



**INSTITUTE FOR DIVERSITY  
in Health Management**  
An affiliate of the American Hospital Association



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## ***NEWS RELEASE***

### **Diversity and Disparities Survey Provides a Snapshot of Current Practices *Hospitals honored for performance in key categories***

**Nashville – June 6, 2012** – Today the Institute for Diversity in Health Management released its findings from the *Diversity and Disparities: A Benchmarking Study of U.S. Hospitals* and recognized high performing hospitals at their National Leadership and Education Conference in Nashville. The survey highlights that advancements are being made in key areas that can promote equitable care such as the collection of key demographic data, cultural competency training and the promotion of leadership diversity.

Selected hospitals were categorized and honored by diversity in leadership and governance, diversity management and strengthening the workforce, cultural competency and engaging communities and addressing disparities and delivering quality care. Each category was determined by the Institute to be a key single component of an overall diversity promotion and disparities reduction strategy. These hospitals will be recognized by the Institute at a ceremony today.

“Hospitals are committed to ensuring that all patients receive the very best care for their particular needs,” said Rich Umbdenstock, AHA President and CEO. “This survey will help hospitals focus attention and energy on areas of greatest need for the specific populations served by each hospital.”

Among the key findings of this report are data regarding the accurate collection of demographic data, which can help hospitals tailor the delivery of care to their patients and to develop appropriate quality improvement interventions. Overall, hospitals are actively collecting patient demographic data, including: race (94 percent); ethnicity (87 percent); primary language (90 percent); and disability status (70 percent). However, only 18 percent of hospitals reported using race, ethnicity and language preference data to benchmark gaps in care.

“As a snapshot of the hospital field, the survey shows that more work is needed if hospitals are to be reflective of their communities and patients served, and to ultimately eliminate health care disparities,” said Fred Hobby, Institute president and CEO. “We are committed to continued improvement and through the identification of top performing hospitals, coupled with this data, we can promote best practices and spur the momentum we are seeing in the areas of diversity and equitable care.”

Cultural competency training serves to provide clinicians and caregivers with educational opportunities to help them better understand and respect differences between patients and positively impact the care patients receive. Hospitals have embraced this as a key component of the work they do with a vast majority (81 percent) of hospitals educating all clinical staff during orientation about how to address the unique cultural and linguistic factors affecting the care of diverse patients within their communities. Also, 61 percent of hospitals require all employees to attend diversity training.

In the area of diversity, minorities represent a reported 29 percent of all patients; though they only comprised 14 percent of hospital board members and an average of 14 percent of executive leadership positions. Hospitals are taking steps to improve this by adopting approaches to measure and gauge success. The survey found that the majority of hospitals (65 percent) incorporate diversity management into the organization's budgetary planning and implementation. According to the survey findings, almost half (48 percent) of hospitals reported having a documented action plan to recruit and retain a diverse workforce that is reflective of their organizations' patient population, and 42 percent reported having implemented a program to identify diverse, talented employees within the organization for promotion.

The Institute, an affiliate of the American Hospital Association (AHA), commissioned the AHA's Health Research & Educational Trust (HRET) to conduct a national survey of hospitals to examine the actions that hospitals were taking to address health disparities and improve diversity. Additional funding was made possible from the ARAMARK Charitable Fund at the Vanguard Charitable Endowment Program, Health Forum and HRET. The survey was administered by Health Forum, a subsidiary organization of the AHA and developed by Institute and HRET staff. The completed survey was mailed to the CEOs of 5,756 institutions, representing all U.S. registered hospitals at the time of the survey. Of the hospitals surveyed 924 responded for an overall survey response rate of 16 percent.

The survey chart pack with executive summary can be found at [www.hpoe.org/diversity-disparities](http://www.hpoe.org/diversity-disparities).

### **Health Research & Educational Trust (HRET)**

Founded in 1944, the Health Research & Educational Trust (HRET) is the not-for-profit research and education affiliate of the American Hospital Association (AHA). HRET's mission is to transform health care through research and education. HRET's applied research seeks to create new knowledge, tools, and assistance in improving the delivery of health care by providers in the communities they serve. For more information about HRET, visit [www.hret.org](http://www.hret.org).

### **About the Institute**

The National Association of Health Services Executives, ACHE and AHA united to create the Institute for Diversity in Health Management in 1994. The Institute is a 501(c)(3) nonprofit organization that works closely with health services organizations and educators to expand leadership opportunities for ethnic minorities in health services management. The Institute's mission is to increase the number of people of color in health services administration to better reflect the increasingly diverse communities they serve, and to improve opportunities for professionals already in the health care field. To accomplish this, the Institute has designed several initiatives to generate significant long-term results through educational programs, summer internships, professional development and leadership conferences. For more information, visit [www.diversityconnection.org](http://www.diversityconnection.org).

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## Hospitals Recognized by the Institute for Performance in Selected Categories

**Diversity in Leadership and Governance** – recognition in this category reflects hospitals that have taken positive steps to improve leadership diversity, as measured by the percentage of minorities represented on their boards, executive leadership teams and management staff.

- **Best in class**
  - Sage Memorial Hospital - Ganado, Ariz.
  - Kuakini Medical Center - Honolulu, Hawaii
- **Promising practice**
  - Choctaw Nation Health Care Center - Talihina, Okla.
  - Advocate Trinity Hospital - Chicago, Ill.
  - Prince George's Hospital Center - Cheverly, Md.

**Diversity Management and Strengthening the Workforce** – recognition for this category is based on hospitals' reported efforts to improve diversity management through efforts to recruit, retain and promote minority individuals within their workforce.

- **Best in class**
  - Indiana University Health University Hospital - Indianapolis, Ind.
  - Holy Cross Hospital - Silver Spring, Md.
  - Barnes Jewish Hospital - St Louis, Mo.
  - Rockford Memorial Hospital - Rockford, Ill.
  - University of California Davis Medical Center - Sacramento, Calif.
  - Indiana University Health La Porte Hospital - La Porte, Ind.
  - Veterans Affairs Medical Center - Boise, Idaho

**Cultural Competency and Engaging Communities** – recognition in this category reflects hospitals' efforts to understand the linguistic and cultural background of the community, to promote cultural competency as an institutional priority and to meet the needs of a diverse patient population.

- **Best in class**
  - Indiana University Health La Porte Hospital - La Porte, Ind.
  - Veterans Affairs Medical Center - Boise, Idaho
  - Crestwood Medical Center - Huntsville, Ala.
  - Veterans Affairs Medical Center - Dayton, Ohio
  - Rush University Medical Center - Chicago, Ill.
  - HEALTHSOUTH Rehabilitation Hospital - Humble, Texas
  - Durham Regional Hospital - Durham, N.C.

**Addressing Disparities and Delivering Quality Care** – recognition in this category affirms responding hospitals' efforts to research, document, and ameliorate unwarranted variations in patient care.

- **Best in class**
  - Veterans Affairs Medical Center - Wilkes-Barre, Pa.
  - Central Arkansas Veterans Healthcare System - Little Rock, Ark.
- **Promising practice**
  - Indiana University Health La Porte Hospital - La Porte, Ind.
  - EA Conway Medical Center - Monroe, La.

- Piedmont Mountainside Hospital - Jasper, Ga.