



Maryland Hospital Association CCQI

Diversity Equity and Inclusion Strategy
Quality Measure

Inclusion Includes
Y.O.U.

DECEMBER 2020

Tamiko L. Stanley, Director and Head of DEI

Luminis Health 2020

DIVERSITY

the quality of being different or unique at the individual or group level

EQUITY

the pledge of fair treatment, opportunity and advancement while striving to identify and eliminate barriers

INCLUSION

the act of bringing together and harnessing differences in a way that is beneficial

Luminis Health DEI Strategy

QUALITY METRICS

- Rate of Readmission
- Patient Experience
- Hospital Acquired Infection
- Mortality Rates

INSTITUTE OF MEDICINE QUALITY AIMS

- Safe
- Timely
- Effective
- Efficient
- Equitable
- Patient-Centered Care

OTHER LUMINIS HEALTH QUALITY INDICATORS

- 35 Other Measures Related to Morbidity And Mortality



**INFUSE EFFORTS THROUGHOUT
TO FACILITATE GOAL ACCOMPLISHMENT**

Goal: Outcomes. Quality Care. Eliminate Disparities

Taking Culturally
Competent Care
further to Culturally
Customized Care

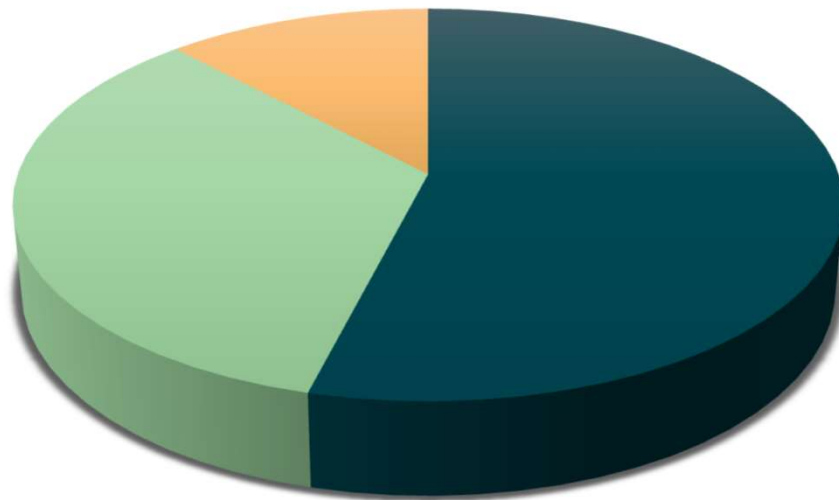
Effective Diversity
Equity and Inclusion
Strategy



Race – Ethnicity (AAMC)

