



**JAMAICA HOSPITAL
MEDICAL CENTER**



ADVANCING HEALTHCARE
EXCELLENCE AND INCLUSION



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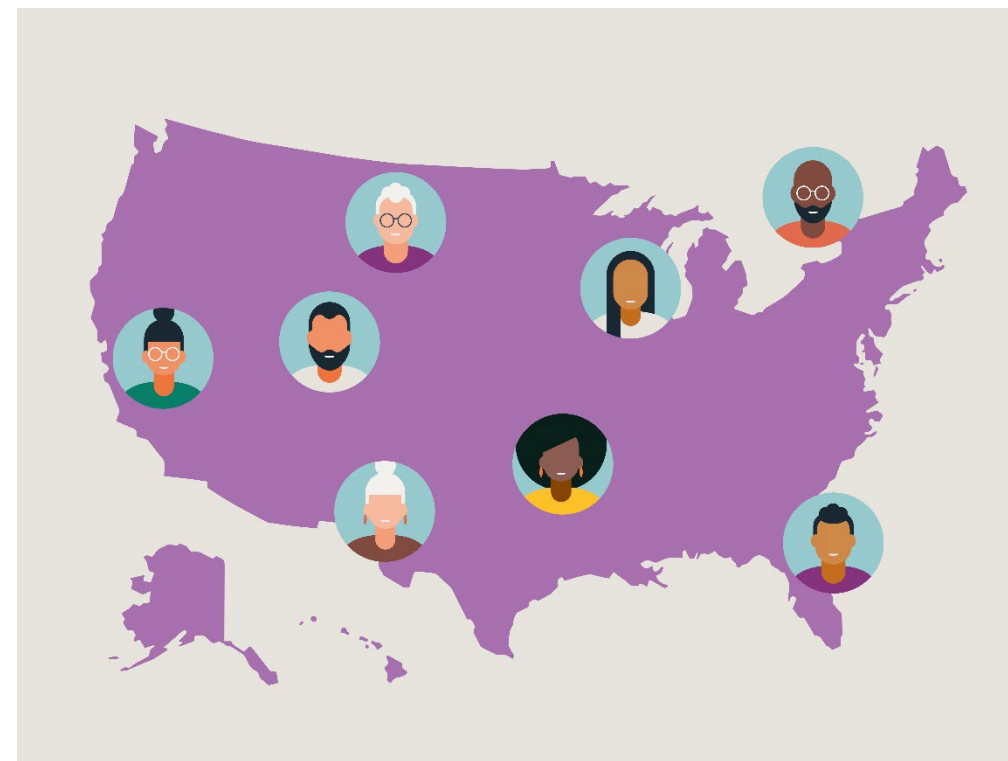
Always There for Healthcare

Improving Sociodemographic Data Quality: Mapping and Cultural Competence Training

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OMB Race, Ethnicity, and Language Data Mapping

- Over 60 options for race and over 40 options for ethnicity.
- 66% ‘Unknown’ or ‘Other.’
- The **OMB Race and Ethnicity Data Mapping Project** categorizes REaL data by the minimum federal categories.



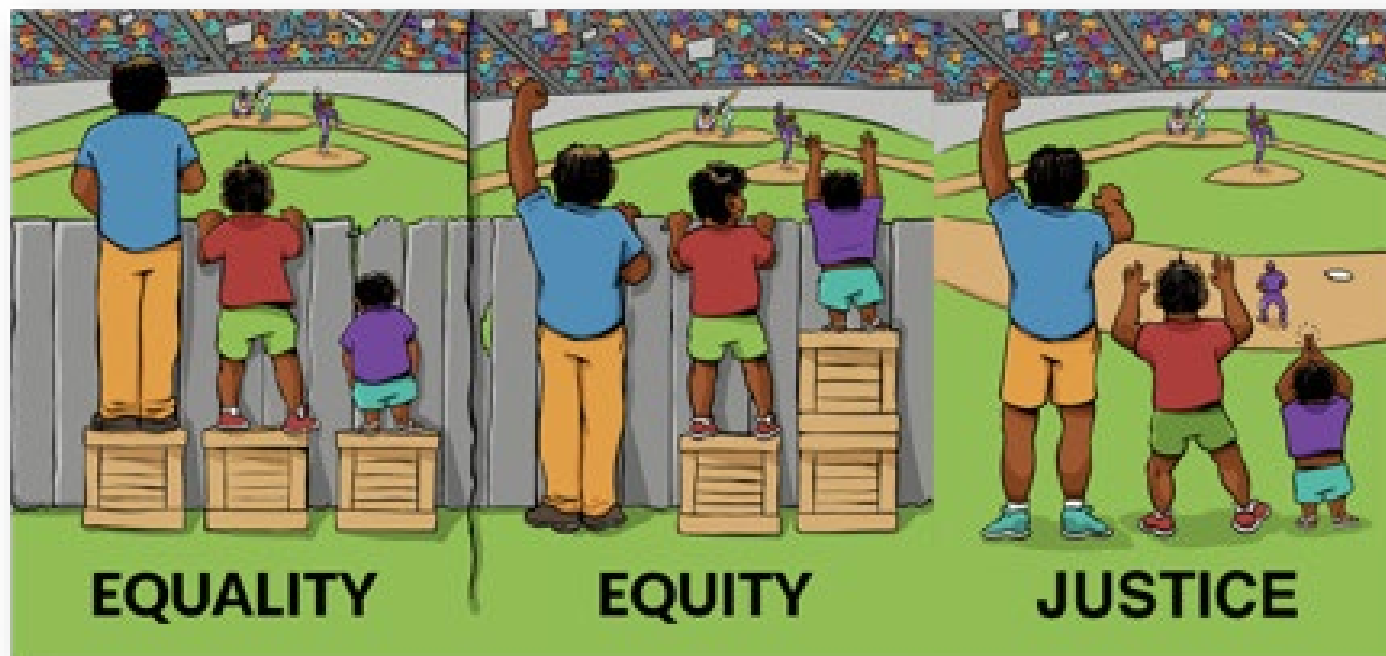
Diversity, Cultural Sensitivity and Health Equity: Training for MediSys Health Network

