

IRB #: 12585

Title of Study: Assessment of the Emergency Department's Climate and Culture around Diversity, Equity, and Inclusion

Principal Investigator (PI):

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Purpose: The purpose of this study is to assess the culture and climate of the Emergency Department related to issues of diversity, equity, and inclusion, specifically focusing on race, gender, sexuality, religion, nationality/immigrant status, language, and ability. This study will inform the Henry Ford Hospital's Department of Emergency Medicine's (DEM) Diversity, Equity, and Inclusion (DEI) Committee recommendations, strategic plan, and initiatives.

Study Procedures: We are asking you to take an anonymous survey on a tablet computer while you are in the ER. The survey will ask you questions about patient care and interactions related diversity, equity, and inclusion. Then you will be asked to provide information about who you are so that we know who is taking the survey. All the questions are optional, so you do not have to answer anything you do not want to. You can stop taking the survey at any time. The survey is also anonymous, meaning your name or other unique identifying information will not be attached to your answers. The survey usually takes 10 minutes or less, but may take longer if you need translation services.

Benefits: This study may inform important organization and community-level initiatives to improve the culture and climate around diversity, equity, and inclusion in the Henry Ford Hospital Emergency Department.

Risks: By taking part in this study, you may experience the following risks:

- Emotional risks, such as feelings of discomfort or sadness because some of the questions are sensitive. Please know that you can request psychiatric resources at any ER if you need them.
- Rare risk of loss of privacy

Costs: There will be no costs to you for participation in this research study.

Compensation: You will not be paid for taking part in this study.

Confidentiality: There is no unique identifying information connected to your answers to the survey. You will be identified in the research records only by a code number. There will be no

links to your identity and this code. At the end of the survey, we ask you to provide your contact information if you want to participate in future research or learn the results of the survey. This information is not connected to your survey responses. Also, we will keep the information you provide in a password-protected, secure server.

Voluntary Participation /Withdrawal: Taking part in this study is voluntary or optional. You are free to not answer any questions or withdraw at any time before finishing the survey. Because the survey responses will be anonymous, you will be unable to withdraw after your responses are submitted. Your decision will not change any present or future relationships with Henry Ford Hospital or its affiliates.

Questions

If you have any questions about this study now or in the future, you may contact Dr. Martina Caldwell or one of her research team members at the following phone number: (313) 916-9130. If you have questions or concerns about your rights as a research participant, you may contact the Henry Ford Health System IRB Coordinator at (313) 874-4464 to discuss problems, obtain information, or offer input.

Participation: **By completing the survey, you are agreeing to participate in this study.**

INTRODUCTION:

We want to understand your ideas and feelings about the Henry Ford Hospital Emergency Room (ER) culture related to diversity, equity, and inclusion to help us improve how we care for you.

We want your honest thoughts. That is why we have made this survey anonymous so that you can feel free to share honestly.

Now, let us explain a few words that we will be using in this survey so that we are talking about the same things:

1. **BIAS:** *Prejudice in favor of or against one thing, person, or group compared with another, usually in a way that is considered unfair.*
2. **CULTURE:** *A set of shared attitudes, values, ideas, actions, and social norms of people in a group.*
3. **CULTURAL SENSITIVITY:** *Knowing that people's cultures are different and similar without passing judgment, such positive or negative, better or worse, right or wrong.*
4. **DIVERSITY:** *Including people across all human differences.*
5. **EQUITY:** *Fair and equal chance for health and growth for all; freedom from bias and injustice.*
6. **INCLUSION:** *A culture of belonging, value, and shared power with all people in a group.*

CARE FOR SPECIFIC PATIENT POPULATIONS

*Please share **how much you agree or disagree** with the following statements about the employees in this ER. When we mention **employees**, we mean all doctors, nurses, techs, patient advocates, registration, clerks, transporters, and security that work in this ER.*

