



INSTITUTE FOR DIVERSITY
in Health Management
An affiliate of the American Hospital Association



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NEWS RELEASE

Updated Diversity and Disparities Survey Released

Findings offer progress report for hospitals to target equitable care efforts

Chicago – June 13, 2014 – Today the Institute for Diversity in Health Management (Institute) of the American Hospital Association (AHA) released its findings from its biannual survey “Diversity and Disparities: A Benchmarking Study of U.S. Hospitals” at its National Leadership and Education Conference in Chicago. The survey highlights that some progress is being made in key areas that can promote equitable care such as the collection and use of demographic data, cultural competency training and the promotion of leadership diversity.

“Hospitals exist to provide high-quality care to all,” said Rich Umbdenstock, AHA president and CEO. “While all patients are equal, they are not the same. Achieving equity in care leads to better care, higher patient satisfaction and a more meaningful connection to the community. As a progress report, this survey highlights where we need to focus our collective energy to ensure improvement in equitable care and diversity continues.”

Overall, hospitals are actively collecting patient demographic data, including: race (97 percent); ethnicity (94 percent); and primary language (95 percent). Although showing an improvement since 2011, only 22 percent of hospitals utilized data to identify gaps in care in clinical quality indicators, readmissions or CMS core measures. Collecting demographic data is critical for hospitals to understand where gaps in care may exist within their community and to tailor the delivery of care to their patients.

“We know we have more work to do and are committed to finding new avenues to promote diversity within the health care field,” said Fred Hobby, Institute president and CEO. “The recent survey results will be useful for us as we target new areas and implement new programs to improve our work in the field.”

Cultural competency training can provide clinicians and caregivers with educational opportunities to help them better understand and respect differences between patients and positively impact the care patients receive. In 2013, 86 percent of hospitals educated all clinical staff during orientation about how to address the unique cultural and linguistic factors affecting the care of diverse patients and communities, an increase of almost 5 percent from 2011. Similar progress was noted with 64.5 percent of hospitals requiring all employees to attend diversity training.

As a demographic trend, the patient population represented by minorities has grown by 2 percent and was found to be 31 percent in 2013. However, minority representation in hospital leadership and governance lagged with only 14 percent of hospital board members and an average of 12 percent of executive leadership positions comprising minorities. Hospitals are taking steps to improve this by adopting approaches to measure and gauge success. Among the significant findings: 50 percent of hospitals are funding sustainable diversity and cultural competency initiatives; 58 percent have a program in place to identify diverse candidates for promotion opportunities; and 78 percent collaborate with other health care organizations to improve workforce training and educational programs in the community.

The Institute commissioned the AHA's Health Research & Educational Trust (HRET) to conduct a national survey of hospitals to examine the actions that hospitals were taking to address health disparities and improve diversity. The survey was administered by Health Forum, a subsidiary organization of the AHA, and was developed by Institute and HRET staff. The survey was mailed to the CEOs of 5,756 institutions, representing all U.S. registered hospitals at the time of the survey. Of the hospitals surveyed, 1,109 responded for an overall survey response rate of 19 percent.

The survey chart pack can be found at www.equityofcare.org.

Health Research & Educational Trust (HRET)

Founded in 1944, the Health Research & Educational Trust (HRET) is the not-for-profit research and education affiliate of the American Hospital Association (AHA). HRET's mission is to transform health care through research and education. HRET's applied research seeks to create new knowledge, tools, and assistance in improving the delivery of health care by providers in the communities they serve. For more information about HRET, visit www.hret.org.

About the Institute

The National Association of Health Services Executives, ACHE and AHA united to create the Institute for Diversity in Health Management in 1994. The Institute is a 501(c)(3) nonprofit organization that works closely with health services organizations and educators to expand leadership opportunities for ethnic minorities in health services management. The Institute's mission is to increase the number of people of color in health services administration to better reflect the increasingly diverse communities they serve, and to improve opportunities for professionals already in the health care field. To accomplish this, the Institute has designed several initiatives to generate significant long-term results through educational programs, summer internships, professional development and leadership conferences. For more information, visit www.diversityconnection.org.

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