

ADDRESSING DISPARITY IN HEALTH AND HEALTH CARE FOR RACIAL AND ETHNIC MINORITIES AN ORGANIZATIONAL INTERNAL ASSESSMENT - 2003

Carla Hayden, R.N., M.B.A, Director, Office of Minority Health
Michelle L. Groux, M.P.H., Office of Assessment and Surveillance

GOAL

To develop a sustainable effort to assess and improve upon the Columbus Health Department's work in addressing racial and ethnic health disparities.



OBJECTIVES

- Determine how programs assess the specific needs of racial and ethnic minorities in order to provide the most appropriate care
- Determine how programs address the needs of racial and ethnic minorities
- Assess strengths and weaknesses of the department in addressing racial and ethnic disparities
- Identify gaps and opportunities

METHODS

Development of Assessment Tool

- Review of literature for existing instruments
- Designed to assess data collection of direct service programs
- Functionality and inter-interviewer reliability of tool was assessed through piloting

Program Interviews

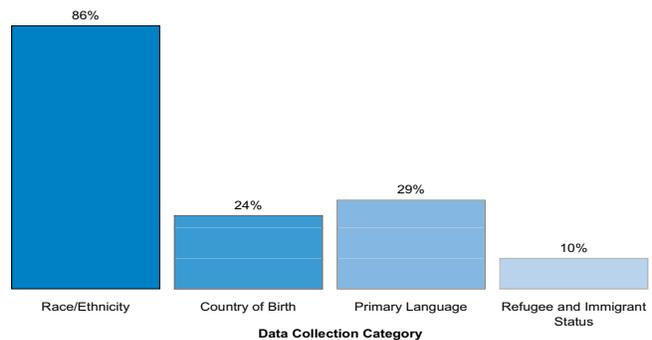
- Conducted between July and September 2003
- In person (approximately 1 hour) with Program Managers
- Twenty- one programs interviewed

KEY FINDINGS

Of the 21 programs interviewed...

- Over 60% of CHD programs reported they provide "enhanced or specific services focused toward racial and ethnic minority populations"
- 86% collect outcome data
 - 38% collect outcome data by race and ethnicity
- 67% reported staff had received diversity or cultural education in the past year
- 48% reported staff had received training, in the past year, in working with LEP clients

Percentage of Health Department Programs Collecting Information on: Selected Client Demographics



Note: Percentages calculated using total number of programs interviewed (21).

RACIAL AND ETHNIC HEALTH DISPARITIES HAVE BEEN DOCUMENTED FOR OVER A CENTURY.

1900



Booker T. Washington
From the Library of Congress

In the early 1900's, Dr. Booker T. Washington, along with other African-American leaders, noted poorer health status for African-Americans, as well as, a link between health status and social and economic well-being.

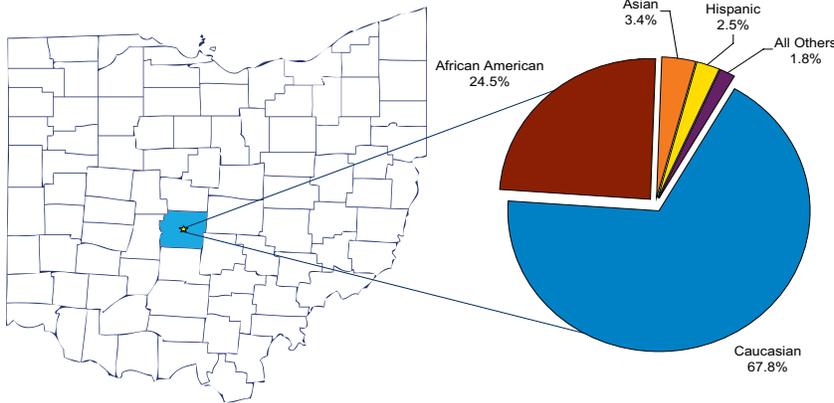


2002



In 1999, Congress commissioned an Institute of Medicine study to assess the differences in type and quality of health care received by minority and non-minority populations. This report found that racial and ethnic disparities in health care exist and, in many cases, are associated with worse outcomes.

LIKE OTHER URBAN AREAS, COLUMBUS IS BECOMING MORE DIVERSE AND CONTINUES TO EXPERIENCE RACIAL AND ETHNIC HEALTH DISPARITIES.

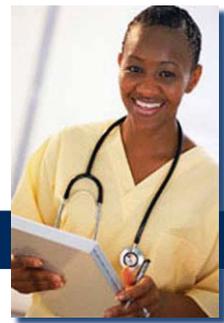


Similar to other U.S. urban areas, racial/ethnic health disparities in Columbus continue to exist in areas such as:

- Infant Mortality
- Low Birth Weights
- Sexually Transmitted Diseases
- Diabetes Prevalence

AS A LOCAL HEALTH DEPARTMENT WE NEED TO...

- Understand who we are serving
- Know if we are addressing barriers to appropriate care
- Know if we are having an impact



IMPROVED DELIVERY OF HEALTH SERVICES TO SPECIFIC POPULATIONS CAN POTENTIALLY IMPROVE SERVICES FOR ALL CUSTOMERS.



RECOMMENDATIONS

Based on the results of the assessment recommendations were made in the following areas:

- Data Collection
- Outcome Analysis
- Communication
- Culturally and Linguistically Appropriate Services
- Staff Development
- Ongoing Quality Improvement

RECOMMENDATION: DATA COLLECTION AND ANALYSIS

- All Columbus Public Health programs should collect standard socioeconomic data
- Data should be maintained electronically
- Outcome data should be analyzed by race and ethnicity

SOLUTIONS:

- Development and implementation of Guidelines for the Collection of Race and Ethnicity Data, Columbus Health Department Clinics and Programs.
- Implementation of Medical Manager, an electronic client management system for use in health department clinics.

NEXT STEPS

Assessment and Surveillance

- Implementation of data standards related to collection, analysis and reporting
- Utilize data as available

Organizational Cultural Competence

- Assess internal culture
- Assess perceptions of our clients

Maintain constant dialogue related to addressing racial and ethnic health disparities



FOR MORE INFORMATION CONTACT:
Ryan Johnson, MPH
Director, Office of Minority Health
Columbus Public Health
(614)645-7335