Strongly Disagree (1) – Somewhat Disagree (2) – Neither Agree Nor Disagree (3) – Somewhat Agree (4) – Strongly Agree (5) – No Opinion (6) – No experience with this in the ER (7)

This ER's employees:

1. Treat patients of all races equally.
2. Treat patients with mental health problems, such as depression or schizophrenia, poorly.
3. Treat homeless patients poorly.
4. Treat disabled patients well.
5. Treat patients with lower income and education levels the same as patients with higher income and education levels.
6. Respect all religions and religious preferences.
7. Judge obese patients.
8. Judge people with reproductive or sexual health problems, such as STDs or unplanned pregnancies.
9. Are sensitive to the needs of transgender patients, such as calling transgender patients by their preferred name and using their preferred pronouns (for example, he, she, they) when referring to them.
10. Are sensitive to the needs of immigrant patients.
11. Provide the same quality of care to patients who do not speak as English-speaking patients.

12. Try hard to accommodate patient requests for providers of a preferred gender (man or woman).

PATIENT CARE EXPERIENCES AND VALUES

Please share how much you **agree or disagree** with the statements below based on the interactions you have had or seen between employees and patients in this ER. When we mention **employees**, we mean all doctors, nurses, techs, patient advocates, registration, clerks, transporters, and security who work in this ER.

Strongly Disagree (1) – Somewhat Disagree (2) – Neither Agree Nor Disagree (3) – Somewhat Agree (4) – Strongly Agree (5) – No Opinion (6)

1. I feel accepted in this ER.
2. People who work in this ER should come from similar backgrounds (i.e. race, language, religion, etc.) as the patients they serve.
3. The diversity of the people who work in this ER is one of the strengths of this ER.
4. This ER's employees should learn about cultures other than their own to best take care of their patients.
5. My interactions with employees from different cultural and political backgrounds in this ER have gotten more difficult or uncomfortable over the past few years.
6. This ER's employees care about the people in the community they serve.
7. This ER's employees respect and value people's differences.
8. This ER's employees need better training on diversity, equity, and inclusion related topics, such as cultural sensitivity and how to limit bias.

Please share **how often** you have experienced or seen the following events occur in this ER.

When we mention **employees**, we mean all doctors, nurses, techs, patient advocates, registration, clerks, transporters, and security who work in this ER.

Never (1) – Rarely (2) – Sometimes (3) – Most of the time (4) – All of the time (5) – No experience with this scenario (6) – Prefer not to answer (7)

1. This ER's employees have difficult interactions with patients from different cultures than their own.
2. Bias or prejudice affects the professional behavior of this ER's employees.
3. This ER's employees make insensitive comments about certain groups of patients, such as patients of color, patients with mental health issues, immigrants, LGBTQIA+ patients, etc.
4. I have been discriminated against or harassed in this ER by an ER employee.
5. I have been discriminated against or harassed in this ER by another patient.
6. I have seen discrimination or harassment against an employee in this ER by another employee.
7. I have seen discrimination or harassment against an employee in this ER by a patient.
8. I have seen discrimination or harassment against a patient in this ER by an ER employee.

ER COMPARED TO OTHER HENRY FORD HOSPITAL CLINICS AND DEPARTMENTS

Please share how **this ER compares to other Henry Ford Hospital clinics and departments** where you or a family member have received care.

1. How does the **diversity of the employees** in this ER compare to the diversity of the employees in other clinics and departments at Henry Ford Hospital? When we say **diversity**, we mean *inclusion of people across all human differences*.
 - a. Less diverse
 - b. Similarly diverse
 - c. More diverse
 - d. No experience in other clinics and departments
 - e. Prefer not to answer

2. How **equitable is the care** in this ER compared to the care in other clinics and departments at Henry Ford Hospital? When we say **equitable**, we mean *fair and equal chances for health and growth for all; freedom from bias and injustice*.
 - a. Less equitable
 - b. Similarly equitable
 - c. More equitable
 - d. No experience in other clinics and departments
 - e. Prefer not to answer

3. How **inclusive** is this ER compared to the inclusivity of other clinics and departments at Henry Ford Hospital? When we say **inclusive**, we mean *having a culture of belonging, value, and shared power with all people in a group*.
 - a. Less inclusive
 - b. Similarly inclusive
 - c. More inclusive
 - d. No experience in other clinics and departments
 - e. Prefer not to answer

YOUR SUGGESTIONS

We would like to ask your thoughts on how we can improve our care and culture for all patients.

