

Reported Experience with Discrimination in the Health Care System

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Summary

People of color in Ohio experience significant disparities in health. This survey seeks to provide a view into the discrimination that people of color and others experience while receiving medical care, generally and in hospitals. Beginning in June of 2021, UHCAN Ohio, the Northeast Ohio Black Health Coalition, the Ohio Unity Coalition, and the Multiethnic Advocates for Cultural Competency released a survey asking about people's experience with discrimination in the health care system. The survey asked about people's experience with discrimination in health care settings, the perceived reason for the discrimination, and their response to the discriminatory experience.

Respondents identifying their race as Black were more likely to report discrimination in both the hospital and general medical setting. Reported discrimination included treated with less courtesy or respect than other people; receives poorer service than others in the medical treatment areas; your symptoms are dismissed; and you are not provided with the same tests as others. Effects by race and gender identity were intersectional; Black females were most likely to report experience with discrimination. One of the more dramatic findings is the frequency with which females reported experience with having their symptoms dismissed (58% Black and 52% white in comparison to white males 20%). People had multiple reactions to their experiences - the most common reaction was "did not return for future appointments" (24%), followed by "accepted it as a fact of life" (22%), and "talked to someone about their feelings" (21%). Filing a complaint was a more limited response (15%).

Discrimination in the health care setting was not a rare experience for the respondents and was common for people of color and women. In order to address discrimination, it will be critical health care systems to include those who are closest to the injustice; those subject to discrimination have an independent understanding of the problem and have employed coping and survival strategies for decades. Authentic efforts to address structural racism include collaboration with ground level, Black community members to design and implement antiracist initiatives and demonstrate commitment, transparency and accountability to the community. Transparency should include open sharing of limitations, biases, goals, and the outcomes that matter.

Introduction

People of color in Ohio experience significant disparities in health.ⁱ The differences in infant mortality between white mothers and Black mothers is only one of countless examples where people of color are more likely to possess disease risk factors and poorer health outcomes.ⁱⁱ Racism is a significant driver of health disparities.ⁱⁱⁱ Institutional and structural racism is responsible for the social determinants of health that are the proximal causes of differences in health outcome.^{iv} Structural racism is “racism that is embedded in laws, policies, and institutions and provides advantages to the dominant racial group while oppressing, disadvantaging, or neglecting other racial groups”.^v Redlining, biased employment practices, school segregation and other racist policies have created differences based in race. Unfortunately, the health care system has been a direct perpetrator of racist action and policies. Segregation was not ended in hospitals until 1965; it was the funding tied to Medicare that forced many hospitals to allow Black patients.^{vi}

There are both explicit and implicit signs that racism still plays a role in the delivery of health care. Just this year, the American College of Gynecology and Obstetrics removed race from medical algorithm used to guide doctors in which women should be guided towards a vaginal birth or a cesarean birth after a previous cesarean section^{vii}. The National Kidney Foundation and the American Society of Nephrology have determined to remove race from an algorithm used to estimate kidney function; however, they have yet to replace it with an algorithm that is unbiased racially.^{viiiixxiixiiiixiv} In paper published in the NEJM, ten medical algorithms (including the two mentioned) were identified where race is an explicit factor.^{xv} Direct inclusion of race is not the only way in which medical decisions can be racially biased, e.g., algorithms that utilize prior utilization data can be racially discriminant because of the racial association with diminished access to care.^{xvi}

This survey seeks to provide a view into the discrimination that people of color and others experience while receiving medical care, generally, and in hospitals.

Methods

Beginning in June of 2021, UHCAN Ohio, the Northeast Ohio Black Health Coalition, the Ohio Unity Coalition, and the Multiethnic Advocates for Cultural Competency released a survey asking about people’s experience with discrimination in the health care system. The survey asked about people’s experience with discrimination in various settings, the perceived reason for the discrimination, and their response to the discriminatory experience (Appendix A). The survey did not identify a specific interest in racial or other form of discrimination. The survey asked basic demographic questions on race, ethnicity, sexual orientation and gender identity, age, income, and source of health insurance. The questions on experience with discrimination and on how people reacted to their experience were adapted from Dr. David R Williams published work.^{xvii} Demographic questions were adapted from the US Census for 2020.^{xviiiixxxx}

The survey was published using SurveyMonkey with four distinct URLs generated for distribution. Partners shared the URL as a link or QR code through newsletters and e-mail that reached a predominately Ohio audience but there were no limits on who could respond. Organizations and individuals were encouraged to share the survey with all who might be interested. Approximately 45 surveys were collected in person at five community festivals in Toledo. In those cases, respondents were given an iPad where they could use the survey link to complete the survey. In these venues, respondents were entered in a drawing for a gift card, otherwise no incentives were provided for completing the survey.

