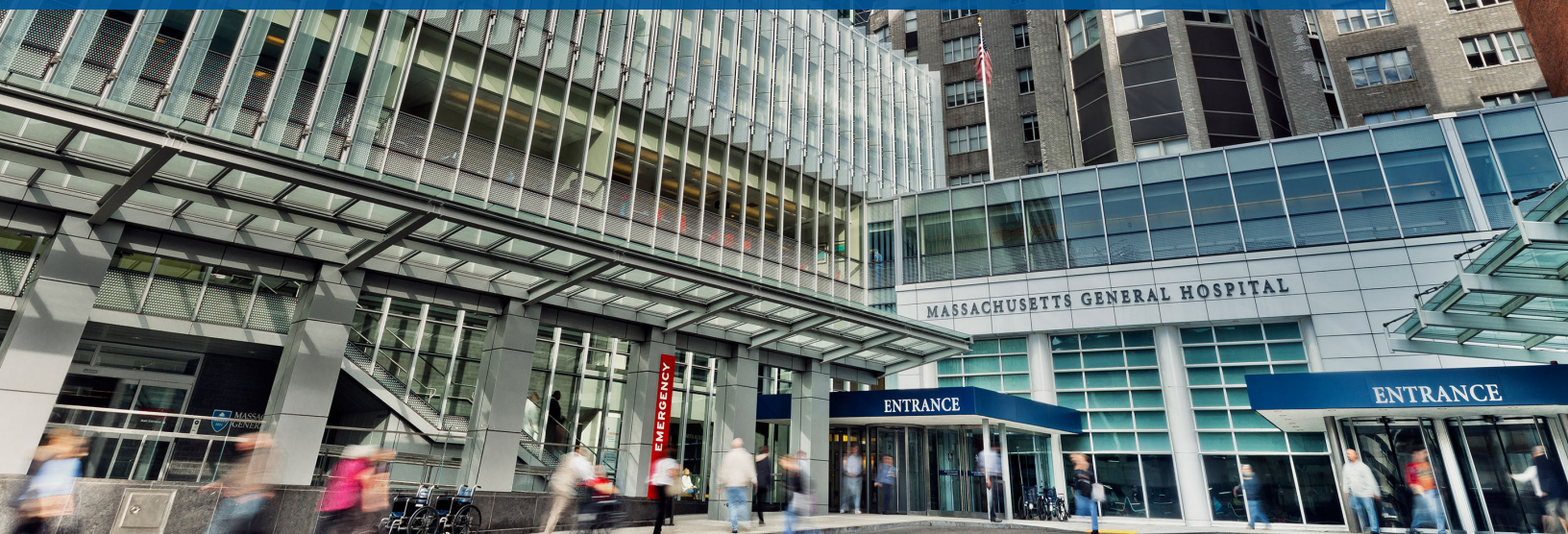


CASE STUDY

Improving Patient Experience

at Massachusetts General Hospital



MASSACHUSETTS
GENERAL HOSPITAL

How one of the best hospitals in the U.S. **improved patient experience** with cultural competency training from the experts at **Quality Interactions**.

Key Facts

Data showed

Before contracting with Quality Interactions, surveys indicated that minority patients believed they received lower quality care at MGH.

A solution

Approximately 2,500 clinical and non-clinical staff at MGH participated in Quality Interactions cultural competency training.

The result

Post-training survey results showed dramatic improvements in minority patient experience and physicians' understanding of cultural competency.



Summary

Massachusetts General Hospital (MGH) is a teaching and research hospital located in the racially and economically diverse city of Boston. One of the top hospitals in the U.S., MGH is trusted and renowned across the nation and in its community. But a survey of MGH's patients revealed that minority patients felt they received lower quality of care compared to English-speaking white patients. MGH wanted to connect with minority patients, improve minority patient satisfaction, and increase diversity among its staff.