1. ***How can we improve our care in the ER for our diverse patients***, including, but not limited to racial and ethnic minorities, non-English speakers, disabled, transgender and other gender minorities, religious minorities, people with mental health disorders, people with substance use disorders, immigrants, and homeless people. Please share your thoughts on any other group as well.

2. Do you have ***any other thoughts*** to share? You may want to say more about the answers from above or bring up a new topic related to diversity, equity, and inclusion in the Henry Ford Hospital Emergency Room.

DEMOGRAPHICS

*Lastly, we would like to know a bit more about you. These questions will help us understand more about the diversity of our ER patients. **Remember that these questions are anonymous and your name is not attached.** You can also skip any question that you may not want to answer.*

1. How do you describe your race/ethnicity? [Check all that apply].
 - a. African American / Black
 - b. Asian / South Asian / Pacific Islander
 - c. Latinx / Hispanic
 - d. Middle Eastern / Arab / Chaldean
 - e. Native American / Native Alaskan
 - f. White
 - g. Other _____
 - h. I prefer not to answer
 - i. [For those who checked more than one race/ethnicity] – Which race/ethnicity do you identify with most?
 1. African American / Black
 2. Asian / South Asian / Pacific Islander
 3. Latinx / Hispanic
 4. Middle Eastern / Arab / Chaldean
 5. Native American / Native Alaskan
 6. White (non-Hispanic)
 7. Other _____
 8. I prefer not to answer
2. How old are you? _____
3. How do you describe your gender? (Check all that apply.)
 - a. Agender
 - b. Cisgender
 - c. Gender fluid / Genderqueer
 - d. Intersex
 - e. Man
 - f. Transgender
 - g. Woman
 - h. Other: _____
 - i. I prefer not to answer
4. How do you describe your sexual orientation or identity? (Check all that apply.)
 - a. Asexual
 - b. Bisexual

- c. Gay or lesbian
 - d. Heterosexual or straight
 - e. Pansexual
 - f. Questioning
 - g. Other: _____
 - h. I prefer not to answer
5. Please tell us where you have lived most of your life.
- a. U.S.
 - b. Canada
 - c. Other _____
 - d. I prefer not to answer
6. Please tell us what is the highest grade in school you have completed?
- a. 8th grade or less
 - b. Some high school, but did not graduate
 - c. High school graduate / GED
 - d. Some college or Associate degree
 - e. Bachelor's degree or higher
 - f. I prefer not to answer
7. Do you practice a religion?
- a. Yes
 - b. No
 - c. I prefer not to answer
- i. [If yes] – What religion(s) do you practice? (Check all that apply.)
 1. Catholic
 2. Hindu
 3. Jewish
 4. Muslim
 5. Non-Catholic Christian (for example, Baptist, Methodist, Protestant, Evangelical, Jehovah's Witness, Apostolic, etc.)
 6. Other
 - a. [If 'Other'] - What religion is it?

 7. I prefer not to answer
8. Where do you usually go when you are sick or need advice about your health?
- a. An office or clinic where I see my regular provider
 - b. An office or clinic where I do not have a regular provider
 - c. Urgent Care
 - d. Emergency Room (ER)
 - e. I do not have a usual place
 - f. Other

i. [If “Some other place”] - What other place?

g. I prefer not to answer

9. Please add up all of the ER visit you have had within the last 12 months, including today.
In the last 12 months, how many times have you gotten care in any ER for your own
health? _____