Equity Gap Assessment

Instructions

This Health Equity Gap Assessment was developed by the Washington State Hospital Association (WSHA) to be used by hospitals and health systems to identify the status of foundational health equity components. Please engage with stakeholders across departments including quality, analytics, translation services, registration, discharge planning, patient experience and social work to gain insight into each of the questions. Please also identify one key contact, so that WSHA may follow up as needed for clarification.

* Select your hospital from the list.

[dropdown]

* Enter contact info for person submitting the assessment.

Your Name

Your Email

Equity Gap Assessment
Leadership and Culture of Equity

Language Access

The following questions ask about language access for patients at your hospital or health system. Does your hospital/health system:

Perform a learning needs assessment on each patient which considers the patient's cultural and religious beliefs, emotional barriers, desire and motivation to learn, physical or cognitive limitations, or barriers to communication?

○ Yes ○ No ○ Sometimes

Provide comprehensive language assistance and communications services for individuals with limited English proficiency?

○ Yes ○ No

Provide comprehensive language assistance and communications services for blind, deaf, hard of hearing and non-verbal individuals?

○ Yes ○ No

Does your hospital have a policy for staff to ask patients if they need an interpreter?

○ Yes ○ No

Is interpretation often done by untrained interpreters (e.g., untrained staff members or patients' family or friends)?

○ Yes ○ No

Have copies of important documents in languages other than English?

○ Yes   ○ No

Assess whether patients can understand important documents, educational materials, and surveys (e.g. use teach-back method) ?

○ Yes   ○ No   ○ Sometimes

Equity Gap Assessment
Leadership and Culture of Equity
Staff Training

The following questions ask about training for your clinical staff. Please note whether training is voluntary or mandatory. Does your hospital/health system train staff in the following:

	Voluntary	Mandatory	Not offered
Cultural competency (cultural humility, cross-cultural communication)	○	○	○
Adverse childhood experiences/trauma-informed care	○	○	○
Bias, stigma and structural racism	○	○	○
Motivational interviewing/harm-reduction	○	○	○
Shared decision-making	○	○	○
Crisis management	○	○	○
Intersectionality of multiple structural disadvantages (e.g. limited English proficiency and disability)	○	○	○
Patient-centered De-escalation/workplace violence prevention	○	○	○
Neurodiverse and cognitive impairments (dementia, autism)	○	○	○

Are employees who wish to communicate with patients in a language other than English trained and tested?

○ Yes   ○ No   ○ Sometimes

Equity Gap Assessment
Leadership and Culture of Equity
Patient and Community Engagement

The following questions ask about your hospital/health system outreach, engagement and involvement of representative community members in quality improvement work. Does your hospital/health system:

Conduct outreach to the LGBTQ communities?

◯ Yes   ◯ No

Conduct outreach to marginalized communities (e.g. immigrants, undocumented), communities living in fear of discrimination or deportation?

◯ Yes   ◯ No

Invite community representatives to participate in any of the following (check all that apply):

☐ Patient advisors/advisory councils

☐ Governing boards

☐ Quality improvement teams

☐ Process redesign events

☐ Strategic planning

☐ Ethics committees

☐ Grievance committees

Do patient advisors and committee members reflect the diversity of the community?

○ Yes   ○ No   ○ Unsure

Does your hospital / health system work with local community and advocacy groups to collect information about new and emerging populations?

○ Yes   ○ No

Equity Gap Assessment
Leadership and Culture of Equity
Accountability

The following questions pertain to actions organizations take to create accountability for ensuring progress related to health equity goals.

Is equity explicitly mentioned in the institution's mission statement and/or strategic plan?

○ Yes   ○ No

Do hospital / health system leaders receive regular reports on how well the organization meets its goals for communicating with patients?

○ Yes   ○ No

Does your institution advocate for public and private policies that advance equity?

○ Yes   ○ No   ○ Unsure

Do you have a Health Equity Council or workgroup with representation across departments?

○ Yes   ○ No

Do you have a Chief Health Equity Officer or similar role?

○ Yes   ○ No   ○ Hiring now

Does your hospital / health system have a point-of-contact (person or office) for community members to provide complaints and feedback?

○ Yes   ○ No

Equity Gap Assessment
Data and Analytics

Data Collection

The following questions are specific to collection, validation and storage of patient demographic data.

Does your hospital / health system use a patient self-reporting methodology to collect data on the following (check all that apply):

☐ Race   ☐ Sexual orientation

☐ Ethnicity   ☐ Gender identity

☐ Disability

☐ Other (please specify)

Is it your hospital / health system policy to have staff ask patients their preferred language?

