

# Harborview Medical Center UW Diversity Appraisal

October 2004

## **Mission / Background**

Harborview Medical Center is a primary teaching hospital of the University of Washington. It is a comprehensive health care facility with 413 licensed beds that is dedicated to the control of illness, and the promotion and restoration of health. Owned by King County, governed by its thirteen (13) member Board of Trustees, and managed under contract by the University of Washington (UW), Harborview also serves as the only Level I adult and pediatric trauma center for Washington state, and also serves as a regional referral center for Alaska, Montana and Idaho (WAMI). All staff are UW employees and its physicians are members of the UW Physicians practice group.

Delegated by King County, the Board of Trustees ensures that Harborview Medical Center will, within its available resources, give priority to a very diverse patient population that includes: persons incarcerated in the King County Jail; mentally ill patients, particularly those treated involuntarily; persons with sexually transmitted diseases; substance abusers; indigents without third-party coverage; non-English speaking poor; trauma; burn treatment; specialized emergency care; victims of domestic violence; and victims of sexual assault.

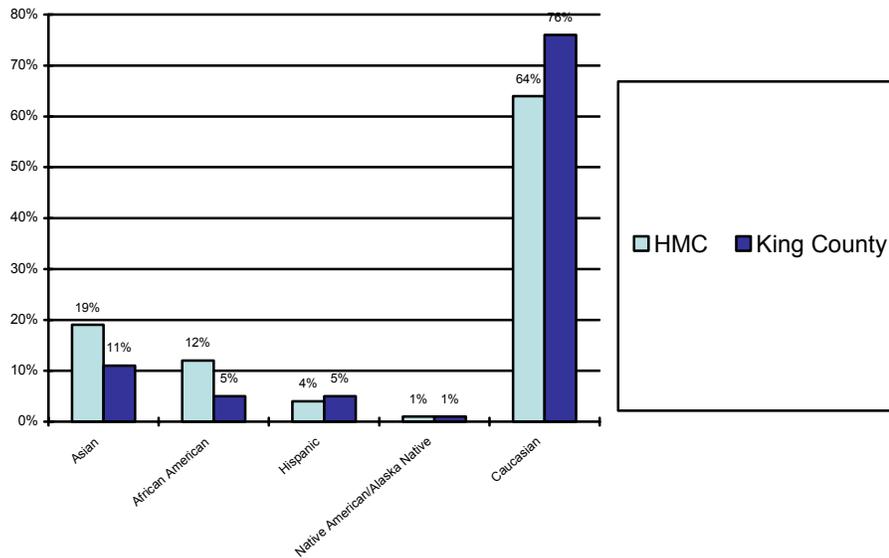
Harborview provides the largest portion of charity care in Washington State. In 2002 Harborview provided \$47,482,000 in charity care, which is more than 30% of all charity care provided in the entire state (2002 Washington State's Department of Health Charity Care Report). This amount increased to approximately \$55,000,000 in FY2004. Harborview is recognized as one of the best safety net hospitals in the country.

Harborview also serves a broad spectrum of patients to maintain a balanced clinical program and fiscal viability. Several of the medical center's nationally renowned specialty programs are vital regional referral centers for patients from all socio-economic walks of life. In addition to the Centers of Emphasis in trauma and burn, Harborview also has Centers of Emphasis for Neuroscience; AIDS/STD; Mentally Ill/Medically Vulnerable; and Advanced Reconstructive and Rehabilitation Services (CARΣR), which includes Orthopedics, Plastic and Reconstructive Surgery, Otolaryngology and Oral/Maxillofacial Surgery and Rehabilitation Medicine.

## **Staff Diversity & Commitment to Cultural Diversity**

Harborview's commitment to cultural diversity begins with its mission and extends throughout every department and program of the medical center. Specific UW employment and personnel policies reinforce the structure and support for our cultural diversity goals. New employee orientation, annual staff competency training and a variety of other education programs on cultural diversity occur throughout the year to reinforce staff cultural competence. At Harborview a supportive environment for staff is encouraged to help individuals work together effectively toward the medical center's mission and goals. The service excellence program promotes a strong sense of team and community that positively embraces diversity. The Cultural Diversity Affairs Council is a hospital employee committee that serves as a resource to the medical center on matters of cultural diversity. It also provides an avenue to receive staff input for identifying any potential cultural barriers within the institution.

## 2004 Staff Ethnicity



## Student Experience

As a key teaching site for the UW Schools of Medicine and Nursing, and Allied Health, Harborview is training at any one time over 300 students from all health disciplines including residents and fellows. These trainees provide care to this economically, ethnically and culturally diverse population that Harborview serves. Forty-nine percent of patients are persons of color and approximately 30% qualify for Medicaid an indicator of poverty and / or severe mental or physical handicaps. As part of delivering services Harborview Medical Center has made extensive efforts to insure that care is culturally appropriate and meets the unique needs of this population. No matter who you are or where you are from, students at Harborview Medical Center will frequently care for patients from vastly different backgrounds than their own.

