



**THE OHIO STATE  
UNIVERSITY**

WEXNER MEDICAL CENTER

*Improving social and health equity in the Emergency Department*

**The Ohio State University  
Wexner Medical Center  
and Health Science Colleges**

**ACTION  
PLAN**

**We will elevate the cause,**  
*making anti-racism efforts our  
very foundation.*

**We will engage**  
*our faculty, staff, students, patients  
and communities with opportunities to  
learn and participate in  
anti-racism efforts.*

**We will equip our team members**  
*with tools, resources and channels to  
report issues, suggest ideas and  
move us forward.*

**We will empower**  
*our faculty, staff, students and  
patients to address racism and to  
understand that change does not  
happen without all of us.*

**We will evaluate**  
*and review our efforts regularly.*



**Elevate  
the cause**

- Increase awareness of how inequality based on race, minority status or lifestyle choices can impact health care access, patient trust, quality of care and outcomes.
- Enhance curricula to educate medical students, residents, fellows and faculty about issues related to diversity, equity and inclusion. This should include best practice training to eliminate unconscious bias in physician-patient interactions and interprofessional relationships.
- Identify existing biases and workplace challenges faced by faculty and trainees who were born outside of the United States, are minorities, women or members of marginalized social groups by seeking their input. Follow up with initiatives to address these issues.
- Review all internal and external communication and marketing materials to ensure they reflect and celebrate diversity.
- Screen consistently for social determinants of health during ED encounters.
- Cultivate interdisciplinary conversations surrounding journal articles on social determinants of health.

**Engage  
with opportunities**

- Increase the visibility of The Ohio State University Department of Emergency Medicine among underrepresented minorities in medicine through contacts with professional societies, advertisements, social media and the department website.
- Develop outreach programs to encourage interest in emergency medicine among women and underrepresented students at all levels of The Ohio State University and at local high schools.
- Create a mentorship program that pairs residents with alumni of similar backgrounds.
- Educate EM physicians about social determinants of health and their impact on health outcomes.

**Equip  
with tools and resources**

- Reinforce best practice protocols that engage patients at their level. In grand rounds presentations, touch on how bias can impact communication or treatment in featured topic.
- Provide education materials that reflect diverse patient populations, in multiple languages.
- Add a representative from the department's Division of Diversity, Equity and Inclusion to the interview and selection committees for faculty, residents and fellows to promote and monitor recruitment efforts.
- Conduct an annual formal review of diversity efforts in the department.
- Survey faculty, residents and staff to assess the department culture around race.
- Collect and analyze data from the ED to identify equity gaps in patient care.

**Empower  
people**

- Provide department members a voice by creating a system for communicating concerns that is private and confidential.
- Provide clinicians tools to assess and address social determinants of health impacting patients presenting to the Emergency Department.
- Display community resources in the ED, such as voter registration forms or social service fliers. Invite local organizations to promote their services with representatives onsite in the ED for one-week periods of time.
- Create a patient folder that contains contact information and a summary of services for community assistance organizations, such as food pantries, domestic violence organizations, housing services, pregnancy support and preventive health care services.
- Attend community health events to distribute safety information, with ED location details. Potential topics: burn and wound care, heat stroke, safe food storage, fire prevention, falling dangers.