Respondents were permitted to skip any question. Respondents could answer the survey for themselves, a child or grandchild, a parent or grandparent, a spouse or partner, or someone else they helped receive health care. A respondent answering from their own experience also had the opportunity to answer the questions a second time for someone else. Data collection occurred between 11 May 2021 and 14 September 2021.

Analysis was accomplished using SAS[®] to provide counts and cross tabs.

Results

876 people responded to the survey and 185 of those respondents provided additional answers for another person. These answers were combined to provide responses based on 1061 people's experiences.

The people responding to the survey reported experience with discrimination in both the medical system and hospitals. For the medical system, the most common experience was "People think you are not smart" and the least common experience was "You are threatened or harassed". (Table 2)

There were relatively few respondents (n=33) that reported a racial identity that did not include white or Black, those respondents reported similar experience to Black respondents in the frequency of experience with discrimination. (Tables 3 and 4)

Respondents reported as Female (483) or Male (N=156). People reporting as non-binary (N=9) were consistently more likely to report discrimination across all categories in medical settings and hospital. Females more frequently reported discrimination than males for all categories except "People act as if they are afraid of you." (Tables 5 and 6)

Effects by race and gender identity were intersectional; for most categories and settings, Black females were most likely to report experience with discrimination. (Tables 7 and 8) People reporting as Black males were more likely to report that "People act as if they are afraid of you." (20% Black men in comparison to 6% of white men). One of the more disparate findings is the frequency with which females both Black and white reported experience with having their symptoms dismissed (58% Black and 52% white in comparison to white males 20%).

Age did not appear to have a consistent trend in the frequency with which people reported experience with discrimination. (Tables 9 and 10)

People with ACA or Medicaid insurance or no insurance were more likely to report discriminatory experience for most categories than other insurance types. (Tables 11 and 12) People with ACA insurance (14%) or Medicaid (14%) were less likely to report that they were treated better or the same as everyone else in comparison to those with employer-based insurance (21%) or Medicare (22%).

As income increased, people were less likely to report experience with discrimination in either the hospital or general medical setting. (Tables 13 and 14) Given the income dependency for Medicaid and ACA health insurance, income and health insurance status are intertwined.

Only 36 respondents reported Hispanic ethnicity. People with Hispanic ethnicity were more likely to report experience with discrimination with a few exceptions in the hospital setting. (Tables 15 and 16)

People reporting as heterosexual were less likely to report experience with discrimination but were not the most likely to report being treated better or the same as everyone else. (Tables 17 and 18) There were too

few respondents to allow cross tabs by sexual orientation, race and gender which may have allowed a better understanding of the data.

For Black Men and Women, race was the predominant perceived reason reported as the cause for the discrimination (Table 19). Black females (61%) and Black males (59%) reported race as the most common perceived reason for discrimination, while white females (7%) and white males (10%) rarely reported race. Females reported age (Black 26%, white 30%) as a perceived reason for discrimination in comparison to Males (2%). Females also frequently reported gender (Black 18%, white 31%) as a perceived reason for discrimination. Black males reported ethnicity (37%) and age (25%) as the most common perceived reasons for discrimination after race, while white males reported insurance (18%) and age (16%).

People had multiple reactions to their experiences. (Table 20) The most common reaction was “did not return for future appointments” (24%), followed by “accepted it as a fact of life” (22%), and “talked to someone about their feelings” (21%). Filing a complaint was a more limited response (15%).

