



# Reducing Racial Disparities in Health Care

## Syllabus

Reducing Racial Disparities in Health Care introduces strategies that advance policy and practice to eliminate racial and ethnic disparities in health care. The course begins with understanding our history (Module 1), followed by learning about the foundations of this type of work (Modules 2–4), and ending with an examination of emerging topics (Module 5).

Modules		Essential Questions	Takeaways	Key Exercises
Module 1	History of Structural Racism	<ul style="list-style-type: none"><li>How does U.S. history directly impact the health care industry?</li><li>How can the health care industry acknowledge systems and policies that cause harm?</li></ul>	<ul style="list-style-type: none"><li>Examine Cone Health's past and recognize the power of an apology</li><li>Understand how structural racism and discrimination (SRD) has intentionally shaped the U.S. health care system</li><li>Identify how Social Determinants of Health (SDOH) explain current disparities in health care</li></ul>	<ul style="list-style-type: none"><li>Perform a 5 Whys Analysis</li><li>Describe how SDOH and SRD impact disparities in your field</li><li>Create a plan to listen to the communities your organization serves</li></ul>
Module 2	Operational Transformation	<ul style="list-style-type: none"><li>How can you impact organizational change, regardless of your job title?</li></ul>	<ul style="list-style-type: none"><li>Understand how Nemours Children's Hospital Delaware, Tufts Health Plan, and Mass General Brigham (MGB) applied the 8-Step Kotter Model</li><li>Learn how to use the Kotter Model for leading organizational change</li></ul>	<ul style="list-style-type: none"><li>Perform an organizational assessment using the Kotter Model</li><li>Use your assessment to create an action plan that will initiate and sustain change</li></ul>
Module 3	Collecting REaL and Other Demographic Data	<ul style="list-style-type: none"><li>How can data collection be a catalyst for reducing racial disparities in health care?</li><li>What is race, ethnicity, and language preferences data (REaL data) and what are the best practices for collecting this type of information?</li></ul>	<ul style="list-style-type: none"><li>Analyze MGB's best practices and guidelines for implementing standardized data collection</li><li>Recognize the importance of gathering REaL data</li><li>Understand minimum standards for the collection of REaL data</li><li>Learn the inherent problems of collecting REaL data and devise solutions for addressing these challenges</li></ul>	<ul style="list-style-type: none"><li>Develop a plan for REaL data collection using the Plan-Do- Study-Act (PDSA) cycle</li><li>Create a process map to understand your organization's current data collection process</li></ul>

Modules		Essential Questions	Takeaways	Key Exercises
Module 4	Monitoring and Measuring Racial and Ethnic Disparities	<ul style="list-style-type: none"> <li>What are the key data points to measure and monitor for building systemic equity?</li> <li>How can REaL data impact organizational systems and structures in health care?</li> </ul>	<ul style="list-style-type: none"> <li>Consider best practices used by MGB</li> <li>Recognize the importance of measuring and monitoring data</li> <li>Assess what tools are needed to measure, monitor, and report on your data</li> <li>Understand how data can inform action</li> <li>Foresee challenges to monitoring disparities and prepare solutions to address these challenges</li> </ul>	<ul style="list-style-type: none"> <li>Identify disparities in your organization</li> <li>Develop steps to address the identified disparities</li> </ul>
Module 5A	Emerging Topics: Immigrant Health	<ul style="list-style-type: none"> <li>How can organizations get ahead of rising disparities in health care for immigrant populations?</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge the importance of examining immigrant health disparities as part of the dialogue on eliminating disparities in health care</li> <li>Understand a framework for improving health care for immigrant populations</li> </ul>	<ul style="list-style-type: none"> <li>Use the toolkit developed with Massachusetts General Hospital faculty to welcome and protect immigrants in health care settings</li> </ul>
Module 5B	Emerging Topics: Virtual Care	<ul style="list-style-type: none"> <li>How can organizations address virtual health care disparities for patients with Limited English Proficiency (LEP)?</li> </ul>	<ul style="list-style-type: none"> <li>Explore the possibilities of virtual care</li> <li>Consider health care pathways for patients with LEP</li> </ul>	<ul style="list-style-type: none"> <li>Form steps to address access to virtual care for LEP patients at your organization</li> </ul>

**Learning requirements:** In order to earn a Certificate of Completion from Harvard Online, participants must thoughtfully complete all five modules, including satisfactory completion of the associated quizzes, by the stated deadlines.