

**COMMUNITY CONVERSATION: TAKING ACTION ON HEALTH DISPARITIES
CHAT NOTES**

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What are the biggest lessons we must carry forward from the first few months of this crisis and how can we best continue to support one another?

Melinda Kiely: transparency is more important than ever to create a safe work culture

Dan Blazar: With collaboration and open communication we can make rapid change

Chris M: transparency, communication, reassurance to public

Damara: Learn from states that have been through this.

Angela Meridionale: Not everything requires a meeting to approve, rapid innovation can happen!

Janet Wirt: Every day is a new day. Be flexible and ready for change in uncharted territory

sherri schauer: be flexible and resilient

stephanie hillman: we are all in this together - how to create partnership instead of separation

Alison Bourne: real time data and total transparency

Kellie Wilson: We just had a conversation in my organization this morning that focused on agility, flexibility, and collaboration.

Darcel Jackson: Transparency, clear and effective communication, collaboration and consistent messaging

Irma Dadic: the need to remain flexible in roles covered and regularly checking in with staff to do pulse check

Kim: open timely communication, working beyond our usual process and engaging all key stakeholders within the organization and partners

Maurisha Matthews: Transparency, communication and be open to change

Stephanie Lewis: be open to listen to others and follow this change so we can move forward.

Angela Meridionale: Patience and appreciation for everyone's role

Cynthia: Transparency

Melanie Cubbison: Leaders to be transparent and need to create place for all voice to be heard and include in the collaboration process.

Terri Savino: Virtual visits and process for communication with family with visitor restrictions

Lyne Filiatrault: Need to move from individualistic view to health as a community, as a country, as one word.

Angela Meridionale: Community recognition for healthcare

Stephanie Lewis: for the latino community is it due to communication issues?

Angela Meridionale: And are we reaching all our communities?

Ashley Egan: Stephanie, I think the best way to answer that question is to tap into our latino communities to understand what the underlining cause/s might be. Patient partners might be a good start?

As a community what should we be teaching, sharing with and learning from one another to address the issues of systemic racism and health disparities? What specific learning should the Institute offer directly?

Chris M: personal stories are powerful. learning bite opportunities.

stephanie hillman: examples of data collected and acted upon to address SDOH

Melinda Kiely: how to be an anti-racist in healthcare settings

Ashley Egan: How to effectively address racism with patients and staff

Dan Blazar: We need better understanding of cultural values, beliefs and traditions

Grace I.: Cultural competency

Darcel Jackson: Definitions of what specific things mean...what is systemic racism - how is that different than bigotry and prejudice, what is implicit bias

Angela Meridionale: How to listen effectively and what right looks like

Terri Savino: How we made a difference in "what matters most" to our patients/family

Kellie Wilson: Stories are powerful. Offering opportunities for our employees and larger communities to tell their stories in a very intentional and easily accessible way.

Irma Dadic: How to engage patient and family advisors in these discussions. I think they can be great thought partners on how we proceed but just not sure how to even begin the discussion

stephanie hillman: power differentials in healthcare - what do to create some balance

Chris M: Yes Ashley....need to equip front line staff with skills to address in the moment.

Rocío Torres Mora: How to retain and not just recruit staff of color

Angela Meridionale: Asking teams what matter from bottom up, patients and families as well

Katie Rehfield: We need to make sure those who are underrepresented and marginalized are involved and leading conversations.

Mark Smith: I think we need to understand where we are in equity within our own organizations and then branch out gaps in our organization to gaps in the community. Yes, we all need help in eliminating racism but this will not help overnight

Jeanette Thomas: Unconscious Bias

Alison Bourne: grassroots input is paramount

Karen D: How do we reach the community vs waiting for the community to reach us?

Ashley Egan: How to make it a safe place for staff to speak up when they see racism in their teams. management etc.

Angela Meridionale: We have PFAC's - ensuring they are diverse and engaged - discuss bias (unimplied as well) and also speak to team member about this AND PROVIDERS too

Lyne Filiatrault: Start with our own organization, how are our own employees, staff being treated when they are BIPOC and are we even paying them a minimum living wage...

Mark VanderKlipp: Give people opportunities to contribute to the delivery of care whether online, in person - in ways that they feel are appropriate, safe and respectful for them

Michelle Dodge: Improve assessment processes to understand the environment and culture of the patient (families living together, work environment, knowledge base, etc.)

Ronda: racism is taught - instead choose to teach respect for everyone

Melinda Kiely: Yes, Lyne -- work on workplace racism issues as a pre work to health equity work.

