

Interventions to Reduce Racism, Discrimination and Stigma in EDs can Improve Care Experiences

The Study



EQUIP ED partnered with clinical, community and Indigenous leaders in three diverse EDs in British Columbia, Canada, and supported direct care staff to tailor and implement an equity-oriented intervention.

Intervention activities varied in type and intensity at each site. We hoped the intervention would:

- improve patient ratings of care,
- reduce patient experiences of discrimination,
- reduce the number of patients leaving without care completed,
- and decrease staff sick time.

We collected complete surveys from 3,315 patients between 2017 and 2020, and collected administrative data from each site 12 months before and after the intervention.

Two ED sites formed Equity Working Groups. Their equity-oriented strategies included:

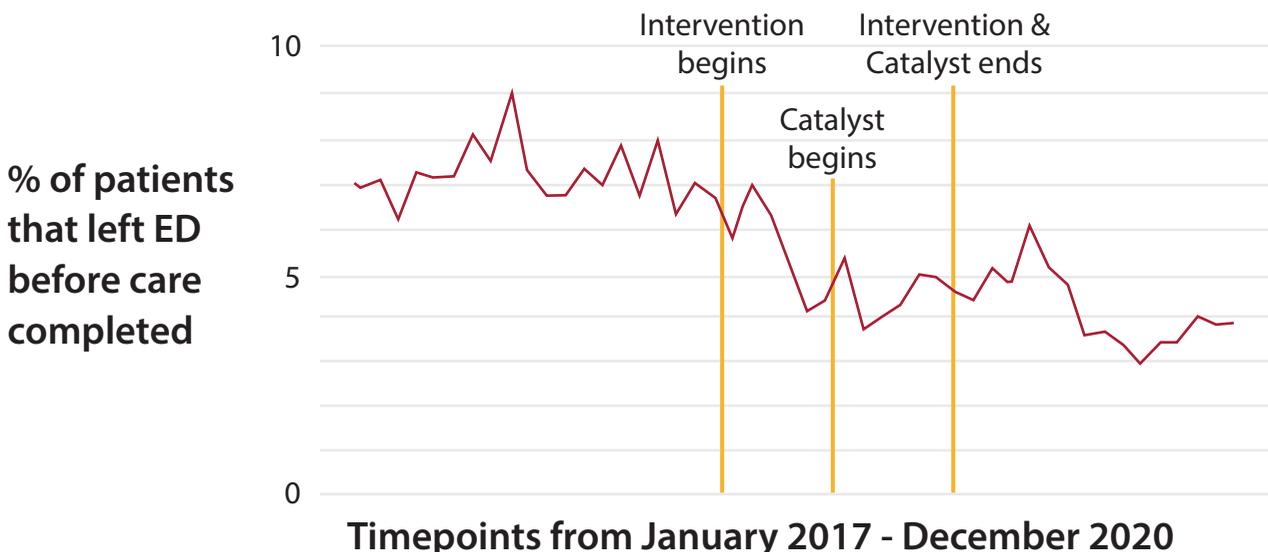
- Improving patient wayfinding and information,
- Partnering with the Indigenous health team to commission & install Indigenous art for the waiting room.

At sites with interventions:

Patient perceptions in quality of care and patient experiences of discrimination in the ED showed trends towards improvement; these were not statistically significant.

At the site with the most intervention strategies completed...

The percentage of patients who left the ED without care being completed significantly decreased!



Certain groups of patients experienced care in significantly different ways.
(People who...)



Identified as
Indigenous



Were
Unemployed

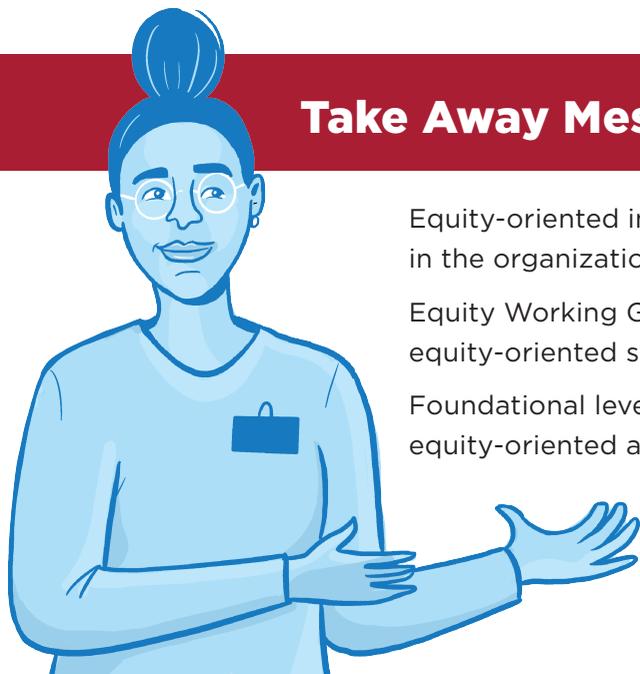


Were
Younger



Experiencing
Financial Strain

**...reported
lower quality
of care at all
time points.**

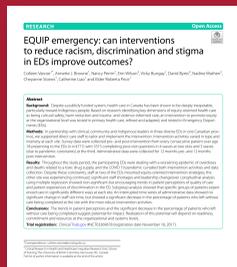


Take Away Messages

Equity-oriented intervention activities should be aligned with related initiatives in the organization.

Equity Working Groups need leadership support to get organized and mount equity-oriented strategies.

Foundational levels of staff and leadership engagement are required for equity-oriented action



For more information on this study, see:

Varcoe, C., Browne, A.J., Perrin, N. et al. EQUIP emergency: can interventions to reduce racism, discrimination and stigma in EDs improve outcomes?. *BMC Health Serv Res* 22, 1113 (2022). <https://doi.org/10.1186/s12913-022-08475-4>

For an “Action Kit” to support implementing equity-oriented care, please visit: <https://equiphealthcare.ca/>

