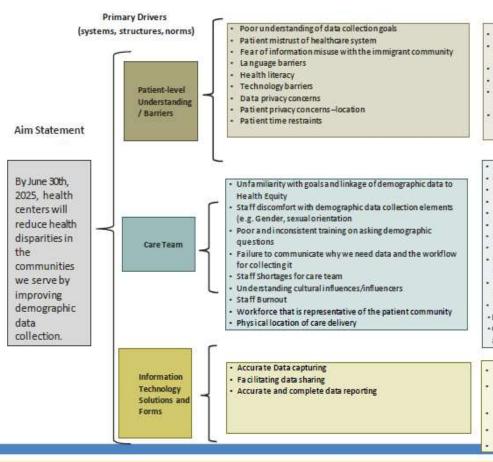
Health Equity-Demographic Data Collection Driver Diagram

Secondary Drivers (Change Concepts)

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 i Pad or other tech device)
- ImplementNew Patient texting campaign respond in advance of appointment
- Develop a training program for staff
- · Develop training videos/e teaming 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.
- Support stafftraining 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 a reas.
- Evaluation of paper form to EHR transfer- alignment of fields into system
- Evaluation of order of questions race or ethnicity first