UCLA Health

Are We Measuring Our EDI Performance? That is the Question for *U* !

Jade Cruz, MSN-Ed, RN
Kemi Reeves, DNPc, RN, GNP-BC
Michelle Santizo, MSN, PHN, RN

Land Acknowledgement

UCLA Health

"We honor and acknowledge that we are on the traditional territories and ancestral homelands of the Cheyenne, Arapaho, and Ute nations. This area, specifically the confluence of the Platte and Cherry Creek Rivers was the epicenter for trade, information sharing, planning for the future, community, family and ally building, as well as conducting healing ceremonies for over 45 Indigenous Nations, including the Lakota, Kiowa, Comanche, Apache, Shoshone, Paiute, Zuni, Hopi among others.

We recognize Indigenous peoples as the original stewards of this land and as these words of acknowledgment are spoken and heard, remember the ties these nations **still** have to their traditional homelands. We acknowledge the painful history of genocide and forced removal from this territory and pay our respect to the diverse Indigenous peoples still connected to this land. Let us also give thanks to all Tribal Nations and the ancestors of this place."

3

Objectives

UCLA Health

At the end of this presentation participants will be able to:

1. Evaluate the presence of equity, diversity, and inclusion (EDI) performance measures place at own institution

2. Identify appropriate stakeholders needed to implement a strategic initiative to institute EDI performance measures.

3. Implement EDI Press Ganey questions at own institution.

4

Demographic Changes:
Population Growth, Aging, Race & Ethnicity

UCLA Health

Demographic Changes: Population Growth

UCLA Health

- International migration > Natural increase

- US population expected to grow by 79 million by 2060

US Census Bureau, 2020

Demographic Changes: Race & Ethnicity

UCLA Health

The non-Hispanic White population will shrink from 199 million to 179 million by 2060

What is the fastest growing racial of ethnic group in the United States?

US Census Bureau, 2020

7

Demographic Changes: Race & Ethnicity

UCLA Health

What is the fastest growing racial of ethnic group in the United States?

1. People who are two or more races
2. Asians
3. Hispanics

US Census Bureau, 2020

8

Demographic Changes: Aging

UCLA Health

1 in 4 will be 65 years of age or older by 2060

Older adults will out number children

US Census Bureau, 2020

9

Demographics:
Growth of the U.S. Elderly Minorities

UCLA Health

Older Americans (2016)
o 19.6% of persons 65+ are minorities:
- 9% African-American
- 8% Hispanic
- 4% Asian/Pacific Islander
- 0.5% American Indian or Native Alaskan

Older Americans (2060)
o Projected growth by ethnic minority:
- 12.8% African-American
- 21% Hispanics
- 8% Asian/Pacific Islander
- 0.7% American Indian or Native Alaskan

US Census Bureau, 2020

10

What does that boil down to?

US is projected to be a minority-majority nation by 2044 with 1 in 3 older Americans from a "minority" group by 2050.

US Census Bureau, 2020

11

UCLA Nursing Professional Governance Model

12

Problem

UCLA Health

Problem: The lack of standard metrics assessing EDI performance across the nine-service line of UCLA Health.

What are the nine-service lines?
1. Ambulatory services
2. Emergency Department
3. Inpatient Pediatric
4. Medical Practice
5. NICU
6. OB Inpatient
7. OR Adult Inpatient
8. Outpatient Oncology
9. Outpatient Services

