

June 2022

Patient Versus Employee Perspective on the Climate of Diversity, Equity, and Inclusion in the Henry Ford Emergency Department

David Asebiode
gv2753@wayne.edu

Follow this and additional works at: https://digitalcommons.wayne.edu/som_srs

 Part of the [Interprofessional Education Commons](#)

Recommended Citation

Asebiode, David, "Patient Versus Employee Perspective on the Climate of Diversity, Equity, and Inclusion in the Henry Ford Emergency Department" (2022). *Medical Student Research Symposium*. 183.
https://digitalcommons.wayne.edu/som_srs/183

This Research Abstract is brought to you for free and open access by the School of Medicine at DigitalCommons@WayneState. It has been accepted for inclusion in Medical Student Research Symposium by an authorized administrator of DigitalCommons@WayneState.

MSRF Report

Title- Patient Versus Employee Perspective on the Climate of Diversity, Equity, and Inclusion in the Henry Ford Emergency Department

Abstract

Background- The Emergency department is a unique environment unlike any other within the healthcare system since it is one of the, if not the only department in our current system where patients regardless of their insurance status, socioeconomic status, ability to pay for services rendered are provided high-quality care. As a result, the ED often reflects many of societies' disenfranchised and marginalized populations. This study takes a deep dive into the perspectives of both patients and Employees regarding how they perceive the overall climate in the ED.

Purpose- The goal of this project is to compare the perspectives of diverse ED patients and employees regarding the culture and climate of diversity, equity, and inclusion (**DEI**) in the ED.

Methods- This is a cross-sectional survey of Henry Ford Hospital Emergency Department patients and employees. Employee surveys were collected via email, while patient tablet-based surveys were collected in person using research assistants. All surveys will be anonymous. Data Analysis- Categorical data are reported as counts and column percentages (N (%)). For categorical variables, univariate two-group comparisons are performed using chi-square tests when expected cell counts are >5 and using Fisher's exact tests when expected cell counts are <5. Multiple comparisons were performed with a Bonferroni p-value correction. Statistical significance is set at $p < 0.05$. All analyses are performed using SAS 9.4 (SAS Institute Inc., Cary, NC, USA)

Results- There are 12 significant findings upon complete data analysis

- 1) Regarding the question "This ER's employees respect all religions and religious preferences"

A p-value of 0.032 suggests that there is a statistically significant difference in proportions between patient and employee responses. With 88% of patients vs 79% of employees agreeing with the above statement.

- 2) This ER's employees do not judge obese patients.

With a p-value of <.001, this suggests that there is a statistically significant difference in proportions between patient and employee responses. With 72% of patients vs 33% of Employees agreeing with the above statement.

- 3) This ER's employees do not judge people with reproductive or sexual health problems.

With a p-value of <.001, this suggests there is a statistically significant difference in proportions between patient and employee responses. With 66% of patients vs 39% of employees agreeing with the above statement.

- 4) This ER's employees provide **the same** quality of care to patients who do not speak English as English-speaking patients.
With a p-value of <.001, this suggests that there is a statistically significant difference in proportions between patient and employee responses. With 85% of patients vs 65% of employees agreeing with the above statement.
- 5) This ER's employees should learn about cultures other than their own to best take care of their patients.
With a p-value of <.001, this suggests there is a statistically significant difference in proportions between patient and employee responses. With 70% of patients vs 93% of employees agreeing with the above statement.
- 6) This ER's employees do not need better training on diversity, equity, and inclusion-related topics, such as cultural sensitivity and how to limit bias.
With a p-value of <.001, this suggests there is a statistically significant difference in proportions between patient and employee responses. With 48% of patients vs 22% of employees agreeing with the above statement.
- 7) This ER's employees have difficult interactions with patients from different cultures than their own.
With a p-value of <.001, this suggests there is a statistically significant difference in proportions between employee and patient responses. With significantly more patients responded "Never, Rarely" than employees (69% vs. 30%)
- 8) 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.
With a p-value of <.001, this suggests there is a statistically significant difference in proportions between employee and patient responses. Significantly more patients responded "Never, Rarely" than employees (79% vs. 50%)
- 9) I have been discriminated against or harassed in this ER **by another patient**
With a p-value of <.001, this suggests there is a statistically significant difference in proportions between employee and patient responses. Significantly more patients responded "Never, Rarely" than employees (94% vs. 29%)
- 10) I have seen discrimination or harassment **against an employee** in this ER **by another employee.**
With a p-value of 0.025, this suggests there is a statistically significant difference in proportions between employee and patient responses. Significantly more patients responded "Never, Rarely" than employees (93% vs. 86%)
- 11) I have seen discrimination or harassment **against an employee** in this ER **by a patient.**
With a p-value of <.001, this suggests there is a statistically significant difference in proportions between employee and patient responses. Significantly more patients responded "Never, Rarely" than employees (84% vs. 17%).
- 12) I have seen discrimination or harassment **against a patient** in this ER **by an ER employee.**

With a p-value of $<.001$, this suggests there is a statistically significant difference in proportions between employee and patient responses. Significantly more patients responded "Never, Rarely" than employees (90% vs. 78%).

Conclusion- As evident by the statistical findings significantly more patients tended to respond "Never Rarely" than employees about having negative experiences or perceptions about the culture within the HFH ED. Based on the findings it is possible employees may see more of what is said and happens behind closed doors compared to patients. Overall, it appears as if patients have a relatively positive view of the ED climate as they seemed to respond favorably to many of these questions. Whereas employees appear to have a grimmer perspective of the realities of the climate in the ED. Analyzing these two perspectives is important. It highlights the fact that although the overall climate within the ED appears to be acceptable, there is more work that can be done to ensure a safe, non-judgmental, inclusive environment is created.