Table 1: Person for Whom Experience Was Reported

	N	%
Self	798	76
Adult child or grandchild	3	-
Minor child or grandchild	11	1
Parent or grandparent	17	2
Partner or Spouse	10	1
Someone I help get care	217	21

Missing=5

Table 2: Percent Reporting Discrimination in a Medical Setting

	All of the time	Most of the Time	Some of the time	Rarely	Never	No Response
	%	%	%	%	%	%
Treated with less courtesy or respect than other people	2	8	34	28	13	14
People act as if they think you are not smart	4	12	35	20	14	14
People act as if they are afraid of you	1	5	17	25	36	15
Threatened or harassed	0	2	10	25	48	15
Denied care or provided inferior medical care	2	7	24	21	32	14
Receive poorer service than other people at the hospital's or medical center's non-treatment areas (e.g., restaurants or stores)	3	9	24	22	27	15

N=920

Table 3: Percentage Reporting Discrimination in Medical Setting by Race

	Black N=426	Other N=33	White N=194	No Race ID N=468
Medical Setting. People Treat You with Less Courtesy	%	%	%	%
All/Most/Some of the Time	60	55	37	15
Rarely/Never	39	45	63	20
No Response	1	.	1	66
Medical Setting. People act as if they think you are not smart				
All/Most/Some of the Time	65	61	51	18
Rarely/Never	34	36	48	16
No Response	1	3	1	66
Medical Setting. People act as if they are afraid of you				
All/Most/Some of the Time	34	36	11	11
Rarely/Never	65	61	88	24
No Response	1	3	1	66
Medical Setting. You are threatened or harassed				
All/Most/Some of the Time	15	18	8	6
Rarely/Never	83	76	91	28
No Response	1	6	1	66
Medical Setting. You are denied care or provided inferior medical care				
All/Most/Some of the Time	42	48	35	11
Rarely/Never	57	52	64	24
No Response	1	.	1	66
Medical Setting. You receive poorer service than other people at the hospital's or medical center's non-treatment areas (e.g. restaurants or stores)				
All/Most/Some of the Time	50	48	27	11
Rarely/Never	49	48	72	23
No Response	1	3	1	67

Table 4: Percentage Reporting Discrimination in the Hospital by Race

	Black N=426	Other N=33	White N=194	No Race N=408
	%	%	%	%
Treated with less courtesy or respect than other people	48	39	27	4
Receives poorer service than others in the medical treatment areas	38	45	23	4
Receives poorer service than other people in non-treatment areas – e.g., the hospital's restaurant/cafeteria, stores/gift shops, and parking lot	22	27	10	2
People act as if they think you are not smart	46	42	38	5
People act as if they are afraid of you	17	18	7	1
You are threatened or harassed	8	15	4	1
You receive less attention than others	43	45	23	4
Your symptoms are dismissed	54	52	46	4
You are not provided with the same tests as others	23	21	15	2
You are not provided with the same treatment as others	26	27	15	3
You are treated better or the same as everyone else	17	15	25	5

Table 5: Percentage Reporting Discrimination in Medical Setting by Gender Identity

	Female	Male	Non-Binary	Other	Prefer Not to Say	No Gender Identity
	N=483	N= 156	N=9	N=3	N=2	N=406
	%	%	%	%	%	%
Medical Setting. You are treated with less courtesy or respect than other people						
All/Most/Some of the Time	55	44	100	.	.	15
Rarely/Never	45	54	.	100	100	19
No Response	1	2	.	.	.	66
Medical Setting. People act as if they think you are not smart						
All/Most/Some of the Time	63	49	100	100	.	18
Rarely/Never	36	49	.	.	100	16
No Response	1	1	.	.	.	66
Medical Setting. People act as if they are afraid of you						
All/Most/Some of the Time	26	28	44	67	.	11
Rarely/Never	73	69	56	33	100	23
No Response	1	3	.	.	.	66
Medical Setting. You are threatened or harassed						
All/Most/Some of the Time	13	12	33	.	.	6
Rarely/Never	86	85	67	100	100	27
No Response	1	3	.	.	.	66
Medical Setting. You are denied care or provided inferior medical care						
All/Most/Some of the Time	41	33	89	67	.	11
Rarely/Never	59	64	11	33	100	23
No Response	.	3	.	.	.	66
Medical Setting. You receive poorer service than other people at the hospital's or medical center's non-treatment areas (e.g., restaurants or stores)						
All/Most/Some of the Time	45	35	78	.	.	11
Rarely/Never	54	63	22	100	100	22
No Response	1	3	.	.	.	67

