Evaluating Healthcare Disparities at Memorial Hermann Health System
Raising Awareness for Robust Data

Who We Are

Houston by the Numbers

Do We Have Disparities?

- 3-year data analysis resulted in no disparities.
- Significant differences in Race and Payer mix for PC-05 Breast-feeding.
- Significantly lower patient satisfaction scores among Asian population.

Discoveries

- Reasons for Bottle-feeding:
  - Moms felt a crying baby was a hungry baby.

Interpreter Services

- Poor utilization of interpreter and translation services.

Accomplishments

- System Quality Board approval for robust data capture.
- Revision of breast-feeding educational booklet.
- Daily rounding on Chinese and Vietnamese patients by qualified interpreters.

Opportunities

- IT redesign for single site data capture for race, ethnicity and language.
- Prenatal breast-feeding education offerings.
- Cultural training for consistent language capture and use of interpreters.