

Open School

Video Activity: How can improving care for minorities improve health for all?

(<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/Activities/TanMcGrory-CareForAll.aspx>)

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Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the [video](#) together (1 min 18 sec).
- As a group, discuss your reactions to the video, using the discussion questions as a guide.

Learning Objectives

At the end of this activity, you will be able to:

- Discuss one example of a program targeting minority patients.
- Explain why targeted programs can improve care for all patients.

Description

Many communities around the world are becoming more diverse, and health systems are working to provide culturally competent care to all populations equitably.

In this video, Aswita Tan-McGrory, MBA, MSPH, Deputy Director of the Disparities Solutions Center at Massachusetts General Hospital, describes a program that improved care for Spanish-speaking patients with diabetes. You can learn more about the Chelsea Diabetes Management Program [here](#).

Related IHI Open School Online Courses

- [TA 101: Introduction to Population Health](#)
- [TA 102: Improving Health Equity](#)
- [QCV 100: An Introduction to Quality, Cost, and Value in Health Care](#)

Key Topics

Equitable care delivery, Quality improvement, Person- and family-centered care, Prevention and wellness

Facilitator, show [the video on this page](#). For your group's discussion after the video, feel free to adjust these questions and/or add your own.

Discussion Questions

- 1.** Why would improving care for English-speaking patients not necessarily improve care for Spanish-speaking patients?
- 2.** Have you worked with patients or people from minority backgrounds before? How did you and your team tailor the care to their needs and culture?
- 3.** What roles would an interprofessional care team need to implement a culturally competent diabetes management program?