Workforce

WORKFORCE FY' 19

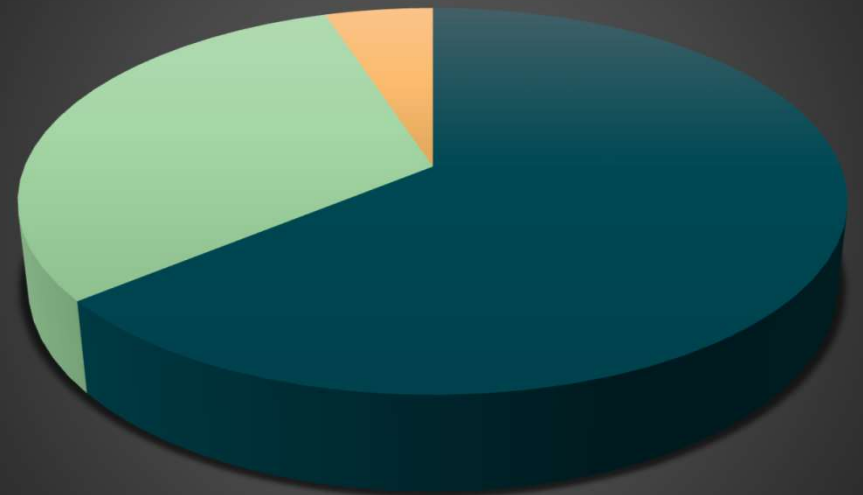


- White Staff
- Diverse Staff
- Unknown R/E Staff

Luminis Health

Patient Population

PATIENT POPULATION
FY '19

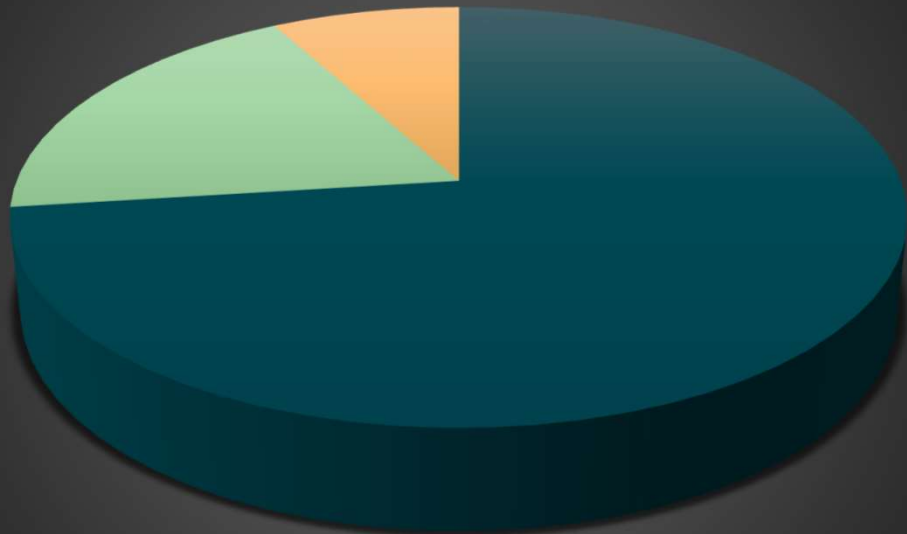


- White Patients
- Diverse Patients
- Unknown R/E

Race – Ethnicity (AAMC)

