Understanding Socio-demographic Disparities
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Population
50.9% Men | 49.1% Women

Identify Metrics
HCAHPS Core measures

Gather Variables
Race & Gender

Identify intervention strategies
Next Steps
Develop public dashboard

Compare HCAHPS About You & Electronic Medical Records (EMR)

Mirror, Mirror
Consistency between self-identification and EMR

Disparity or Just Difference?

Stratify Data
By service lines

Analyze Performance

Room Clean?
62.2% | 70.4%

Objectives
Share results

Measure disparities

52.9% White
37.2% Black
2.2% Asian
0.2% Am Indian
7.3% Other
0.1% Declined

Population

Disparity or Just Difference?