Increasing Access to Care for Minorities

Mission: We are the possibility for inclusion for all by valuing and appreciating differences, raising awareness and empowering each other to provide exceptional care with dignity and respect.

#2 NC is second in the nation with respect to LEP population growth

89% of Cone Health physicians have immigrant and refugee patients; 54% say they are less than well prepared to treat them

67% of Cone Health physicians want more training on global medicine and cultural competency

Initiatives

1. REAL Data Collection Training - Started October 2015

2. First Data Stratification by Race, Ethnicity and Language - Fourth Quarter 2015

3. Implement Video Remote Interpreting in Pilot Sites - Early 2016

4. Offer Cultural Competency Training - 2016

2012

- Appointed Chief Inclusion Officer
- Launched Awareness Campaign

2013

- Joined the Institute for Diversity
- Joined the National Conference for Health Leadership, Diversity and Inclusion
- Included a Diversity in Leadership Goal in Strategic Plan, Leadership Scorecard

2014

- Received Healthcare Equity Index Leader Status by Human Rights Campaign
- Launched Women Inspiring Women Employee Network Group
- Adopted Culturally and Linguistically Appropriate Standards (CLAS)

2015

- Received Healthcare Equity Index Leader Status by Human Rights Campaign - only health system in region to receive award for second year in a row
- Founded Physician Council for Health Equity
- Launched Veterans Employee Network Group
- Completed organizational cultural competency assessments - Global medicine and cultural competency - Language services - Patient focus groups

2016

- Merged Interpreter Services with Office of Inclusion
- Improved Interpreter Services by establishing internal resources
- Founded Physician Council for Health Equity
- Launched Veterans Employee Network Group
- Completed organizational cultural competency assessments - Global medicine and cultural competency - Language services - Patient focus groups
- First data stratification report (Q4 2015)

1 National Center on Immigration Integration Policy, LEP Data Brief, Dec. 2011, p. 4
2 Cone Health Cultural Competence Assessment, Jan. 2015, Global Health
3 Cone Health Cultural Competence Assessment, Sept. 2015, Critical Measures