Patient and Family Experience

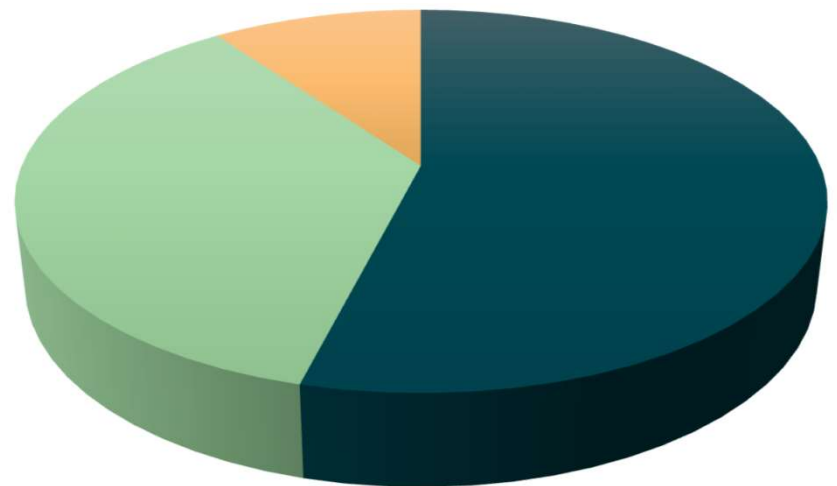
PATIENT SATISFACTION – TOP BOX



■ White Top Box ■ Diverse Top Box
■ Unknown R/ E

Luminis Health

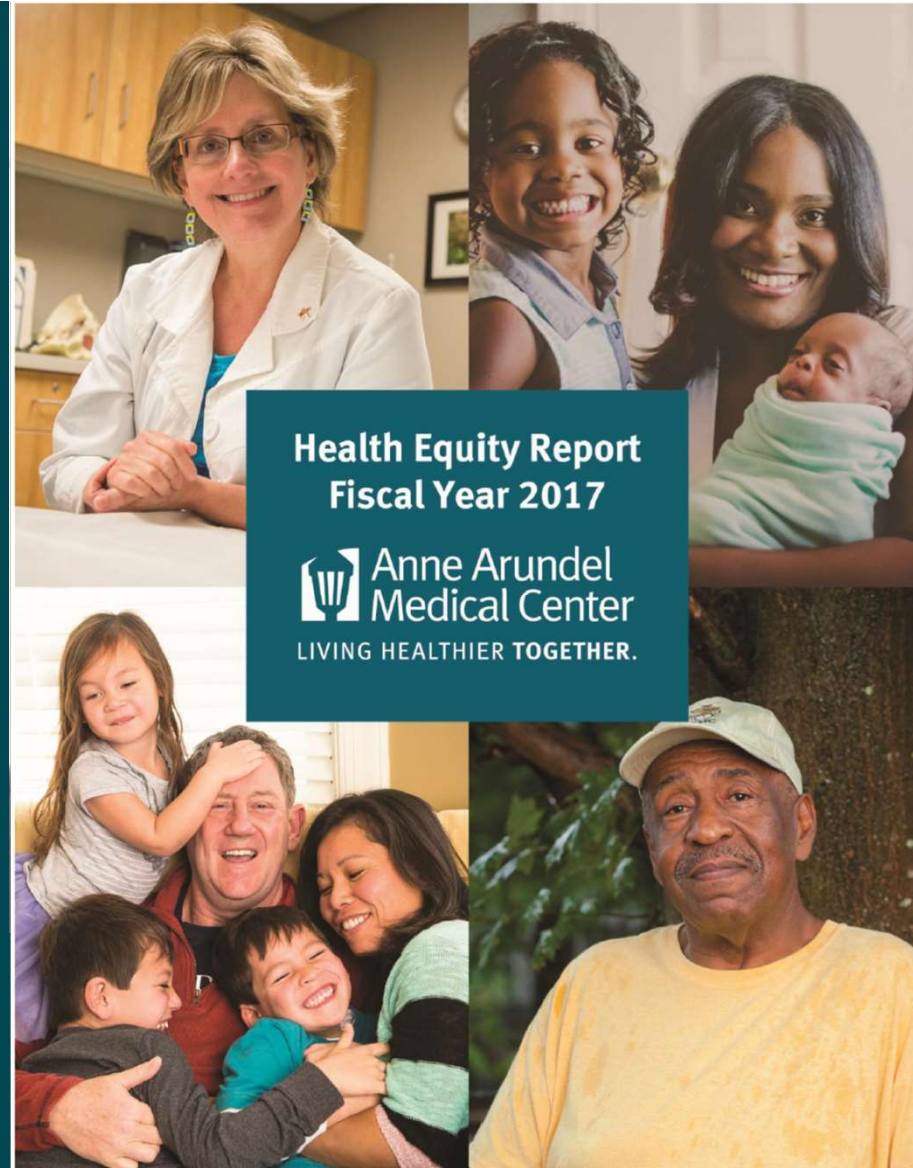
INEQUITY OF CARE COMPLAINTS



■ White P/F ■ Diverse P/F ■ Unknown R/E-P/F

Quality Measures Stratified by: Gender, Age, Race and Ethnicity

Luminis Health



Health Equity Report
Fiscal Year 2017

 Anne Arundel
Medical Center
LIVING HEALTHIER TOGETHER.

- ❑ C- Section Rates
- ❑ Readmission Rates
- ❑ Average Length of Stay
- ❑ Patient Satisfaction



Health Equity Report

Fiscal Year 2019

Data from Fiscal Year 2018

 Anne Arundel
Medical Center

LIVING HEALTHIER TOGETHER.

	METRIC
BOARD OF TRUSTEES	AAMC
	AAMC FOUNDATION
	DCMC
	DCMC FOUNDATION
	LUMINIS HEALTH
WORKFORCE	WORKFORCE
	LEADERSHIP WORKFORCE (MANAGEMENT- Supervisor (+))
	EXEC./ Sr. LEADERSHIP WORKFORCE (LEADERS- Director (+))
	NURSING LEADERSHIP
RECRUITMENT	TOTAL APPLICANTS
	UNIQUE APPLICANTS
	CANDIDATES
NEW HIRES	NEW HIRES
	FT NEW HIRES
	NEW HIRES LEADERSHIP (Sup +)
	NEW HIRES SR LEADERSHIP (Director +)
RETENTION	PROMOTIONS
	LEADERSHIP PROMOTIONS
	NURSING PROMOTIONS
TURNOVER-RETENTION	TERMINATIONS
	VOLUNTARY
	INVOLUNTARY
	NURSING INVOLUNTARY TERMS (RN)
HR DASHBOARD AND TRENDS - ADP	INCREASE NUMBER OF DIVERSE LEADERSHIP CANDIDATES (AAMC - 80%)
	INCREASE NUMBER OF DIVERSE LEADERSHIP HIRES (AAMC - 51%)
	TOTAL % DIVERSE NURSES (RN) (AAMC - 23%)
	DIVERSE FIRST YEAR TURNOVER (AAMC - 23%)
PULSE SURVEY- DEI	I FEEL MY LEADER PROMOTES AAMC'S COMMITMENT TO DIVERSITY EQUITY AND INCLUSION IN MY DEPARTMENT
	I FEEL AAMC PROMOTES THE COMMITMENT TO DIVERSITY EQUITY AND INCLUSION
INEQUITY OF CARE	PATIENT SATISFACTION
	INEQUITY OF CARE COMPLAINTS
EMPLOYEE DISCRIMINATION CONCERN	WORKPLACE INTAKE COMPLAINTS FOR INEQUITABLE TREATMENT
	DIVERSE WORKPLACE INTAKE COMPLAINTS
HEALTH EQUITY GOALS	PATIENT C-SECTION RATES
	30-DAY READMISSION RATES
	AVERAGE LENGTH OF STAY
	AAMG PATIENT SATISFACTION OFFICE FOLLOWUP ON TEST RESULTS

BOARD DIVERSITY

WORKFORCE DIVERSITY

- Leadership Diversity
- Hospitalist Diversity
- Nursing Diversity

RECRUITMENT DIVERSITY

- Applicant Diversity
- Candidate Diversity

NEW HIRE DIVERSITY

- Leadership
- Nursing

RETENTION and ADVANCEMENT DIVERSITY

- Promotions

TURNOVER

- First Year
- Voluntary Terminations
- Involuntary Terminations

EMPLOYEE ENGAGEMENT

- Well-Being Pulse Survey- DEI

EMPLOYEE EXPERIENCE

- Workplace Discrimination Complaints

PATIENT EXPERIENCE

- Patient Satisfaction Rates
- Inequity of Care Complaints

HEALTH EQUITY GOALS

- Patient C-Section Rates
- 30-Day Readmissions
- Average Length of Stay

QUALITY CARE DELIVERY- PATIENT OUTCOMES

Board and
Leadership Engagement

Employee Optimization

Patient Experience

Operational Alignment
and Excellence

Community Partnerships

Health Equity



Questions/ Feedback?