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# Disparities & Diversity Measuring Our Way to Improved Quality

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# Disturbing Data

- IOM's *Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care*
- Commonwealth Fund report
- Medtronic research
- *NEJM*: The Effect of Race and Sex on Physicians' Recommendations for Cardiac Catheterization

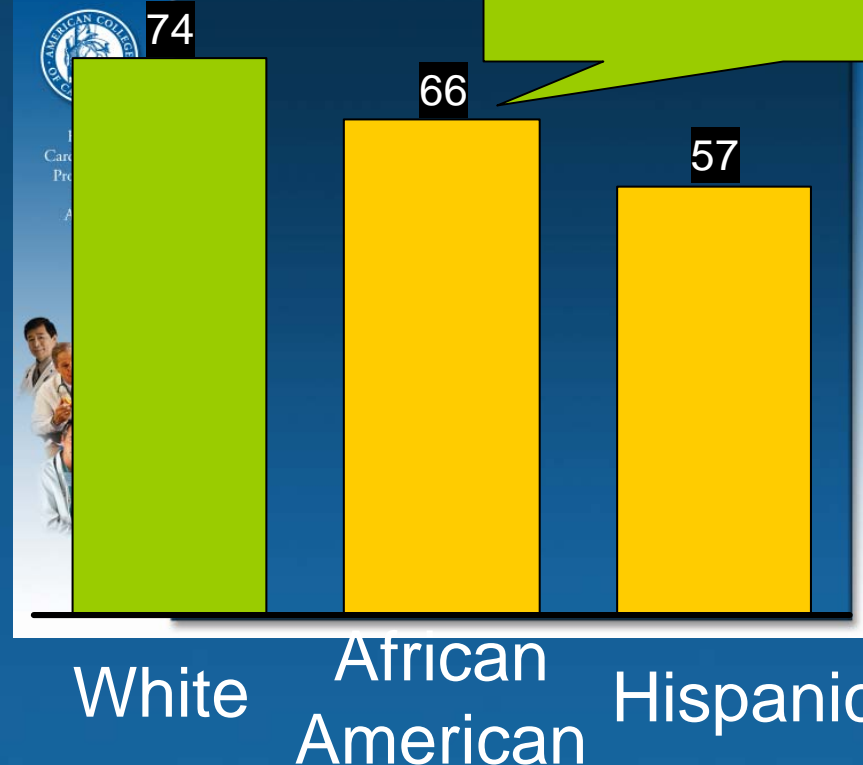




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# Bias Results in Lower Referral Rates

Referral rate  
Percent



“It’s cultural and socioeconomic. Docs make assumptions – that they will be less compliant ... less likely to pay their bills.”

– *Cardiologist*

## Roberta:

50-year-old African American\* woman with diabetes; had an MI 9 months ago. Taking aspirin, ACE inhibitor, loop diuretic, beta-blocker. Symptoms and EF are getting worse. EF stands at 30%. No wide QRS interval.

\*Ethnicity was randomly assigned

Source: Medtronic Data  
(August 2007);



# Encouraging Signs

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- *Health Affairs* report
- Same hospital = same standard of care
- Robert Wood Johnson Foundation: Expecting Success program





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*How can we **change**  
disparities for the better  
... rather than just **talk**  
about them?*





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# QCARE





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