



Research has shown that racial and ethnic disparities in health care have an impact on the quality, safety and cost of healthcare. The issue of racial and ethnic disparities is garnering the attention of health care leaders across the country. The connections between disparities, quality, safety and cost are clear and point to a need for developing systems that eliminate these disparities. Achieving equity requires a sustained commitment and working together to advance best practices.

In 2005 the Disparities Solutions Center was created to lead this movement.

The **Disparities Solutions Center** is dedicated to developing and implementing strategies to improve quality, eliminate racial and ethnic disparities, and achieve equity in health care. We aim to serve as a local, regional, and national change agent. We work to:

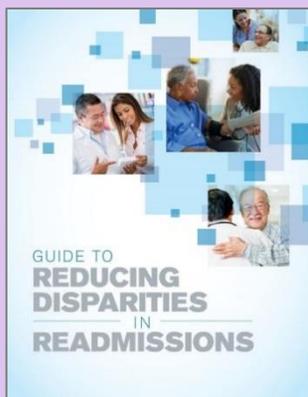
- **Create change** by developing new research and translating it into policy and practice,
- **Find solutions** that help health care leaders, organizations, and key stakeholders ensure that every patient receives high-value, high-quality health care,
- **Encourage leadership** by expanding the community of health care professionals prepared to improve quality, address disparities and achieve equity.



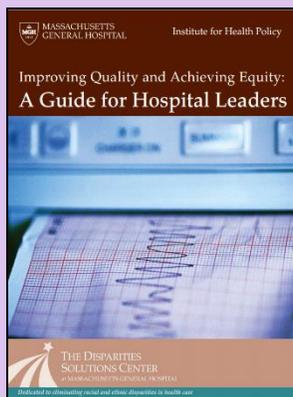
Through our work, we hope to move all healthcare stakeholders one step forward – and closer towards achieving equity in healthcare.

Guiding the Nation

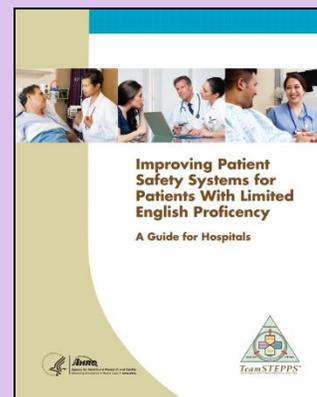
The DSC develops and disseminates **guidance** for identifying and addressing racial and ethnic disparities in health care to a national audience. In a stepwise fashion, our Center provides an array of **resources** ranging from securing leadership buy-in to developing equity reports to improving patient safety for patients with Limited-English Proficiency.



Guide to Reducing Readmissions in Disparities



Improving Quality and Achieving Equity: A Guide for Hospital Leaders



Improving Patient Safety Systems for Patients With Limited English Proficiency: A Guide for Hospitals and TeamSTEPS® Enhancing Safety for Patients With Limited English Proficiency Module

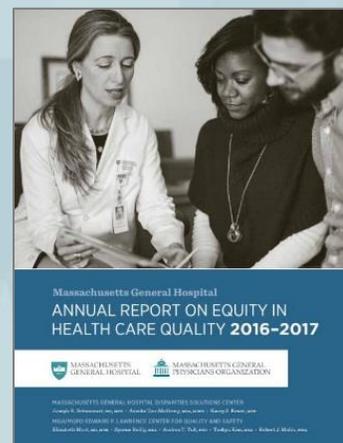
Our reach is expanded through routine national web seminars with partners such as the American Hospital Association, and a listserv of **over 5,000 interested leaders** nationally and internationally.

Local Efforts

The DSC provides continued support and guidance of the disparities portfolio at MGH and develops local efforts that strive for national excellence.

The **Annual Report on Equity in Healthcare Quality (AREHQ)** is developed in collaboration with the MGH Center for Quality and Safety and is MGH's key tool to assure that data drives disparities elimination. It provides an analysis of our patient demographics, where they receive care, and key quality measures stratified by patient race, ethnicity, and language proficiency.

As a result of this performance measurement and monitoring tool, the DSC has **successfully implemented programs** to improve outcomes and eliminate racial, ethnic and language disparities.



Providing Safe and Effective Care for Patients with Limited English Proficiency is a modular e-learning program developed by the Disparities Solutions Center in collaboration with the MGH Institute of Health Professions and with support from the Josiah Macy Jr. Foundation. The course was originally designed and pilot tested with an interprofessional group of medical and nursing students. Module 2 of the program, which focuses on working effectively with interpreters in clinical settings, was adapted and rolled out to providers at Massachusetts General Hospital as part of **mandatory training requirements**, including MDs, PhDs, residents, fellows, ambulatory nurses, and advanced practitioners (NPs and PAs). The course is now assigned to all incoming residents and attendings. **6,914 MGH employees** have been trained as of 2018. The course has also been adapted and is available to institutions across the Partners system.

National Excellence

In 2013, The Association of American Medical Colleges (AAMC) awarded the Disparities Solutions Center at Massachusetts General Hospital the **AAMC Learning Health System Challenge Award** for its work on disparities, equity and quality improvement. In 2014, MGH and the Disparities Solutions Center received the **American Hospital Association's inaugural Equity of Care Award** for its efforts to reduce health care disparities and to promote diversity within the organization's leadership and staff.

A
W
A
R
D
EQUITY OF CARE



For more information about the Disparities Solutions Center, please visit our website at www.mghdisparitiessolutions.org.