## Patient Demographics

Harborview is a mission driven organization. Patients presenting for care at the medical center come from all walks of life and represent a culturally and ethnically diverse mix. A full range of programs is offered to decrease the linguistic and cultural barriers to limited English speaking patients seeking care at Harborview. Interpreter services are available 24 hours a day to our patients. The interpreter staff translates and interprets over eighty languages and dialects. Annually the 93,000 interpreter encounters completed represents 104,000 hours of service. Spanish, Somali and Vietnamese comprise 59% of the languages interpreted.

Caseworker Cultural Mediators from the Community House Calls Program (CHCP) serve patients speaking Ahmaric, Cambodian, Oromiffa, Spanish, Somali, Tigrigna, and Vietnamese, providing interpretation, cultural mediation and case management services. Harborview's patients have voluntarily provided the following ethnicity information. The joint UW Health Sciences Library and Harborview's CHCP education program, EthnoMed, provides information about cultural beliefs, medical issues and other related issues pertinent to the health care of recent immigrants to Seattle or the US, many of whom are refugees fleeing war-torn parts of the world.

## Patient Ethnicity for Fiscal Year 2004

| Ethnicity       | FY 2004 (7/1/03 - 6/30/04) |                |                |             |
|-----------------|----------------------------|----------------|----------------|-------------|
|                 | Inpts                      | Outpts         | Total          | % Total     |
| Caucasian       | 12,767                     | 233,533        | 246,300        | 51%         |
| Black           | 2,645                      | 124,064        | 126,709        | 26%         |
| Asian           | 1,198                      | 41,991         | 43,189         | 9%          |
| Hispanic        | 1,158                      | 29,950         | 31,108         | 6%          |
| Uncoded         | 863                        | 30,878         | 31,741         | 7%          |
| American Indian | 455                        | 7,244          | 7,699          | 2%          |
| <b>Total</b>    | <b>19,086</b>              | <b>467,660</b> | <b>486,746</b> | <b>100%</b> |

### **Priority Patient Report**

Harborview provides an annual Priority Patient Report to the community. This report validates Harborview service activity to its priority mission populations. The following are some of the many services that were provided in 2003.

**KING COUNTY JAIL INMATES:** Harborview provides health care to inmates of King County's detention centers as well as to anyone in the custody of other King County law enforcement agencies.

**MENTAL HEALTH:** Harborview remained the largest provider of inpatient mental health services in King County. Inpatient mental health beds maintained a 93% occupancy rate throughout the fiscal year. The Psychosocial Consultation Service provides consultation with diagnosis and medication recommendations, behavior challenges, suicide-risk assessment, patient or family illness coping, brief chemical dependency interventions and information about psychiatric or chemical dependency resources. Harborview offers a comprehensive approach to treating mental illness and provides a full complement of outpatient mental health programs.

**SEXUALLY TRANSMITTED DISEASES:** A national resource for issues related to sexually transmitted diseases, including HIV/AIDS, patients are treated onsite at the Madison Clinic. In conjunction with the Public Health Seattle/King County's STD Clinic, patients receive comprehensive and interdisciplinary care. The two clinics are part of the UW Center for AIDS and STD. Additional information provided in the Center of Emphasis section of this report.

**SUBSTANCE ABUSE:** Approximately 50% of patients admitted to medical, surgical and psychiatric units at Harborview have current or past histories of drug or alcohol problems. Harborview provides a wide spectrum of services to individuals with substance-related disorders. Its chemical dependency professionals are available on clinical teams throughout the medical center. The Addictions Program provides outpatient outreach, screening, assessment, referral and treatment services to individuals with primary chemical dependency issues and individuals with co-concurring chemical dependency and psychiatric disorders, referred from the medical center and the community.

**INDIGENTS WITHOUT THIRD-PARTY COVERAGE:** Harborview is committed to providing quality health care (outpatient, inpatient and respite care) to the King County's most vulnerable populations, regardless of their ability to pay. Along with community clinics, Health Care for the Homeless, Public Health Seattle/King County and other community-based organizations, Harborview provides a safety net for the uninsured, homeless and/or low income populations. Harborview's Pioneer Square Clinic delivers primary and mental health care to low-income people and the downtown Seattle homeless populations. During FY2003, the Pioneer Square Clinic had a total of 11,621 patient visits.

