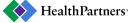


## The Anatomy of a Health Equity Podcast

**Kari Haley, MD**  
Emergency medicine physician  
Assistant medical director, Regions Hospital EMS

**Steven D. Jackson, MD, MBA**  
Clinical director, spinal cord injury medicine  
Co-chairperson and medical advisor for Health Equity  
Medical director, patient experience  
HealthPartners and Regions Hospital

**Jimmy Bellamy**  
Senior communications consultant, HealthPartners



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## Who we are



### Our Mission, Vision and Values

**Mission:** To improve health and well-being in **partnership** with our members, patients and community.

**Vision:** Health as it could be, affordability as it must be, through relationships **built on trust**.

**Values:** Excellence, compassion, **partnership** and integrity.

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## How it all started



- Summer 2020
- Regions EMS video roundtable conversation on diversity



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## Our process



- Passion
- Consistency
- Engagement
- Support



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## What's our "why"?

### THE WHY

- Living our values**
- Excellence
  - Perseverance
  - Integrity
  - Compassion



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## Trust



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# Trust



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# Trust



I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Maya Angelou

HealthPartners

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# Trust in health care providers

Trust was associated with:

- Interpersonal competence
  - » Time to listen
  - » Physician caring and empathy
  - » Honesty
- Technical competence
  - » Right diagnosis
  - » Appropriate treatment
  - » Appropriate follow-up care



Jacobs et al., 2006

HealthPartners

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# Consequences

### Trust

- Honesty with physicians
- Compliance with treatment and follow-up recommendations

### Distrust

- Forgo care
  - » Refuse surgery or indicated treatment
  - » Not seek care in the first place
  - » Change physicians



Jacobs et al., 2006 HealthPartners

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# Historical context



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# Present context



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# T.R.U.S.T.



— Steven D. Jackson, MD, MBA

- Time
- Relationship
- Understanding
- Sacrifice
- Thinking outwardly



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# Glasses



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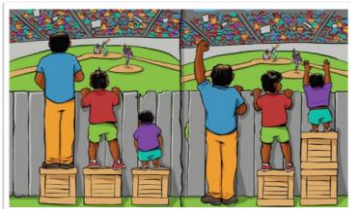
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# Equality vs. equity



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# Health equity?

- The average waiting time for African Americans needing kidney transplants is almost twice as long as that of white patients. [2]
- African American women with breast cancer are 67% more likely to die from the disease than are white women. [3]
- The mortality rate for African American infants is almost 2.5 times greater than it is for white infants. [4]

Scherman, 2017



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# Social determinants of health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment Income Expenses Debt Medical bills Support	Housing Transportation Safety Parks Playgrounds Walkability Zip code / geography	Literacy Language Early childhood education Vocational training Higher education	Hunger Access to healthy options	Social integration Access to healthy options Support systems Community engagement Discrimination Stress	Health coverage Provider availability Provider linguistic and cultural competency Quality of care

**Health Outcomes**  
Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations



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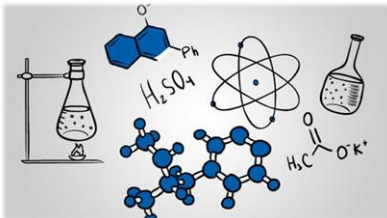
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# Chemistry



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**Do the work**



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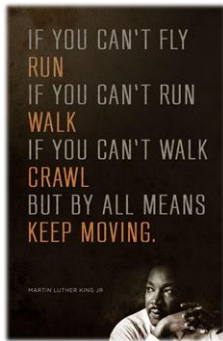
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**Thank you!**



**QUESTIONS?**



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