

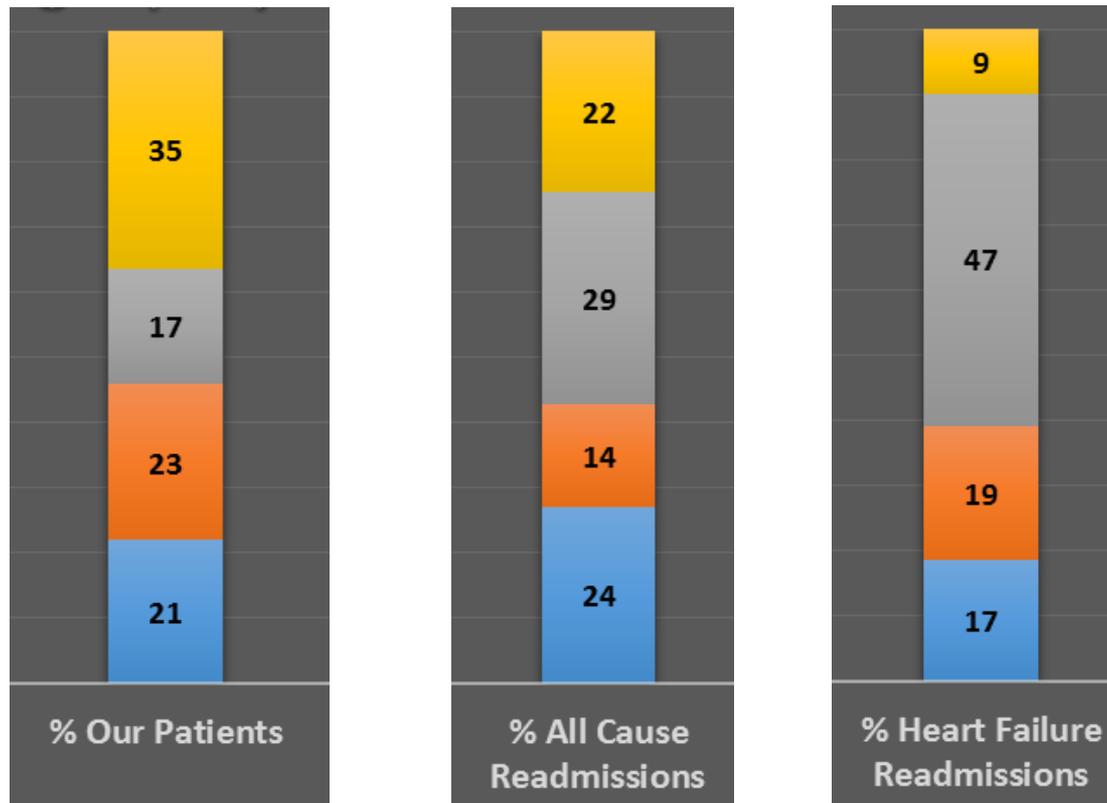


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Advancing Equity at Zuckerberg San Francisco General

Presentation slides from CCI's August 19, 2020 webinar:
"Caring for Patients with Cardiovascular Disease Against the Backdrop of COVID-19
and Systemic Racism"

Why does Equity Matter?



2016

WHITE ASIAN/PI BLACK LATINO

Would you rather not know?

