

# STRATEGIES TO PROVIDE **EQUITABLE CARE** DURING **COVID-19**

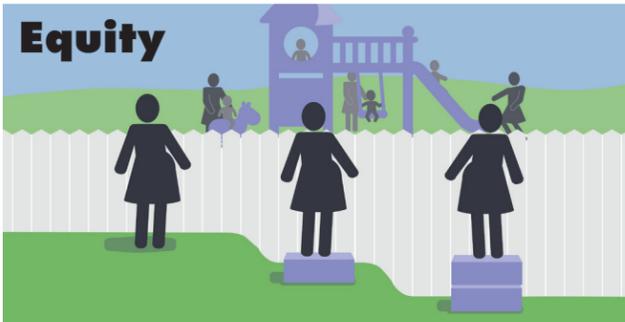
## Health Equity, Defined

When **every person** has the opportunity to attain their **full health potential**. When **no one** is **disadvantaged** from achieving this potential because of social position or other socially determined circumstances.

### Equality



### Equity



### Justice



## Why Racism is Important in COVID-19

### Racism

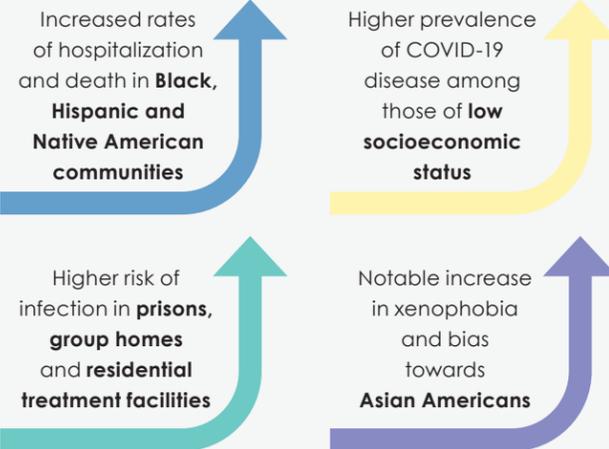
**Social Determinants of Health**  
including access to healthcare, food, housing, and education

**Co-Morbid Conditions**

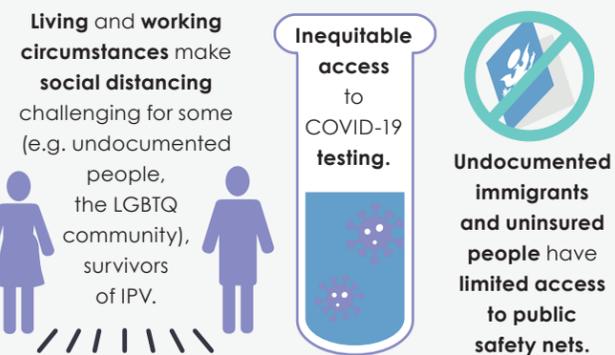
**COVID-19** Incidence & Outcomes

## IMPACTS

### Emerging Inequities in COVID-19



### COVID-Specific Threats to Health Equity



### Challenges Accessing Telehealth

To accommodate social distancing, many health care services are being offered via computer or telephone. Yet, some people may have difficulty accessing services this way (e.g. people with disabilities or people without broadband internet access).

### Stress, time constraints, fatigue and fear

increase the risk of biased behavior among health care providers and among the general public.

## STRATEGIES

### Confront Bias with Proven Upstander Techniques

#### Direct

Directly address biased behavior. Advise the person that their behavior is biased or ask them to clarify their meaning/intent.

#### Distract

Disrupt a biased interaction by mentioning or doing something unrelated. Consider using when there is a concern for violence.

#### Delegate

Ask another person to help you address the biased behavior

#### Delay

Wait until a safer/more appropriate time then address biased behavior

### Increase Access to Community-Based Testing

### Design and Conduct Studies with Community Input and Participation from Inception



**Advocate:** Ask policymakers to ensure that **all pregnant people have access to care**, that **health care workers have the resources they need to stay safe**, and that **pregnant people are included in COVID-19 research**.

### Provide Equitable Care

- Recognize racism is at the root of inequities
- Screen for social determinants of health
- Ask about:
  - ability to safely social distance
  - availability of cleaning supplies
  - access to internet/data for virtual visits
  - Screen more frequently for IPV and safety
- Identify key community resources:
  - Food banks or pantries
  - Housing assistance
  - Infection mitigation supplies (e.g. masks, sanitizer)
  - Intimate partner violence services
- Provide information in the language that your patient speaks, reads, or understands.
- Increase capacity for care for vulnerable populations (i.e. increase provider, nursing, social service resources)

### Remain Vigilant in Collecting Clinical, Quality & Safety Metrics

Data should be stratified by age, race, ethnicity, gender/gender identity, payor, employment status, and preferred language.

Collect **COVID-specific outcomes** such as **testing access** and **hospitalization rates**.