfaction survey does not include the race/ethnicity category. With the help of Dr. Betancourt, the subcommittee has added a race/ethnicity category and two other questions that address health disparities.
- d) Staff views of their experience at MGH
- e) Is there racial/ethnic variation in quality of care? e.g. Diabetes and Asthma
HEDIS measures, access to procedures and subspecialties.
What do we know about wait times in these areas?

Discussion:

- Some of the key issues raised during the discussion included looking at clinical care vignettes in Hemodialysis and the AIDS program (Gregory Robbins-Infectious Disease Unit).
- Dr. Barry also suggested looking at preventive measures such as mammograms by race/ethnicity.

B. Patient experience of care/Access subcommittee:

Evelyn Bonander updated committee members on the patient experience of care/access subcommittee progress. The subcommittee is diligently working on the advisory council on health care disparities. Committee members were able to comment and/or give feedback on the proposed membership for the advisory council.

Proposed membership: President, Senior Vice-President of Patient Care Services, Chief Nurse Officer and two other members of the MGH clinical/administrative staff. In addition there would be 15-18 members reflecting patients, family members, religious leaders, community leaders and business leaders.
Education and Awareness:

Discussion:

- Adding a staff member who is also a patient would give the council an extra lens on what happens at MGH
- Whereas it is good to include members of the support staff, there should be a balance between support staff and external advisory members.
- There should be a proportional representation for communities we serve i.e. Asian and Hispanic.
- The subcommittee should not assume that all members of the advisory council are English speaking. Interpreters should be present for those members who do not speak English.
- Outside experts on disparities research should be invited e.g. a participant from Health Care for All.

Karen Donelan presented the second half of the Patient Experience of Care/Access updates. The subcommittee is looking to conduct a representative survey of MGH patients for the purpose of measuring patients' experience of accessing care and their perceptions of the care received. The group is looking to draw a sample of about 800 primary care adult patients under the age of 75 and translate the survey into English and Spanish. The group is following up on several issues, which include: availability of patient sample, costs, data and survey content. The group is hoping to field this survey in the summer. This will primarily be a phone survey with a mail follow up for those who are not reached.

C. Education and Awareness Subcommittee:

Brian French updated members on the subcommittee's progress. The group has accomplished some tasks and others are underway.

Deliverables for 2004:

- a) Message on disparities incorporated into orientations
On February 26th 2004, the subcommittee received its first draft for review
- b) Comprehensive communication strategy developed and underway
The initial hotline article was on March 5th 2004
- c) Brian presented three FYI posters for comment. Each poster once revised will be displayed for a period of time and then alternated with a different poster.
- d) SAVE THE DATE: The final and major update of this subcommittee was the disparities conference slated for Thursday, May 6th 2004.

Racial and Ethnic Disparities in Health: The Past, Present, and Future

W. Michael Byrd, MD
Instructor/Senior Research Scientist, Harvard School of Public Health
and

Martha H. Hill, PhD, RN, FAAN
Dean, Johns Hopkins University, School of Nursing

Thursday, May 6, 2004
10:00 am - 11:30 am
O'Keefe Auditorium

Meeting Adjourned 1:00PM

Next Meeting:

Friday, June 25th 12PM -1:30PM

Bulfinch 222