Health Equity-Demographic Data Collection Driver Diagram

Secondary Drivers (Change Concepts)

Change Ideas

Primary Drivers (systems, structures, norms)

Aim Statement

By June 30th, 2025, health centers will reduce health disparities in the communities we serve by improving demographic data collection.

Patient-level Understanding / Barriers

- Poor understanding of data collection goals
- Patient mistrust of healthcare system
- Fear of information misuse with the immigrant community
- Language barriers
- Health literacy
- Technology barriers
- Data privacy concerns
- Patient privacy concerns –location
- Patient time restraints

Change Ideas
- Technical assistance for patients- filling out forms and use HIT
- Analysis of patient readiness to answer screening questions and identify reasons for refusing to answer questions
- Encourage and implement a self-administered PRAPARE tool for SDOH
- Engage a Patient Advisory Council to patient screening forms and develop improvements
- Designate staff member to waiting room to support patients with technology barriers (for screening forms on iPad or other tech device)
- Implement New Patient texting campaign respond in advance of appointment

Care Team

- Unfamiliarity with goals and linkage of demographic data to Health Equity
- Staff discomfort with demographic data collection elements (e.g. Gender, sexual orientation
- Poor and inconsistent training on asking demographic questions
- Failure to communicate why we need data and the workflow for collecting it
- Staff Shortages for care team
- Understanding cultural influences/influencers
- Staff Burnout
- Workforce that is representative of the patient community
- Physical location of care delivery

Change Ideas
- Develop a training program for staff
- Develop training videos/ eLearning modules
- Training to highlight the impact of demographic data collection on improving health care quality
- Equity and bias training
- Training on SDOH and screening and SOGI
- Establish health equity champions
- Scripts for staff-to explain purpose of demographic data collection and importance of having data
- Create a safe (private) spaces for screening
- Develop patient advisory council to meet regularly- one component ex. Develop communication workflow/ toolkit/ scripts
- Implement staff support workflow (warm hand off to BHS) to address patient needs that arise during SOGI screening.
- Cultural Competency Training
- Funding to support staff training
- Create standardization across departments. Patients can feel overwhelmed by supplication or differences across Dental vs Opto vs GM.

Information Technology Solutions and Forms

- Accurate Data capturing
- Facilitating data sharing
- Accurate and complete data reporting

Change Ideas
- Support staff training for accurate and consistent use of technology
- Develop an IT plan (with IT) for capturing, using and reporting demographic data –share with patients and staff
- Implement use of education videos in waiting rooms, exam rooms and lobby areas.
- Evaluation of paper form to EHR transfer- alignment of fields into system
- Evaluation of order of questions- race or ethnicity first