Advancing Equity at ZSFG

Understanding our Patients

- 90% of patients have complete REAL data
- 90% staff completed SOGI training

Eliminating Disparities

75% of metrics are stratified by REAL

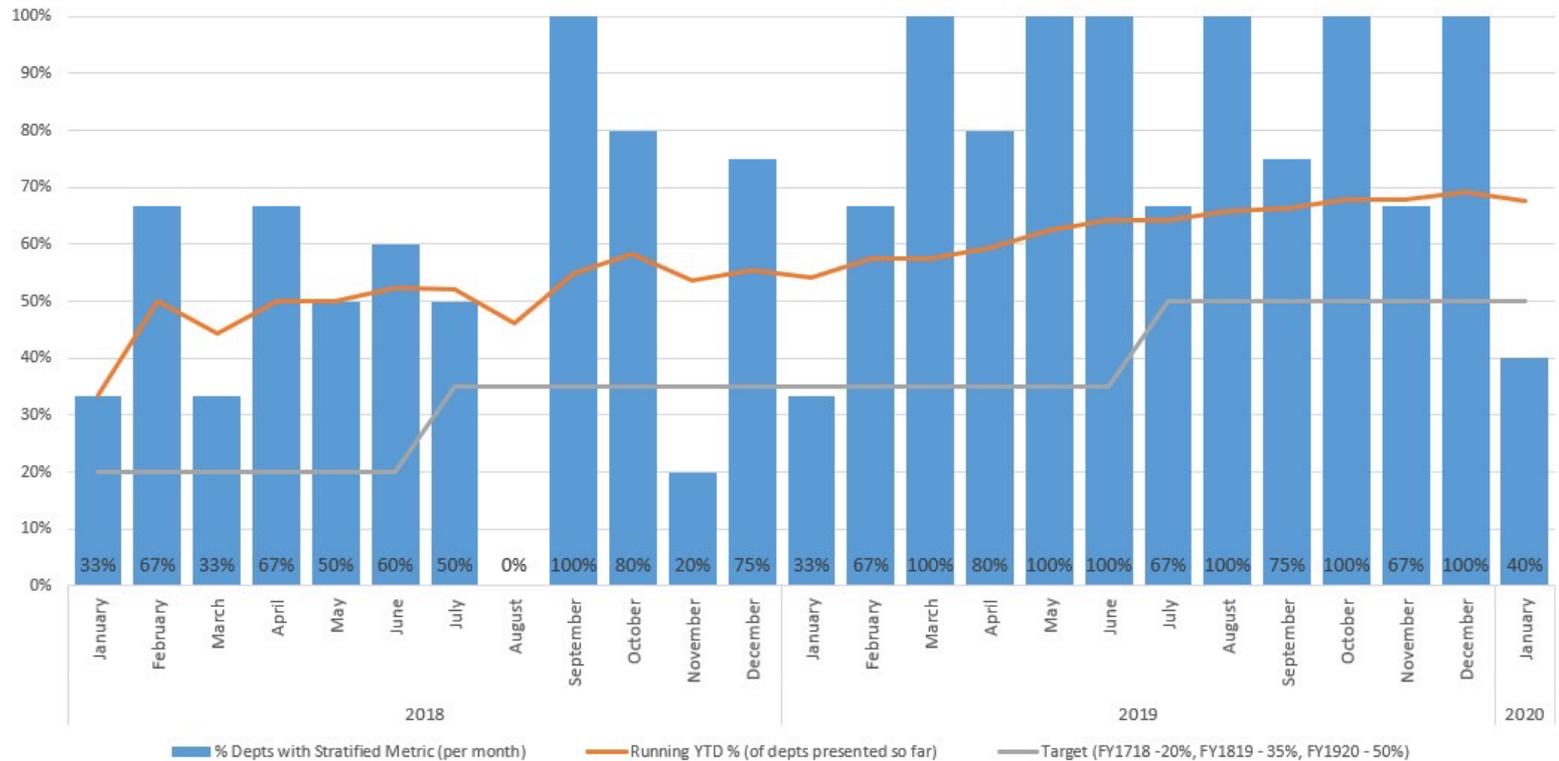