Ashley Egan: How to help regional leadership feel more comfortable with opening up discussions with our members about racism. I handled a patient advisory council last month and went against my instructions to shy away from asking our patient partners about racism and what they needed from us as an organization. The patients were very grateful.

stephanie hillman: what about how to advocate for better policy?

stephanie hillman: many avenues, for sure, but changing policy is required at a national level and will take persistence

Angela Meridionale: Jason thank you for starting this dialogue!

In what ways do you believe the Institute and our community can advocate for and drive policy change? What specific ideas, proposals, actions should we consider?

stephanie hillman: Have you seen Andy Slavitt's United States of Care recommendations

Alison Bourne: Listen to all age groups and what their expectations are?

Mark VanderKlipp: Help us in understanding how to advocate for policy changes on the state or federal levels: where there are ways we can take action by calling a congressperson, etc. it would be great for Beryl to be our interface to governmental orgs

Angela Meridionale: Inquiring further... ask what does this look to our patients, families and employees

Callie Hill: Keep this topic top of mind always. Don't let it get swept aside as time goes on. As thought leaders, you/we can set the standard.

Mark Smith: We need to mindful that patient experience and other quality of care data needs to be reported by race.

Ashley Egan: Involving the voice of the community, patients, family members...

Angela Meridionale: At TGH we have started having this dialogue, our CEO has held an open forum with team members to speak freely - it was amazing.

Melinda Kiely: policies linking patient outcomes to following evidenced based practice standards has been shown to help reduce racial health outcome differences -- See Dr. Gregory at Cedars Sinai Los Angeles

stephanie hillman: The impact of local governance is so important. With elections looming, we must act in our own districts, counties, states!

Dan Blazar: Agree, this just cant just be the " flavor of the month", this has to be sustained

Angela Meridionale: Race is also limited - people are fearful to report their race

Kellie Wilson: Community forums/affinity groups; using your resources to show the data in front of the stories; advocacy on Capitol Hill

Melanie Cubbison: We need to bring the community members to the table to help change policy. We need to involve the community member and create a safe venue to share their voice.

Rocío Torres Mora: Regular climate surveys across the system to assess the different experiences of employees based on race.

Angela Meridionale: Model behaviors, if we aren't keeping this at the forefront it will fade away and we cannot afford that!!

Michelle Dodge: What if we shifted our focus from racial group outcomes to collective group outcomes, and strive to address patients as a whole rather than their ethnic groups?

Ronda: demonstrate the "golden rule" - treat others as you want to be treated. If we could all treat others with respect, then we can take race out of the equation

sherri schauer: Including the topic in awareness campaigns - Patient Safety and PE Week activities

Lyne Filiatrault: Beyond policy, this issue needs to be a key performance indicator. Too many times, I hear this is important but we do not have the resources, this means it is not a priority otherwise the resources would follow.

Angela Meridionale: I would like to also hear presentations share at Beryl much like we hear on PX/CAHPS to share what they have done in this arena

T H E B E R Y L I N S T I T U T E

Lyne Filiatrault: @Ronda, it needs to be the platinum rule: treat others as they want to be treated...

Angela Meridionale: What community partners do others partner with? Share those so others can also reach out to and advocate with

Callie Hill: I think we need to continue to talk about why we need to talk about race and look at data broken down by race

Melinda Kiely: California is requiring implicit bias training for ob/gyns to help increase awareness of Black health disparities in the maternal child health world.

Angela Meridionale: Sometimes, talking to those who don't agree - in a dialogue is hard but it is how we learn from one another...

Angela Meridionale: *Bride the gaps!!

Angela Meridionale: Our future generations are depending on us!

Michelle Dodge: big picture thinking

Angela Meridionale: Practices, Policies, Processes and "Patience"

stephanie hillman: thank you for creating this space and acting toward our new existence!

Angela Meridionale: *or "people"

Janet Wirt: Keep using your voice, even when difficult. Silence is not good.

Dan Blazar: What a great way to start my Friday, thank you for the engaging conversation

Dan Blazar: Thank you Jason and everyone at Beryl for your leadership

Irma Dadic: Thank you all! Have a wonderful weekend everyone! Stay safe and well!

stephanie hillman: wash your hands and wear your masks!

Jason Wolf: Thanks you all for joining us today! Incredible and valuable input and insights overall!

Jason Wolf: Yes....#MaskUp!

Jason Wolf: Be safe and well. Thank you all!