Table 6: Percentage Reporting Discrimination in Hospitals by Gender Identity

	Female N=483	Male N=156	Non- Binary N=9	Other N=3	Prefer Not to say N=2	No Response N=406
	%	%	%	%	%	%
Treated with less courtesy or respect than other people	42	35	78	67	.	4
Receives poorer service than others in the medical treatment areas	36	25	56	.	.	4
Receives poorer service than other people in non-treatment areas - for example the hospital's restaurant/cafeteria, stores/gift shops, and parking lot	20	13	11	.	50	2
People act as if they think you are not smart	46	35	78	100	.	5
People act as if they are afraid of you	13	16	11	67	.	1
You are threatened or harassed	7	4	44	33	.	0
You receive less attention than others	39	28	78	.	.	4
Your symptoms are dismissed	56	34	89	100	.	4
You are not provided with the same tests as others	21	14	44	33	.	2
You are not provided with the same treatment as others	25	15	44	.	.	3
You are treated better or the same as everyone else	21	15	.	33	.	5

Table 7: Percentage Reporting Discrimination in Medical Setting for Black Female, White Female, Black Male and White Male

	Black Female N=325	White Female N=132	Black Male N=95	White Male N=51
	%	%	%	%
Medical Setting. You are treated with less courtesy or respect than other people				
All/Most/Some of the Time	62	39	54	24
Rarely/Never	38	61	45	75
No Response	1	.	1	2
Medical Setting. People act as if they think you are not smart				
All/Most/Some of the Time	68	55	56	31
Rarely/Never	31	45	44	67
No Response	1	.	.	2
Medical Setting. People act as if they are afraid of you				
All/Most/Some of the Time	32	9	37	6
Rarely/Never	66	91	61	90
No Response	1	.	2	4
Medical Setting. You are threatened or harassed				
All/Most/Some of the Time	15	7	16	4
Rarely/Never	83	93	82	92
No Response	1	.	2	4
Medical Setting. You are denied care or provided inferior medical care				
All/Most/Some of the Time	43	36	38	22
Rarely/Never	57	64	60	75
No Response	1	.	2	4
Medical Setting. You receive poorer service than other people at the hospital's or medical center's non-treatment areas (e.g., restaurants or stores)				
All/Most/Some of the Time	51	29	42	16
Rarely/Never	47	70	56	82
No Response	1	1	2	2

Table 8: Percentage Reporting Discrimination in Hospital by Black Female, White Female, Black Male and White Male

	Black Female N=325	White Female N=132	Black Male N=95	White Male N=51
	%	%	%	%
Treated with less courtesy or respect than other people	49	27	43	18
Receives poorer service than others in the medical treatment areas	40	25	29	14
Receives poorer service than other people in non-treatment areas - for example the hospital's restaurant/cafeteria, stores/gift shops, and parking lot	23	11	17	4
People act as if they think you are not smart	48	41	39	24
People act as if they are afraid of you	16	5	20	6
You are threatened or harassed	8	4	6	.
You receive less attention than others	45	25	35	10
Your symptoms are dismissed	58	52	41	20
You are not provided with the same tests as others	23	15	20	6
You are not provided with the same treatment as others	27	19	22	2
You are treated better or the same as everyone else	18	27	11	25

