

**MGH Disparities Committee Meeting**  
**Minutes June 25<sup>th</sup>, 2004**

**Present:** Joseph Betancourt, Joan Quinlan, Peter Slavin, Gregg Meyer, Evelyn Bonander, Brian French, Angela Maina, Karen Donelan, Thomas Sterne, Valerie Stone, Liz Mort, Andrew Warshaw, Nakela Cook, Elizabeth Miller, Roger Pasinski, Pat Rowell, Laura Riley, Joan Fitzmaurice, Johanna Mailhot (guest).

I. Welcome

II. Mayor's Update

- Joseph Betancourt and Joan Quinlan are working closely with the mayors working group to meet the group's objectives
- Peter Slavin, M.D. announced that a new subcommittee has been formed by CEOs of teaching hospitals, the Boston Public Health Commission and Community representatives to address health disparities in the Boston. Among the issues that are being addressed are childhood asthma, diabetes and infant mortality. More work is being done on collaborations needed to address these health issues.

III. Subcommittee updates and discussion:

- I. The three subcommittees presented drafts of what they would present at the Board meeting scheduled for September 17<sup>th</sup> 2004.

**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 first agenda would be educate the board on:
  - I. Utilization patterns at MGH
  - II. Quality: Patients views of the care environment
  - III. Quality: Clinical care vignettes
- The subcommittee is hoping to present on the following areas:
  - I. Racial composition of National, State and Boston populations
  - II. Racial composition of hospitalized patients MA vs. MGH
  - III. Recent time trends: In-patients FY 1999 vs. 2003
  - IV. Racial composition MGH patients: In-patient, out-patient and Emergency Department FY '03
  - V. Racial characteristics of Health Centers, Other Primary Care and Specialty out-patients at MGH/MGPO
  - VI. Socioeconomic characteristics of racial groups FY '03 MGH in-patients
  - VII. Racial composition of patient population by MGH service '03
    - OB and Peds have the largest proportion of non-white patients
  - VIII. House patients at MGH: FY '03 by service

-House designation is made on admission by attending  
-20% of MGH in-patient admissions are "house"

IX. MGH: Racial composition of House vs. Private patients

- The proportion of black and Hispanic patients is higher among the house in-patient population than the private population

X. SES characteristics of house vs. private patients at MGH

- Private patients are more likely than house patients to have higher CMI; be female, be admitted electively, have commercial insurance, and earn higher incomes.

\*\*\* Private patients are more likely to have health insurance. There is a difference both by race and income.

- Group interpretation: What does this mean?

- It is interesting to note that the population of MGH mirrors that of the state and not that of the city.
- It would be beneficial to have data of the Racial and Ethnic differences between the different teaching hospitals and compare it to MGH.
- It would also be good to look at primary and tertiary practices at MGH even if that would entail a lot of work.

- Diabetes presentation:

- The known areas of vulnerability are

1. Social-Cultural issues
2. Health Conditions
3. Satisfaction

- In terms of satisfaction, 10 items have been added to the Press Ganey patient satisfaction survey due in august
- The first cycle surveying the racial distribution of ambulatory patients is complete.
- Data on the racial variation in preventive health provided by MGH general institute was presented.
- Data on preventive health measures: results by race were presented.

- In this loyalty cohort, there is no difference in preventive measures.

- Data on Racial variation in diabetes care at MGH: Research conducted by Richard Grant was presented.

- Liz shared data collected from a survey of 926 patients surveyed during their visits at the waiting room.

**B. Patient experience of care/Access subcommittee:**

B1. Patient Survey- Karen Donelan, Sci.D

- 400-500 patients seen in the past 6 months at MGH.

- A random cross section of outpatients from MGH, IMA, Chelsea and Revere Internal medicine.
- The survey will be conducted by telephone in English and Spanish only.
- Fieldwork is June- July, with data entry in August and a final report in September.
- The survey will be conducted by ICR, a national survey firm.
- The survey is a patient satisfaction survey replicated from the MGH Press Gainey survey.
- It focuses on perceived staff sensitivity to issues of race, ethnicity, language, culture, religion and gender. It also asks about access to specialized care services, experiences using medical and support services.
- Unmet needs and perceptions of welcome and respect are also addressed.

#### B2. Multicultural Advisory Committee- Nakela Cook, M.D.

Nakela gave an update 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.

#### 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
  - The issue of disparities in health and healthcare will be mentioned during new employee orientations.
- b) Comprehensive communication strategy developed and underway
  - The initial hotline article was on March 5<sup>th</sup> 2004
  - The fruit street physician publication was on April 2004. Vol. 13. No. 3
  - A third publication was on May 14<sup>th</sup> 2004
- c) Brian presented the final FYI posters for comment that had been edited several times for content and language. With the help of interpreter services, the language has been edited for simplicity and clarification. The group made a few minor suggestions. Once the poster is complete, it will be displayed at key areas of the hospital in different languages each quarter.
- d) Annual conference on disparities conference was held on Thursday, May 6<sup>th</sup> 2004.
  - The conference: Racial and Ethnic Disparities in Health: The Past, Present, and Future was presented by **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 in O'Keeffe Auditorium. The conference was a great success and the group has received numerous positive feedbacks.

**D. NEXT STEPS**

The board meeting is scheduled for September 17<sup>th</sup> 2004.

A meeting is being planned in mid or late august for the subcommittees to present to the larger committee before the board meeting.

Meeting Adjourned 1:30PM

Next Meeting:

**TBA**