Developing Our People

Providing resources and tools to promote inclusion in our work

Eliminating Disparities

Performance Improvement & Patient Safety

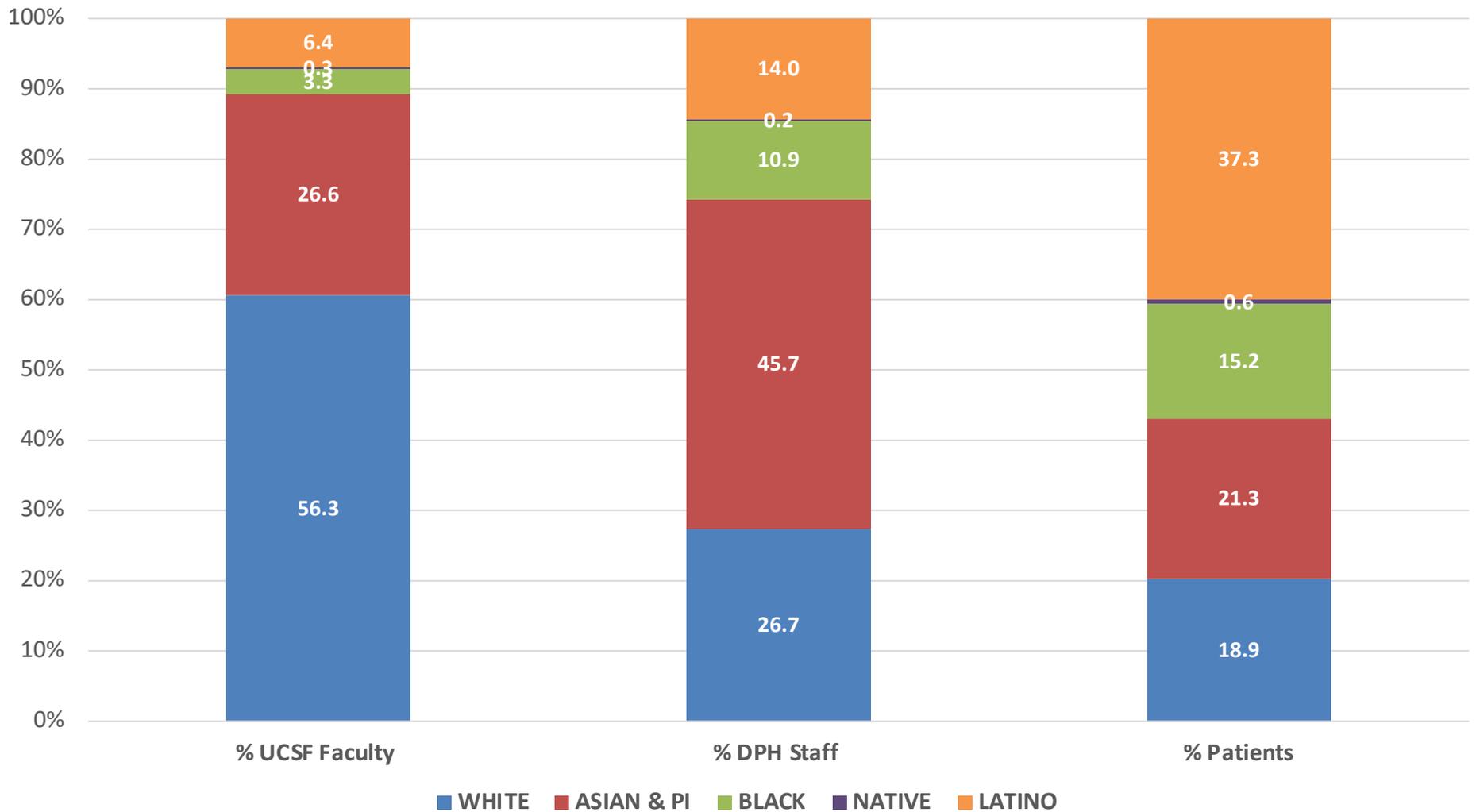
ZSFG Depts with REAL-Stratified PIPS Metrics, 2018-2020