How did we find lack of standard metrics assessing EDI performance?
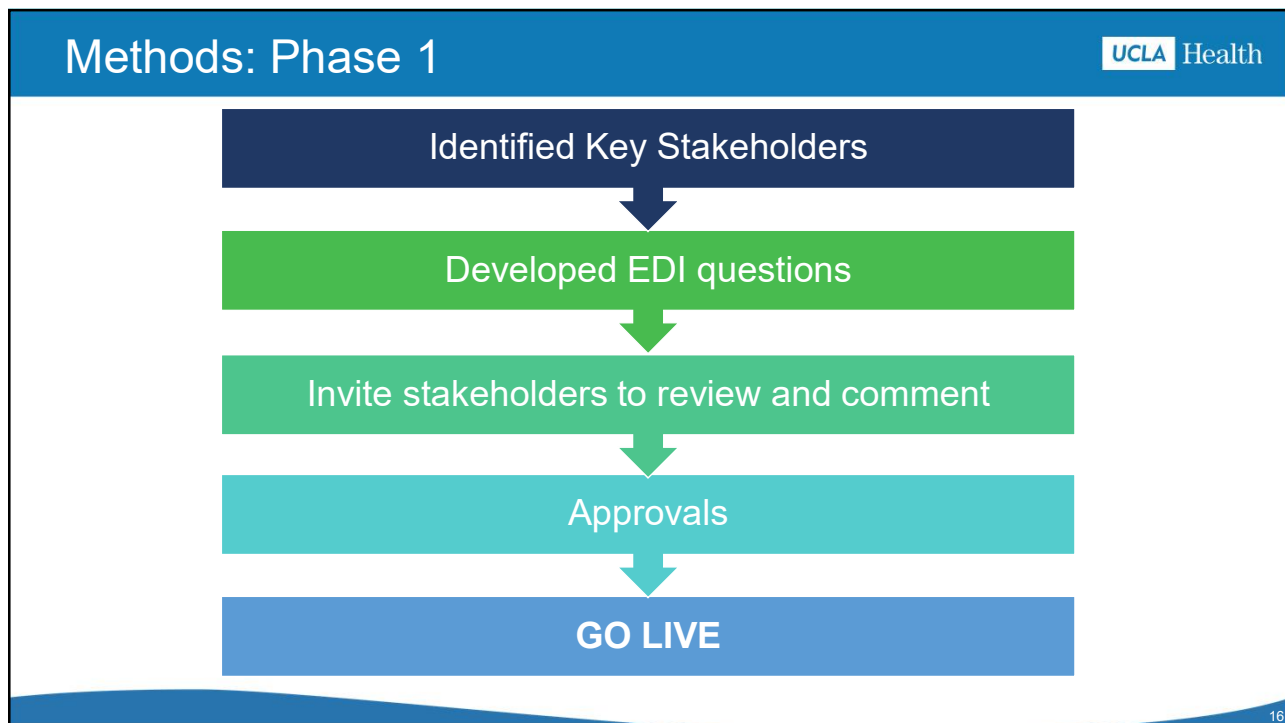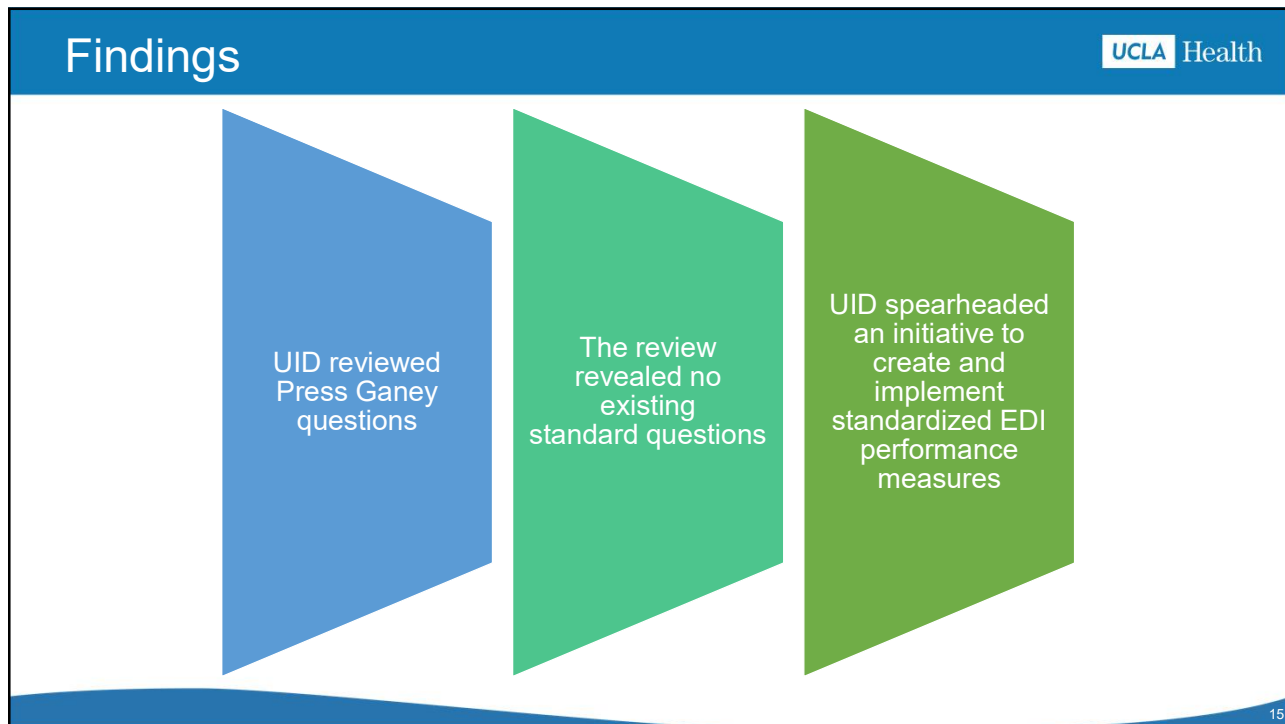