Partnered with NYC REACH on their Data Collection for Equity program.

Two goals:

1. Cultural humility.
2. Optimize collection of REaL, SOGI and HRSN information.

NYC REACH



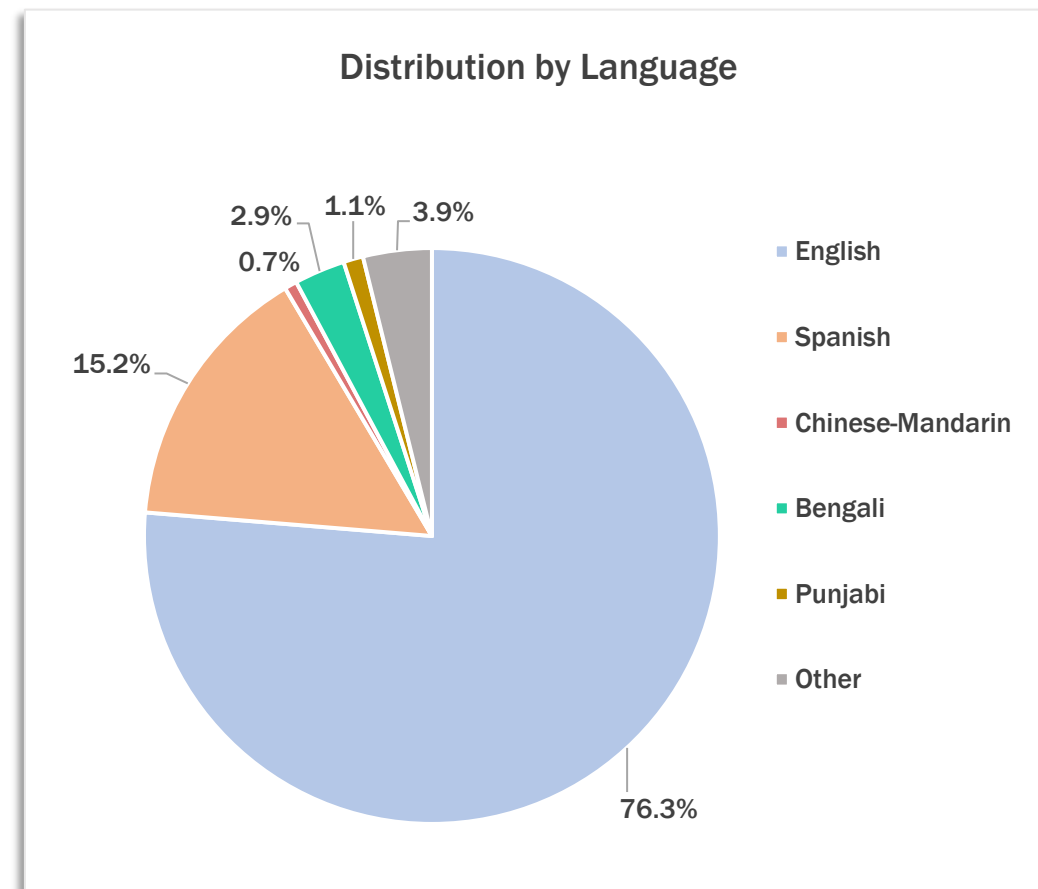
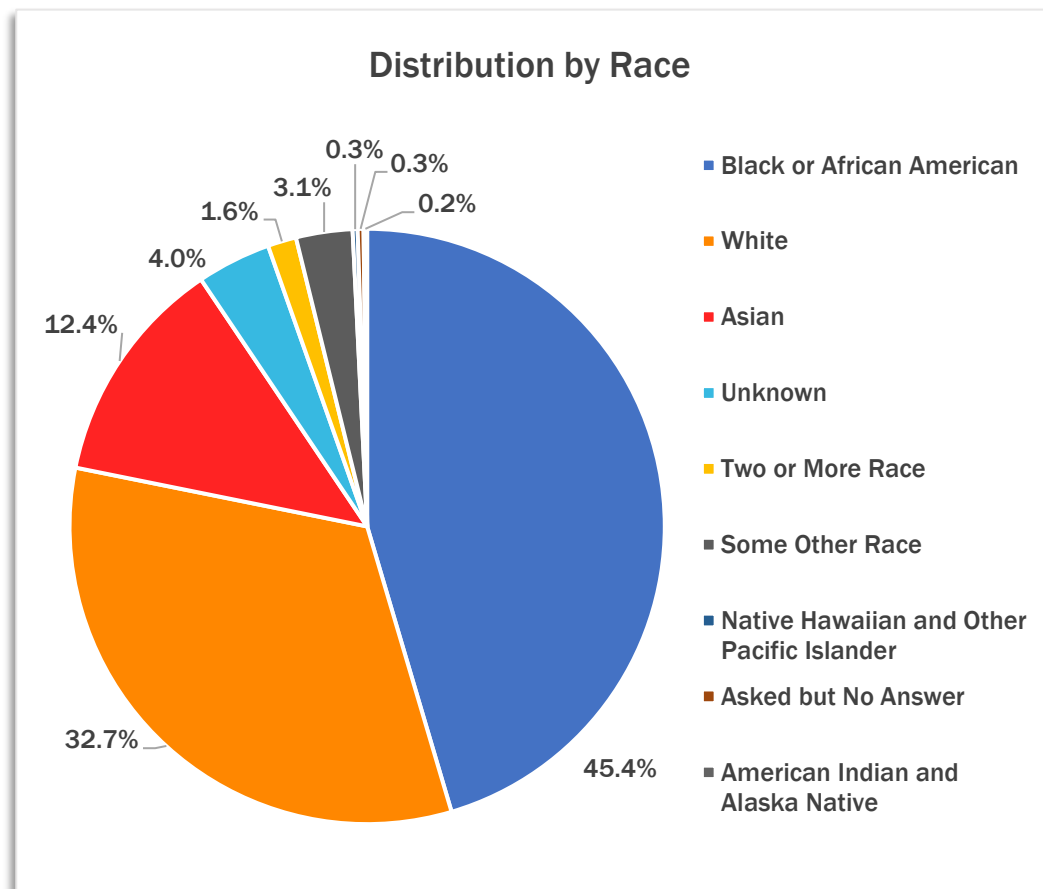
Project successes