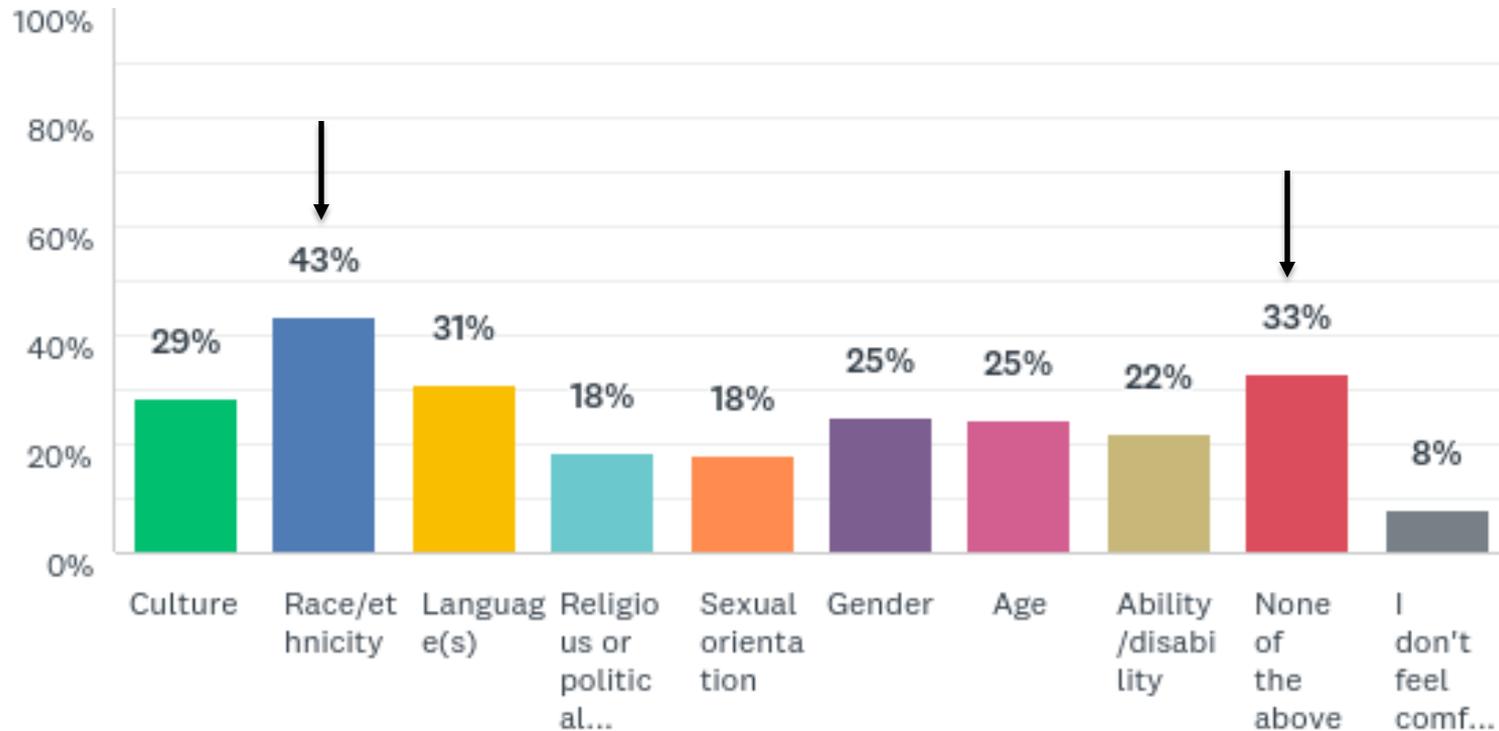
Examples of initiatives

Diagnostic Imaging	Used language data to tailor appointment calls and letters for scheduling patients in preferred language.
Emergency Medicine	Assessing why Latino patients have a higher rate of LWBS compared to their visit rate.
Primary Care	Increase rate of Black/African-American hypertension patients with controlled blood pressure.
Security Services	Stratifying use of force and establishing plans to reduce occurrences.

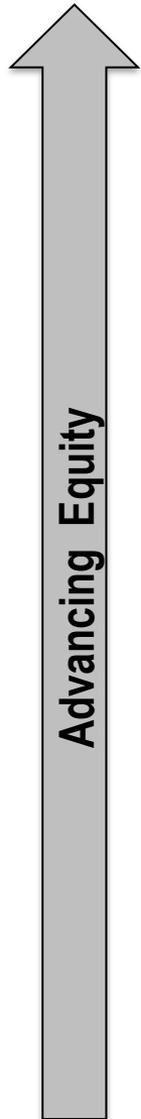
ZSFG Demographics



Survey Question: I have observed others disrespected for who they are at ZSFG in the following areas:



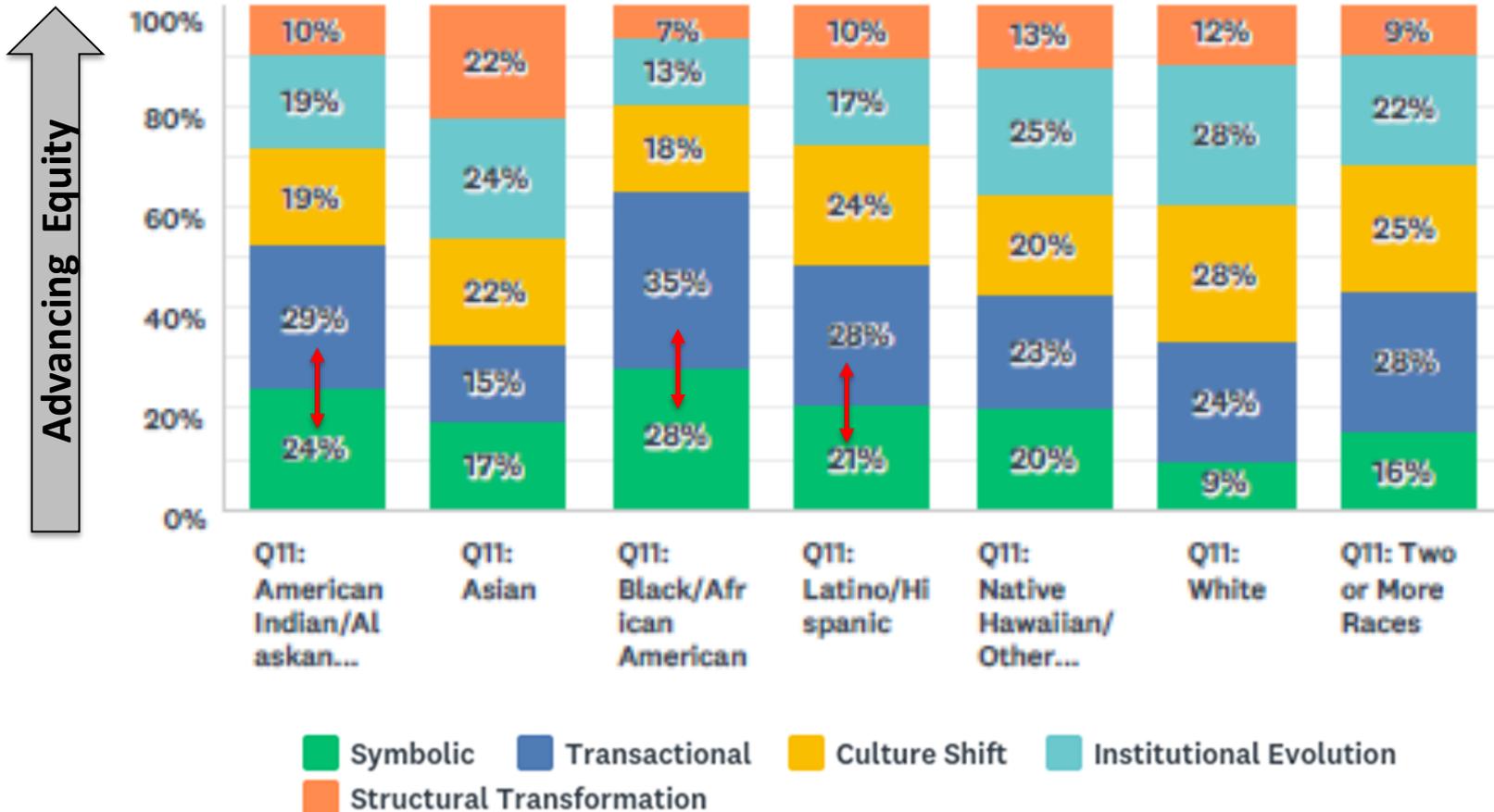
Survey Question: Where is ZSFG in our commitment to Equity?



Structural Transformation	Equity is an integral component of ZSFG's identity. Internal and external communications actively address efforts to build inclusion and eliminate institutional racism. ZSFG maintains an environment where there is a high comfort level and depth in talking about prejudice, and an organization-wide desire to continue capacity building and problem-solving. Intersectionality of race and other social determinants is well-understood and being addressing issues at multiple levels.
Institutional Evolution	ZSFG embraces ongoing learning to advance equity. Internal and external communications reflect this commitment and promote inclusion. ZSFG is actively creating an inclusive environment as staff and resources are committed toward building structures to address institutional racism.
Culture Shift	ZSFG has a plan to advance equity, but internal and external communication is inconsistent. Although there are processes to address current organizational problems, they are disconnected. This results in maintaining the status quo.
Transactional	ZSFG identifies itself as diverse. Internal and external communications acknowledge and reflect appreciation for diversity. However ZSFG is relatively unaware of how it maintains an environment that continues patterns of privilege, making race still uncomfortable to address.
Symbolic	ZSFG is tolerant of people of color. Internal and external communications often declare "we don't have a problem" but this does not reflect the reality. ZSFG maintains an environment where people of color do not report problems out of fear for retaliation or further exclusion.

Where is ZSFG in our commitment to Equity?

Stratified by Race



The Path Forward

Broadening resources and tools

- Relationship-Centered Communication focused on race
- Trauma-Informed Systems
- Creating Inclusive Environments
- Equity Learning series
- Curriculums on anti-racism

Communicating Equity milestones and initiatives to organization regularly

Implementing a Respect policy

Institute standard work to coach on disparities through performance improvement and patient safety.

Leadership expectations: talk the talk and walk the walk