About MGH

Massachusetts General Hospital (MGH) is consistently ranked as one of the finest hospitals in the country. Home to some of the best physicians and medical teams in the world, MGH provides state-of-the-art medical care. It's also the largest hospital-based research facility in the U.S. and the original teaching hospital of Harvard Medical School.

MGH was founded as a community hospital in 1811 and charged with serving a diverse public, regardless of socioeconomic status. Despite its eminence in the medical field, that purpose is still central to MGH's philosophy and operations. Situated in a diverse city known for its many world-class medical institutions, MGH strives to stand out as a provider of equitable and patient-centered healthcare.

Organizational Challenges

MGH administered a survey to explore patient perspectives about quality, communication, trust, respect and overall experience. The results showed that, compared to English-speaking white patients, minority patients were:

- Less likely to feel welcome at the hospital
- Less likely to believe they received quality care
- More likely to attribute negative experiences to race/ethnicity

MGH identified a disparity in perceived experience among its patients. It needed a framework for measuring, assessing, and addressing the problem.

Why Quality Interactions

MGH was on the leading edge of healthcare organizations seeking to eliminate health disparities in a meaningful way. When it sought a partner in this endeavor, it was looking for a pioneer in the QI Swish-1 industry of cultural competency training.

Created by thought-leaders in the field, Quality Interactions impressed MGH with:

- A proven track record of success
- Top-level assessment tools and content
- Minimal disruption to daily work responsibilities
- Built to train healthcare professionals at scale

A Comprehensive Solution

Quality Interactions provides tailored cultural competency training for healthcare organizations, including assessments, eLearning courses, educational resources, and live training. In collaboration with MGH staff, Quality Interactions developed a strategy to improve minority



Guided by the needs of our patients and their families, Massachusetts General Hospital aims to deliver the very best health care in a safe, compassionate environment; to advance that care through innovative research and education; and to improve the health and well-being of the diverse communities we serve.”

— MGH Mission Statement



patient experience at the hospital.

The approach focused on the foundations of person-centered care and used innovative Test Your Skills™ simulated interactions to practice cross-cultural care in real-life patient cases.

- 1,000 physicians completed CME-accredited cultural competency training within three months
- 1,500 frontline staff completed a two-hour eLearning module that trained staff to recognize how social and cultural backgrounds influence service delivery and others' service experience

After working with Quality Interactions, MGH experienced clear improvements in cultural competency among its staff. Those improvements translated to an increase in positive patient experiences and fewer perceived health disparities.

In recognition of its leadership in the area of cultural competency, **MGH was honored with the inaugural Equity of Care Award** from the American Hospital Association (AHA).



Progress & Success

Quality Interactions cultural competency training has been cornerstone to MGH's success in achieving dramatic improvements in patient experience, and gaining national recognition for their efforts. Quality Interactions training supported MGH staff to:

- Identify and overcome hidden prejudice that impacts clinical decision-making
- Develop a patient-centered approach to care
- Apply strategies to reduce the impact of unconscious bias in clinical settings

With continued effort and unwavering focus on cultural competency, MGH is meeting its obligations to a diverse community, and fulfilling its mission to provide the world's best healthcare in a safe and compassionate setting.

Results

Staff cultural competency

- Physicians demonstrated an average pretest score of 43%, and an average post-test score of 86%
- Over 85% of physicians who completed Quality Interactions training felt they had a better understanding of disparities and cultural competence, and the skills they learned would help them improve care to their patients

Patient perceptions

- Black/African American patients who felt they received equitable care, as compared to most white, English-speaking patients, rose from 75% to 93%
- For Hispanic/Latino patients this number improved from 79% to 91%
- For Asians this number improved from 92% to 97%
- Perceptions of unfair or disrespectful treatment declined

Organizational benefits

- Improved overall patient experience
- Increased understanding and confidence among staff
- National accolades





BE PART OF THE SOLUTION

Quality Interactions can help your organization achieve its **cultural competency goals** with person-centered training, just for you.

Blended learning

Accredited courses

Assessment

Consultation & training

Contact us today

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