Since launching our projects in summer 2023, we have:

- Reduced the number of “unknown” and “other” race responses from **66% to 7%**;
- Trained **1528 MediSys employees** (32% of the workforce) since July 2023; and
- **Began SOGI data collection** in ED and Admitting departments at JHMC and FHMC.

What we learned

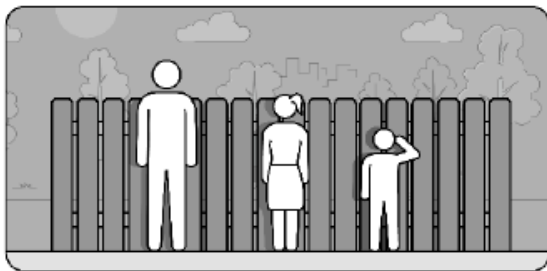
Our data showed us that we serve a diverse, multilingual community.



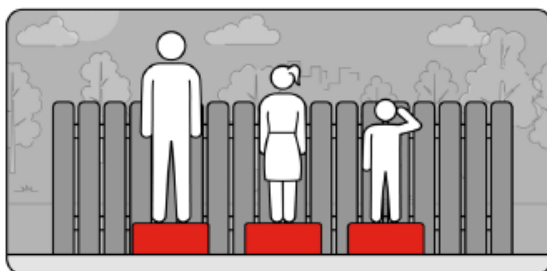
Challenges

- High number of “Unknown” and “Other” responses for ethnicity.
 - Multiple Select (front-end) vs. Single Select (back-end).
- HRSN screenings are strong (85% in JHMC; 95% in FHMC), but Z-Code and CBO referral rates need to be addressed.
- SOGI data needs to be validated. Designing targeted training sessions based on feedback.

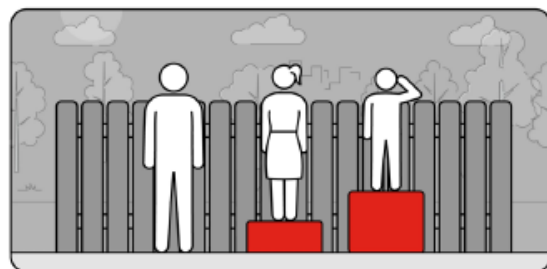
INEQUALITY



EQUALITY



EQUITY



JUSTICE



What's next?

- Update OMB Ethnicity Mapping to reduce the number of unknowns.
- Deliver targeted in-service trainings on SOGI and HRSN data collection.
- Integrate other departments into HRSN workflow.
- Increase training capacity via hybrid delivery and “train the trainer” model.



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Questions?

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