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# Building Capacity Through Diversity in Health IT Education

Session 416, March 8, 2018, 2:30 PM

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# COMMITMENT

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# Conflict of Interest

Rachelle Blake, PA, MHA

Has no real or apparent conflicts of interest to report.

# Conflict of Interest

Cheryl Campbell

Has no real or apparent conflicts of interest to report.

# Agenda

- Welcome and Introduction: The Mission, Objectives and Goals of the HIMSS African American Special Interest Group and their efforts to Increase Diversity in the Workplace and the HIMSS AA-SIG Survey Results (10 minutes)
- Essential Conversation Part I: (20 minutes)
  - Essential Conversation Part I: Discussion of participants' collegiate and workplace experiences with diversity and gender equality in the healthcare IT workplace
  - Identification of diversity tools and resources participants currently use to build capacity within organizations through proactive health information and technology and use networks of resources, industry connections, and support partners to aid in diversity measures in the workplace
- Education, Engagement and Developing Technologies in Diverse Communities, including Tools, Resources and Networking Opportunities to Help Build Capacity and Diversity (10 minutes)
- Essential Conversation Part II: (20 minutes)
  - Applying lessons learned from the HIMSS AA survey targeted towards health IT professionals that will also enhance diversity in the workplace setting; strengthening, diversifying the health IT workforce; and encouraging the spread of health IT through inclusionary practices
  - Strategies for using health IT to reach targeted communities and at-risk health populations, and Dialogue and Action Planning: Contributing to Capacity-Building in Your Organization and Using Information and Technology to Increase Health Care Access, Improve Systems, and Diversify the Health IT Workforce

# Learning Objectives

- Identify 3 programs to develop the skills of health IT professionals, strengthen and diversify the health IT workforce through inclusionary practices, and encouraging the spread of health IT leading to an increase in health care access, system improvement, and enhancing a diverse health IT workforce
- Apply lessons learned from the HIMSS AA survey targeted towards health IT professionals that will also enhance diversity in the workplace setting for health IT professionals in the areas of certification, mentoring and continuing education
- Identify two educational or other resources or tools, which provide an alternative to traditional face-to-face encounters and increase patient engagement, that can be used to connect underserved communities to interdisciplinary staff and other social needs determinants that decrease barriers to care

# Learning Objectives

- Discuss education and engagement techniques for a diverse health IT community through low-cost, low-bandwidth, interactive technologies and applications, so that health IT professionals can reach targeted communities and at-risk health populations
- Explain how you can benefit from diversity tools and resources to educate yourself and others, and move forward to build capacity in your organization through proactive health information and technology utilizing a network of resources, industry connections, and support partners

# Introduction

- You can help your organization develop, strengthen and diversify its health IT workforce through inclusionary practices, interdisciplinary skill assessment and building, and continuous educational analysis/improvement processes.
- Based on a HIMSS African-American SIG survey conducted in 2017, health IT professionals have responded that education, whether from a small community college, large university, or historically black college and university plays a large role in the ability of an individual to be successful in one's career. Pursuing continuing education, certification or even on-the-job training can have a significant impact on career success.
- Ensuring diverse professionals are educated and appropriately skilled, finding the right candidate, and preparing yourself/staff members for job progression through tools, technology and resources, especially geared towards heightening a diverse workforce, are all topics we will explore in today's dynamic and interactive session.

# HIMSS African American Special Interest Group

## Mission

- To advance knowledge and decrease disparities within the African-American community utilizing health information technology in the delivery of healthcare, EHR adoption and patient engagement.

## Goals

- To build a foundation within healthcare information technology through tools and resources that will support improving the patient experience, the quality of care, and the health of the African-American population, along with reducing the costs of health care.

## Main Objectives of the HIMSS through the AA-SIG

- **Patient engagement through technology enabled solutions.** To achieve this objective, the HIMSS AA-SIG needs the support of a diverse clinician and interprofessional healthcare IT workforce. If technology-enabled solutions are not used and supported by and within the communities that need them, can also widen the chasm for healthcare disparities.
- **Community partnerships through healthcare IT industry connections.** The HIMS AA-SIG works to develop education, information, resources and partnerships to contribute to enable the health IT workforce and ultimately improve public health outcomes. We help our members contribute to developing, supporting and optimizing innovative approaches for deployment and adoption of patient engagement solutions for at-risk populations by building collaborative community partnerships.