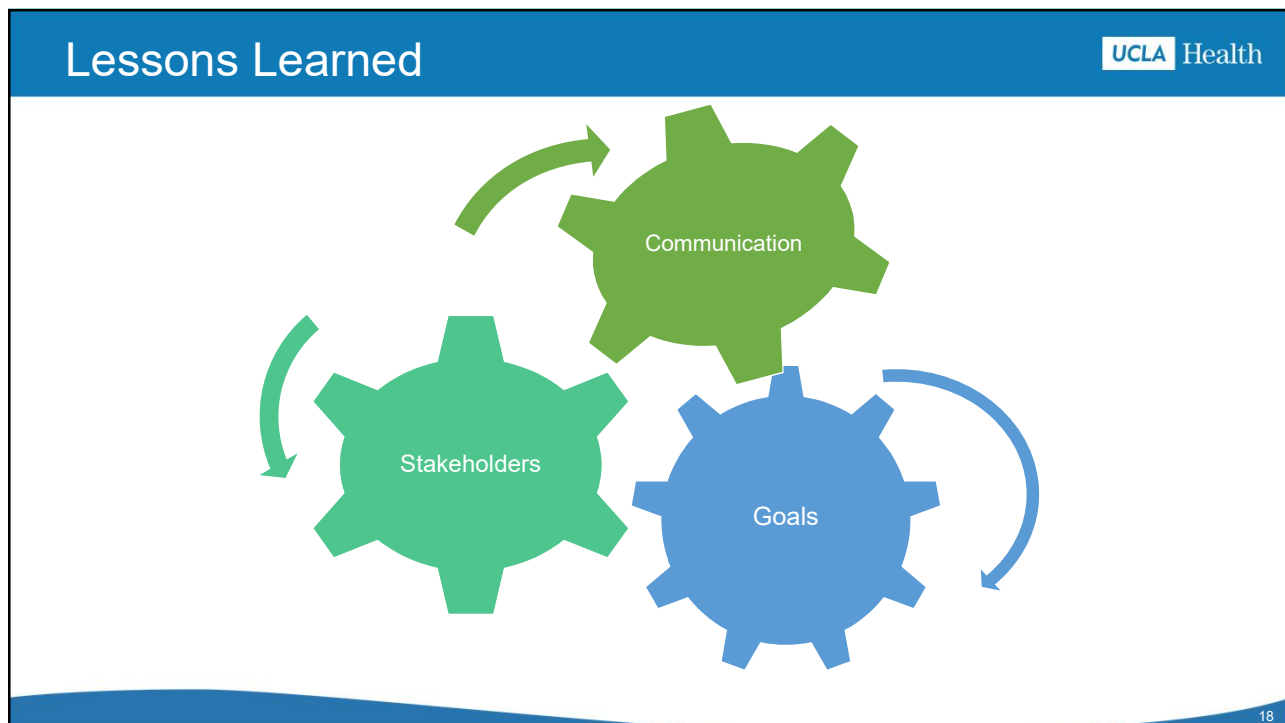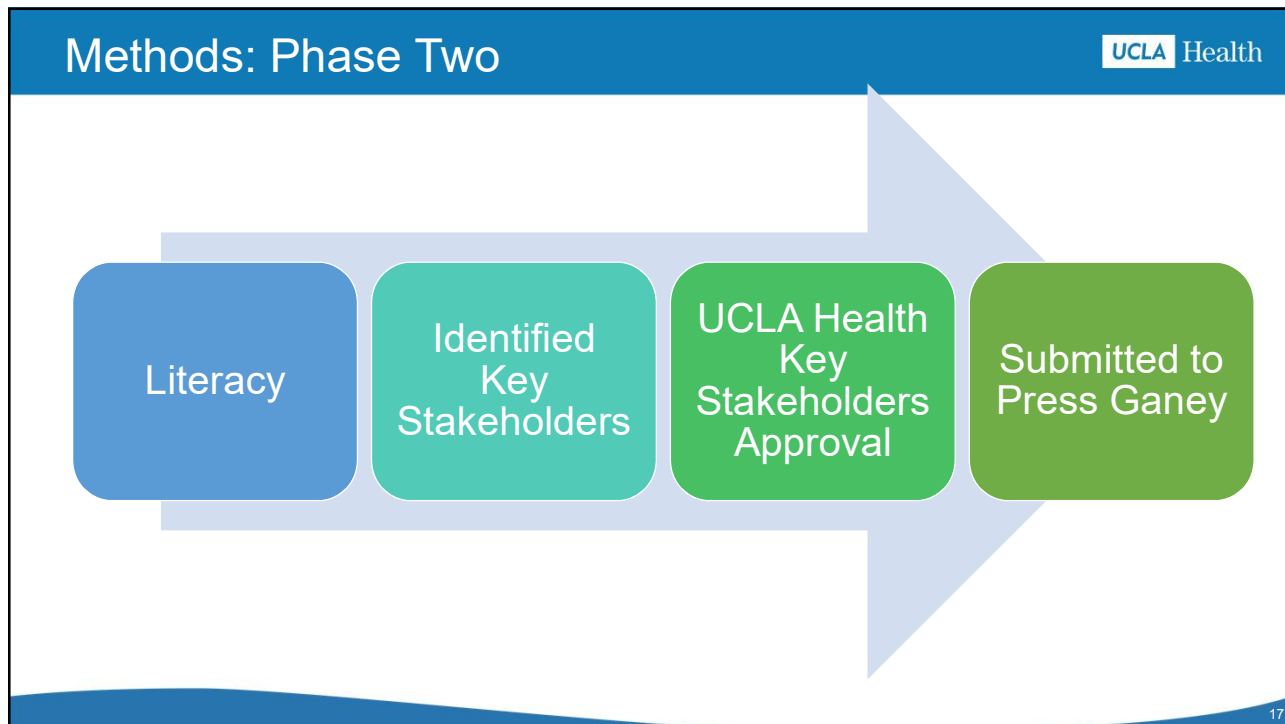
Based on our review

