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.

How it all started

- Summer 2020
- Regions EMS video roundtable conversation on diversity
Our process

- Passion
- Consistency
- Engagement
- Support

What’s our “why”?

Living our values
- Excellence
- Perseverance
- Integrity
- Compassion

Trust
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
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

Historical context

Present context
T.R.U.S.T.

- Time
- Relationship
- Understanding
- Sacrifice
- Thinking outwardly

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Glasses

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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

Social determinants of health

Chemistry
Do the work

Thank you!

QUESTIONS?