# Essential Conversation Part I:

- Essential Conversation Part I: Essential Conversation Part I: Discussion of participants' collegiate and workplace experiences with diversity and gender equality in the healthcare IT workplace
- Identification of diversity tools and resources participants currently use to build capacity within organizations through proactive health information and technology and use networks of resources, industry connections, and support partners to aid in diversity measures in the workplace

# The HIMSS AA-SIG Survey

- The purpose of this survey was to gain insights from members of the African American Special Interest Group (AA SIG) regarding their formalized collegiate training and preparation in health IT
- Of particular interest was whether those who attended and graduated from a historically black college or university (HBCU) had a different experience from those who attended a non-HBCU institution
- The survey also sought feedback from respondents concerning the positive and negative aspects of their experiences at their respective institutions as well as changes that they would like to see in collegiate health IT programs in the future
  - Respondents were given the opportunity to recommend changes to health IT training/preparation at institutions for individuals entering the field
  - Respondents were also asked about the role of IT at their current workplace

## The HIMSS AA-SIG Survey (cont'd)

- A total of 67 individuals participated in the survey from the AA-SIG
- Data collection occurred via web survey between April 2017 and Mid-May 2017
- Survey participants were asked to provide some basic demographic information about themselves:
  - The large majority of responses (87.6%) received came from those who were over the age of 35, primarily from the 35-50 age group (53.8%); respondents over the age of 50 represented the next largest group (33.8%)
  - Approximately two-thirds of the respondents were female, one-third were male

## The HIMSS AA-SIG Survey (cont'd)

- There was a fairly even distribution of respondents in terms of worksite, with those working for providers, vendors and “other” organizations each making up about 1/3 of the responses.
- Non-clinicians tended to be better represented in the survey responses -- 68% of them came from non-clinical settings – most of which worked in IT or a related field.
  - Of the clinicians who responded (n=23), the vast majority came from the field of nursing (n=19).
- A significant majority of respondents graduated college more than 10 years ago (85%), and nearly three-quarters had 5 or more years of experience in IT. These data points tend to align with the age of the respondents.
- Notably, only 18% (n=12) of respondents graduated from an HBCU.
  - While we should be cautious about inferring that these responses are representative of the experiences across all HBCU graduates, enough responses were received to at least provide some directional information for those who attended an HBCU.

## The HIMSS AA-SIG Survey (cont'd)

- Respondents were asked to rate their level of satisfaction with the health IT training from their academic institution
  - In general, respondents tended to be moderately satisfied with the health IT training they received at their academic institution.
  - Those graduating from an HBCU tended to be less satisfied with their health IT training than those who attended a non-HBCU institution.
  - Among worksites, those working in provider organizations tended to be less satisfied with the level of health IT training than either of those working for vendors or those working at worksites classified as “other”.
- Respondents were given an opportunity to share the most positive and most challenging aspects of their health IT training at the academic institution from which they graduated

## The HIMSS AA-SIG Survey (cont'd)

- Follow up questions to the survey were disseminated to the AA-SIG in November 17 regarding challenges in career progression and advancement related to ethnicity or gender, current diversity initiatives in place, workplace resources available and support systems in place.
- Results of the survey showed that SIG members do face challenges in their career progression and advancement related to gender/ethnicity, there are minimal workplace resources available, and there is a need for additional resources to be put in place, such as HIMSS' mentorship program, but with an emphasis on diversity.

## Essential Conversation Part II:

- Applying lessons learned from the HIMSS AA survey targeted towards health IT professionals that will also enhance diversity in the workplace setting; strengthening, diversifying the health IT workforce; and encouraging the spread of health IT through inclusionary practices
- Strategies for using health IT to reach targeted communities and at-risk health populations, and Dialogue and Action Planning: How You Can Contribute to Capacity-Building in Your Organization and Help Use Information and Technology to Increase Health Care Access, Improve Systems, and Diversify the Health IT Workforce

## Questions/Comments

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