13

Findings

UCLA Health

☐ 4/9 assess if nurses "explain things in a way you could understand"

☐ 3/9 assess if nurses "treat you with courtesy and respect"

Section / Questions	Scale			
Your Care from Nurses				
1. During this hospital stay, how often did nurses treat you with courtesy and respect?	Never	Sometimes	Usually	Always
2. During this hospital stay, how often did nurses listen carefully to you?	Never	Sometimes	Usually	Always
3. During this hospital stay, how often did nurses explain things in a way you could understand?	Never	Sometimes	Usually	Always
4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	Never	Sometimes	Usually	Always

14

Findings

UCLA Health

UID reviewed Press Ganey questions

The review revealed no existing standard questions

UID spearheaded an initiative to create and implement standardized EDI performance measures

15

Methods: Phase 1

UCLA Health

Identified Key Stakeholders

Developed EDI questions

Invite stakeholders to review and comment

Approvals

GO LIVE

16

Methods: Phase Two

UCLA Health

Literacy → Identified Key Stakeholders → UCLA Health Key Stakeholders Approval → Submitted to Press Ganey

17

Lessons Learned

UCLA Health

Communication

Stakeholders

Goals

18

Evolution of EDI Questions

Initial version

How well staff respect for your cultural, racial, and religious needs?

How well staff respect for your cultural, racial, and religious needs?

How well the staff respected your sexual orientation/gender identity.?

Second Iteration

How well the staff respect your cultural, racial, and religious, sexual orientation needs and preferences?

If English is not your first language, how well did we communicate with you?

How well the staff respected your gender identity?

Final version

During your stay, how well did the staff respect your cultural, racial/ethnic, religious needs and preferences?

If you do not speak English at home, how well did we communicate with you?

During your stay, how well did the staff respect your gender identity?

19

Impact

UCLA Health now has an internal assessment of EDI performance across all service lines to guide the care for our patients.

• Enhance patient care

• Standard metric to compare unit performance

• Guide organization's strategy and direction

20

Outcome

UCLA Health

UCLA Health now has EDI performance metrics for its service lines.

- During your stay, how well did the staff respect your cultural, racial/ethnic, religious needs and preferences?

- If you do not speak English at home, how well did we communicate with you?

- During your stay, how well did the staff respect your gender identity?

Service Lines:
- Ambulatory surgery
- Emergency department
- Inpatient pediatric
- Medical practice
- NICU
- OB inpatient
- OR adult inpatient
- Outpatient oncology
- Outpatient services

21

Implications

UCLA Health

UCLA Health now has an internal assessment of EDI performance across all service lines to guide the care for our patients.

- Potential for health systems to adopt the Press Ganey EDI performance questions to meet the requirement for benchmarking.

- Press Ganey can continue optimizing EDI measures for health system to include in future performance assessments.

22

Questions

UCLA Health

Kemi Reeves, DNPc, RN, GNP-BC
Unity in Diversity Nursing Council Chair
kreeves@mednet.ucla.edu

This Photo by Unknown Author is licensed under CC BY-SA-NC

23

References

UCLA Health

- US Census: https://www.census.gov/content/dam/Census/library/publications/2020/demo/p25-1144.pdf

- US Department of Health and Human Services, Administration for Community Living: https://acl.gov/sites/default/files/Profile%20of%20OA/AAProfileReport2021.pdf

- Department of Health and Human Services, Substance Abuse and Mental Health Services Administration : https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4849.pdf

- National Institutes of Health: https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/cultural-respect

- Neville, B. and Benedict, N. (2010). Strategic Initiative Study: Adapting Corporate Strategy to the Changing Economy. The Strategic Communication Division of FTI Consulting. Retrieved from https://www.forbes.com/forbesinsights/StudyPDFs/FD_AdaptingCorporateStrategy.pdf

- Montpetit-Tourangeau, K., Kairy, D., Ahmed, S. et al. A strategic initiative to facilitate knowledge translation research in rehabilitation. BMC Health Serv Res 20, 973 (2020). https://doi.org/10.1186/s12913-020-05772-8

- Morrison, V., Hauch, R. R., Perez, E., Bates, M., Sepe, P., & Dans, M. (2021). Diversity, equity, and inclusion in nursing: The pathway to excellence framework alignment. *Nursing Administration Quarterly*, *45*(4), 311- 323. https://doi.org/10.1097/NAQ.0000000000000494

- Peter-O'Grady, T. Principles for sustaining shared/professional governance in nursing. Nursing Management. 2019;50(1):36-41.

24