○ Yes   ○ No

Is it your hospital / health system policy to document a patient's preferred language?

○ Yes   ○ No

Do the race categories in your EHR roll up to OMB? (White, Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander)?

○ Yes   ○ No

Does your EHR capture race and ethnicity at a more detailed level than OMB categories?

○ Yes   ○ No

Does your EHR allow for selecting multiple race categories for one patient?

○ Yes   ○ No

Does your hospital collect or validate race, ethnicity and language beyond registration?

○ Yes   ○ No

Do you provide education to your patients and community on why you are collecting self reported data on race and language?

○ Yes   ○ No

Does your hospital / health system provide workforce training to staff regarding the collection of patient self-reported race, ethnicity language (REaL) data?

○ Yes   ○ No

Equity Gap Assessment
Data and Analytics
Data Collection

How would you describe the registration training for collection of patient self reported race and ethnicity (REaL) data? (Check all that apply)

☐ Homegrown

☐ Purchased

☐ Delivered in-person

☐ Conducted online

☐ Completed once on hire

☐ Completed once in the past

☐ Completed annually

☐ Sustainable

☐ Required

☐ Voluntary

Equity Gap Assessment
Data and Analytics
Data Collection

Does your hospital / health system provide workforce training to staff regarding the collection of patient self-reported sexual orientation and gender identity (SOGI) data?

◯ Yes   ◯ No

Equity Gap Assessment
Data and Analytics
Data Collection

How would you describe the registration training for collection of patient self-reported sexual orientation and gender identity (SOGI) data? (Check all that apply)

☐ Homegrown	☐ Completed once in the past
☐ Purchased	☐ Completed annually
☐ Delivered in-person	☐ Sustainable
☐ Conducted online	☐ Required
☐ Completed once on hire	☐ Voluntary

Equity Gap Assessment
Data and Analytics
Data Analytics and Quality Improvement
The following questions pertain to how patient and quality data is used to design health equity metrics, identify health disparities and monitor performance improvement.

Does your hospital stratify at least one patient safety, quality or outcome measure by patient demographics / characteristics (e.g. gender, race, dual eligible)?

○ Yes ○ No

Do you have an equity dashboard for tracking health disparities?

○ Yes ○ No ○ In process

Is health equity data shared with (check all that apply):

☐ Board

☐ Clinical staff

☐ Non-clinical staff

☐ Quality Department

☐ Other (please specify)

☐ Patient Advisory Councils

☐ Community Groups

☐ Workplace violence committee/Workforce safety committee

Is health equity data used to guide development of quality improvement strategies?

○ Yes   ○ No

Do you have quality improvement projects underway to address heath inequities or to improve the health of specific populations?

○ Yes   ○ No

Equity Gap Assessment
Data and Analytics
Data Analytics and Quality Improvement

Please provide a description of health equity improvement projects you have underway.

Equity Gap Assessment
Social Determinants of Health (SDOH)

The following questions relate to identifying and addressing health related social needs as well as hospital / health system investing in social determinants of health.

Does your hospital / health system screen for the following health-related social needs (check all that apply):

☐ Housing

☐ Food insecurity

☐ Transportation

☐ Utility payment

☐ Interpersonal safety

☐ Financial strain

☐ Employment

☐ Other (please specify)

☐ Family and community support / social isolation

☐ Education level

☐ Physical activity limitations

☐ Alcohol and other substance use

☐ Cognitive impairment / neurodiverse

☐ Disabilities

How widespread is the screening for health-related social needs in your hospital / health system?

☐ Universal (all patients)   ☐ Inpatient (all units)

☐ ED   ☐ Outpatient

☐ Inpatient (some units)

☐ Other (please specify)

Are social risk factor assessments (SDOH screenings) documented in the medical record?

○ Yes   ○ No   ○ Sometimes

Does the hospital / health system inform staff about resources for patients that are available in the community?

○ Yes   ○ No

Do you use community health workers, navigators and/or promotoras to address social needs among patients?

○ Yes   ○ No

Does your hospital provide warm hand-offs to community-based services?

○ Yes   ○ No   ○ Sometimes

Do you use a referral management system to direct patients with social needs to community-based services?

○ Yes   ○ No

Has the hospital invested in non-clinical programs delivered on-site or nearby to address health related social needs (e.g. food pantry, supportive housing, transportation)?

○ Yes   ○ No

Equity Gap Assessment
Social Determinants of Health (SDOH)

Please describe hospital programs/investments addressing health-related social needs of patients.

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