

Let's get to work! Advancing diversity, equity, and inclusion (DEI) for practice members and patients in an integrated academic primary care practice

Andrea Shamaskin-Garroway, PhD, Melissa Mroz, MD, MPH
University of Rochester Medical Center

Background

- In 2020, General Medicine Division launched multidisciplinary DEI team in primary care practice **to advance DEI initiatives in division and clinical practice** using existing models (Bourke & Dillon, 2018).

Aims

- Understand current DEI state
- Build inclusive leadership
- Embed DEI into organization and establish governance, structure and plan

Design and procedures

- Monthly meetings of multidisciplinary team
- Anonymous survey (SurveyMonkey) distributed to all practice members to assess current state of DEI in practice and leadership

Multidisciplinary team (n = 16)

6 faculty physicians	2 nurses	1 faculty psychologist
6 resident physicians	1 Advanced practice practitioner	1 nurse care manager

Survey respondents (n =54)

Resident physicians	18 (33.3%)
Clinical staff	15 (27.8%)
Faculty	13 (24.7%)
Administrative staff	5 (9.3%)
Non-faculty clinicians	3 (5.6%)
<i>69% identify with a historically underrepresented group</i>	

Results

Participants (N=44) believe our division/clinic workplace:

- Is equitable (95.5% strongly agree/agree) and inclusive (97.7% strongly agree/agree)

73% strongly agree/agree that patients receive equitable care

Approx ¼ of participants experience or witness microaggressions from team members:

- Toward themselves (25%)
- Toward patients (20.4%)

Results cont.

Participants (N=46) believe our leadership team:

- Values diversity (94% strongly agree/agree)
- Takes active measures to seek diverse candidate pool (83%)
- Promotes candidates of different backgrounds fairly (91%)
- Is committed to:
 - ensuring equity for team members and patients (94%)
 - building an inclusive workplace and clinical practice (94%)

Discussion & Next steps

- Discordance exists between perceptions of practice/leadership and patient care
- Collect patient input on practice DEI state
- Generate and prioritize actionable items from survey results and rank order based on likelihood to impact DEI, feasibility to implement, workload, and expense
- Repeat workforce survey annually