Table 9: Percentage Reporting Discrimination in Medical Setting by Age

	Under 18 N=22	18-24 N=25	25-34 N=59	35-44 N=93	45-54 N=151	55-64 N=147	65+ N=152	Prefer not to Answer N=22	No Age ID N=405
Medical Setting. You are treated with less courtesy or respect than other people	%	%	%	%	%	%	%	%	%
All/Most/Some of the Time	57	64	58	56	60	49	46	32	15
Rarely/Never	43	36	41	44	40	50	52	68	20
No Response	.	.	2	.	1	1	2	.	66
Medical Setting. People act as if they think you are not smart									
All/Most/Some of the Time	71	80	71	63.44	62	53	59	45	18
Rarely/Never	29	20	25	35	37	46	41	55	16
No Response	.	.	3	1	1	1	1	.	66
Medical Setting. People act as if they are afraid of you									
All/Most/Some of the Time	43	28	42	20	32	27	19	27	11
Rarely/Never	57	72	54	78	67	72	78	72	23
No Response	.	.	3	1	1	1	3	.	66
Medical Setting. You are threatened or harassed									
All/Most/Some of the Time	43	28	20	11	15	8	12	14	6
Rarely/Never	57	72	76	87	84	90	87	86	28
No Response	.	.	3	2	1	2	1	.	66
Medical Setting. You are denied care or provided inferior medical care									
All/Most/Some of the Time	43	48	53	53	43	30	35	18	11
Rarely/Never	57	52	46	47	56	69	64	77	23
No Response	.	.	1	.	1	1	1	5	66
Medical Setting. You receive poorer service than other people at the hospital's or medical center's non-treatment areas (e.g., restaurants or stores)									
All/Most/Some of the Time	29	44	48	47	47	39	38	32	11
Rarely/Never	71	56	49	53	51	59	60	68	22
No Response	.	.	3	.	2	1	2	.	67

Table 10: Percentage Reporting Discrimination in Hospitals by Age

	Under 18 N=22	18-24 N=25	25-34 N=59	35-44 N=93	45-54 N=151	55-64 N=147	65+ N=152	Prefer not to answer N=7	No Response N=405
	%	%	%	%	%	%	%	%	%
Treated with less courtesy or respect than other people	14	52	36	45	50	37	41	43	3
Receives poorer service than others in the medical treatment areas	14	36	36	46	38	29	27	29	4
Receives poorer service than other people in non-treatment areas - for example the hospital's restaurant/cafeteria, stores/gift shops, and parking lot	14	24	24	20	25	16	11	14	1
People act as if they think you are not smart	27	64	59	52	47	37	37	29	4
People act as if they are afraid of you	4	24	25	14	15	14	9	14	1
You are threatened or harassed	9.09	12	14	6	9	7	3	14	0.49
You receive less attention than others	27	56	36	43	42	34	29	4	4
Your symptoms are dismissed	50	56	49	66	60	46	38	57	4
You are not provided with the same tests as others	23	24	27	28	26	13	14	14	2
You are not provided with the same treatment as others	9.09	32	25	30	28	20	16	14.	3
You are treated better or the same as everyone else	14	16	10	24	15	22	22	29	5

Table 11: Percentage Reporting Discrimination in Medical Setting by Insurance Type

	ACA N=22 %	Employer N=365 %	Medicaid N=70 %	Medicare N=157 %	None N=13 %	Other N=27 %	No Response N=407 %
Medical Setting. You are treated with less courtesy or respect than other people							
All/Most/Some of the Time	73	48	69	50	77	56	15
Rarely/Never	27	51	31	48	23	44	20
No Response	.	1	.	1	.	.	66
Medical Setting. People act as if they think you are not smart							
All/Most/Some of the Time	91	56	73	61	54	59	18
Rarely/Never	9	43	26	38	38	41	16
No Response	.	0.27	1	1	8	.	66
Medical Setting. People act as if they are afraid of you							
All/Most/Some of the Time	27	26	40	24	46	30	10
Rarely/Never	68	73	59	75	46	70	24
No Response	5	1.1	1	1	8	.	66
Medical Setting. You are threatened or harassed							
All/Most/Some of the Time	23	10	20	17	31	15	5
Rarely/Never	73	88	80	82	62	85	28
No Response	5	1	.	1	8	.	67
Medical Setting. You are denied care or provided inferior medical care							
All/Most/Some of the Time	59	34	53	44	46	44	11
Rarely/Never	41	65	47	55	54	56	23
No Response	.	1	.	1	.	.	66
Medical Setting. You receive poorer service than other people at the hospital's or medical center's non-treatment areas (e.g., restaurants or stores)							
All/Most/Some of the Time	55	41	54	41	62	44	9.8
Rarely/Never	45	58	46	56	31	56	23
No Response	.	1	.	3	8	.	67

