EQUITY-INFORMED RESPONSE TO CRISES AFFECTING PATIENT CARE

Keeping Equity at the Forefront of Clinical Operations

Objectives: (1) Prevent harm, (2) Mitigate health inequities, and (3) Show equal concern for all recipients of care

Equity Lens

Recognize that structural racism and social vulnerabilities can create disproportionate impacts **Apply** an antiracism lens to proactively identify patients at risk for poor outcomes.

Recognize Existing Inequities

Be vigilant about existing inequities in health outcomes and care that could be exacerbated by the current crisis.

Consider Vulnerable Populations

If deferral of care is required, ensure it is done in a manner that **explicitly considers the needs of historically marginalized communities**.

Operational Considerations specific to Care Deferral and Recovery

Communication

- Communicate to clinical / administrative teams the importance of using **interpreter services** for patients who require them
- **Translate** all patient-facing written messaging into the most common languages spoken by MGB patients.
- Consider pulling reports of those requiring contact with preferred languages other than English and using interpreter services for planned proactive and coordinated outreach.
- Consider outreach via **Digital Access Coordinators** or Community Health Workers, where available, to assist with rescheduling.
- Leverage **multilingual** community-facing external communications (e.g., Spanish-language radio)
- Repeated outreaches via multiple modes as needed to ensure **closed-loop communication**.
- Leverage opportunities to offer **Patient Gateway** enrollment during phone or email outreaches.

Access

- Expanded hours of operation when services again available
- Consider holding slots for high-priority rescheduled appointments for those with access challenges.
- Use telehealth where appropriate, accessible, and preferred.

Social Risk Mitigation

- Expanded hours of operation when services again available
- Consider holding slots for high-priority rescheduled appointments for those with access challenges.
- Use telehealth where appropriate, accessible, and preferred.

Mass General Brigham

Adapted by
REGION 1
Regional Disaster Health Response System