Limited English-speaking underserved patients: Non-English speaking underserved patients accounted for 707 inpatient discharges and 39,422 outpatient visits during FY2003. For many individuals Harborview remains one of the most welcoming and safest environments in which to receive health care that is not only of the highest quality, but also culturally comfortable. In addition to Harborview's interpreter services and Community House Calls Program, the International Medicine Clinic and the Refugee and Immigrant Health Promotion Program are examples of culturally specific and sensitive health care delivery programs. Multidisciplinary teams help patients manage such chronic medical problems as diabetes and hypertension. Medical professionals with expertise in health care practices from around the world practice and provide care to more than 50 different ethnic groups.

**VICTIMS OF DOMESTIC VIOLENCE:** Victims of domestic violence are seen in all areas of patient care. Harborview's social workers are trained to assess the needs of victims of domestic violence and to provide confidential and appropriate advocacy and referral services. The Social Work Department tracks domestic violence referrals including those from limited English-speaking populations.

**VICTIMS OF SEXUAL ASSAULT:** Founded in 1973 the Center for Sexual Assault and Traumatic Stress' mission is to prevent and counter the harmful effects of traumatic experiences on victims, families and the community. These experiences include sexual and physical abuse and neglect of children, rape, sexual harassment, violent crime, accidents and disasters. Harborview manages the Children's Response Center, a program that serves children and families impacted by sexual assault and other traumatic events who reside in east and north King County.

**TRAUMA:** As the only Level I adult and pediatric trauma center in the WAMI region, Harborview staff is dedicated to providing the highest level of definitive care around-the-clock to the severely injured. Harborview also provides leadership in injury prevention programs, teaching, community outreach and education. Additional information provided in the Center of Emphasis section of this report.

**BURN:** The UW Medicine Burn Center at Harborview is nationally recognized as one of the leading burn centers in the country and serves as a referral center for severely burned residents of the WAMI region. It has received national verification by the American College of Surgeons / American Burn Association as a Regional Burn Center. During FY2003, 476 patients were discharged from the inpatient burn service. Additional information provided in the Center of Emphasis section of this report.

### **Centers of Emphasis**

Core to the medical center's patient care, teaching and research mission, Harborview has six Centers of Emphasis. An integrated structure enhances the coordination of care, speaks to the needs of the community, and is important for the financial viability of the institution.

**TRAUMA:** In 2004 HMC over 5,500 trauma victims were admitted. Over 80% of these are blunt force injuries. This makes the program one of the largest in the country. The program provides state of the art treatment from every surgical specialty, inpatient and outpatient rehabilitation and injury prevention. The Trauma Program at Harborview is internationally recognized as a premier clinical, research and academic program.

**BURN:** The University of Washington Burn Center at Harborview celebrates its 30<sup>th</sup> anniversary this year. As a regional resource for WAMI it is one of the largest burn centers in the United States and has cared for more than 10,000 patients since it opened in 1974. More than 500 patients are admitted annually; about one third are less than 18 years of age. Ninety percent of these patients return to their previous life style within a year of their injuries due to the treatment techniques and advances in therapy developed at Harborview over the past 30 years.

**NEUROSCIENCE:** The Department of Neurological Surgery offers a comprehensive and multi-disciplinary approach to complex neurosurgical problems, such as tumors, degenerative diseases, vascular lesions, epilepsy, spinal anomalies, peripheral nerve disorders and developmental defects. The department ensures patient's uncompromised care and the most advanced facilities and technology.

AID/STD: Since 1985, Harborview has been committed to providing medical care and services to men and women with sexually transmitted diseases (STD) such as HIV. Housed at Harborview, the University of Washington's Center for AIDS is a premier program recognized its research and training activities. Experienced AIDS/STD physicians and health-care specialists deliver integrated medical care, which includes subspecialty care, as well as social services to coordinate complex patient needs.

Currently, the Madison Clinic is the single largest provider of AIDS care in King County. New patients are often referred through local AIDS organizations. Located at Harborview the Seattle-King County Public Health STD Clinic provides comprehensive care including screening, treatment and education.

MENTALLY ILL/MEDICALLY VULNERABLE: One of Harborview's newest Centers of Emphasis specializes in Dual and Triple Diagnosis of Mental Illness, Substance Abuse and Chronic medical disease. Insufficient access to health care services for this particularly vulnerable population is a national problem. Demonstrating an effective care model optimally positions the medical center for national grants. Establishing a regional plan to improve access, as well as creating a forum for national conferences promotes a greater awareness and cooperative approach for addressing this critical issue.

CENTER FOR ADVANCED RECONSTRUCTIVE AND REHABILITATION SERVICES (CARΣR): The *US News and World Report* listed UW/Harborview in the top ten list of Orthopedic services in the country and top three in Rehabilitation Medicine. Orthopedics, Plastic and Reconstructive Surgery, Otolaryngology and Oral/Maxillofacial Surgery and Rehabilitation Medicine work in a unique multidisciplinary approach to provide state of the art reconstruction, reimplantation and rehabilitative services to patients.