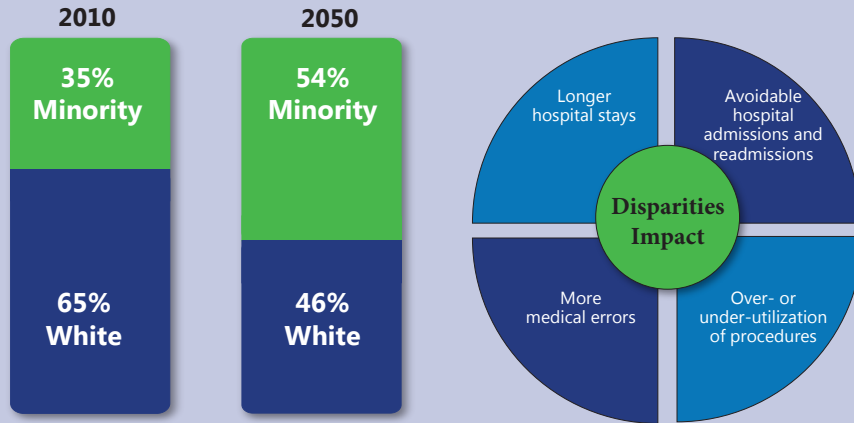


## HOSPITALS MAKING PROGRESS ON HEALTH CARE DISPARITIES

### Changing U.S. Demographics and the Impact of Health Care Disparities



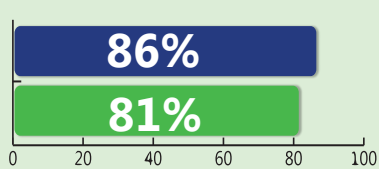
### 2013 Diversity and Disparities Survey

The survey highlights advancements made in cultural competency training, working with diverse patient populations and the collection of race, ethnicity and language (REaL) data.

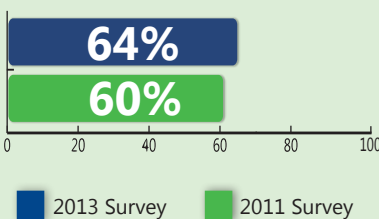
For a copy of the full survey results, go to [HPOE.org](http://HPOE.org)

### Increased Cultural Competency Training

#### Staff Education



#### Diversity Training



### More Work Needed in Leadership Diversity



### Progress Toward Working with Diverse Patients

**64%** Collecting feedback from diverse patient populations.  
Up from 59% in 2011

**87%** Translating health-related documents into different languages.  
Up from 80% in 2011

**66%** Collecting patient language needs.  
Up from 61% in 2011

### Collection of REaL Data Is Increasing