Table 12: Percentage Reporting Discrimination in Hospital by Insurance Type

	ACA	Employer	Medicaid	Medicare	None	Other	No Response
	N=22	N=365	N=70	N=157	N=13	N=27	N=407
	%	%	%	%	%	%	%
Treated with less courtesy or respect than other people	41	41	50	38	46	44	3
Receives poorer service than others in the medical treatment areas	55	29	51	33	54	37	3
Receives poorer service than other people in non-treatment areas - for example the hospital's restaurant/cafeteria, stores/gift shops, and parking lot	18	19	23	15	31	26	1
People act as if they think you are not smart	55	42	59	37	38	52	5
People act as if they are afraid of you	9	14	24	1	38	11	1
You are threatened or harassed	14	7	13	4	31	4	0
You receive less attention than others	27	37	50	32	54	41	3
Your symptoms are dismissed	59	53	61	40	54	48	5
You are not provided with the same tests as others	23	19	29	18	15	26	2
You are not provided with the same treatment as others	23	22	30	23	15	26	2
You are treated better or the same as everyone else	14	21	14	22	8	15	5

Table 13: Percentage Reporting Discrimination in Medical Setting by Income

	\$0 N=17 %	\$1 - 9,999 N=24 %	\$10,000 - 24,999 N=91 %	\$25,000 - 49,999 N=146 %	\$50,000 - 74,999 N=120 %	+\$75,000 N=172 %	Prefer Not to Answer N=80 %	No Income ID N=410 %
Medical Setting. You are treated with less courtesy or respect than other people								
All/Most/Some of the Time	42	80	64	53	60	41	51	15
Rarely/Never	59	21	36	47	40	59	46	20
No Response	3	65
Medical Setting. People act as if they think you are not smart								
All/Most/Some of the Time	53	96	75	62	68	45	55	19
Rarely/Never	47	4	24	37	32	54	42	17
No Response	.	.	1	1	.	1	3	65
Medical Setting. People act as if they are afraid of you								
All/Most/Some of the Time	24	38	32	32	28	16	31	11
Rarely/Never	76	58	67	65	71	83	68	24
No Response	.	4	1	3	1	1	1	65
Medical Setting. You are threatened or harassed								
All/Most/Some of the Time	6	29	20	18	8	7	16	6
Rarely/Never	94	71	78	79	90	92	83	29
No Response	.	.	2	3	2	1	1	66
Medical Setting. You are denied care or provided inferior medical care								
All/Most/Some of the Time	47	46	52	46	43	24	41	11
Rarely/Never	53	54	48	53	56	74	58	24
No Response	.	.	.	1	1	1	1	65
Medical Setting. You receive poorer service than other people at the hospital's or medical center's non-treatment areas (e.g., restaurants or stores)								
All/Most/Some of the Time	35	67	49	44	50	31	41	11
Rarely/Never	65	29	48	54	48	69	59	22
No Response	.	4	2	2	2	1	.	66

Table 14: Percentage Reporting Discrimination in Hospital Setting by Income

	\$0	\$1 - 9,999	\$10,000 - 24,999	\$25,000 - 49,999	\$50,000 - 74,999	+\$75,000	Prefer Not to Answer	No Income ID
	N=17	N=24	N=91	N=146	N=120	N=172	N=80	N=410
	%	%	%	%	%	%	%	%
Hospital Visit. You are treated with less courtesy or respect than other people	35	50	42	43	46	37	43	4
Hospital Visit. You receive poorer service than others in the medical treatment areas	29	42	42	37	34	23	38	4
Hospital Visit. You receive poorer service than other people in non-treatment areas - for Hospital Visit. example the hospital's restaurant/cafeteria, stores/gift shops, and parking lot	12	17	23	23	16	15	18	2
Hospital Visit. People act as if they think you are not smart	47	58	55	49	50	33	33	5
Hospital Visit. People act as if they are afraid of you	12	25	14	14	16	12	11	1
Hospital Visit. You are threatened or harassed	6	13	11	8	7	4	10	0
Hospital Visit. You receive less attention than others	41	38	40	42	41	29	35	4
Hospital Visit. Your symptoms are dismissed	59	58	51	53	56	44	55	4
Hospital Visit. You are not provided with the same tests as others	29	17	25	24	21	16	18	2
Hospital Visit. You are not provided with the same treatment as others	24	29	26	25	23	19	23	3
Hospital Visit. You are treated better or the same as everyone else	18	13	12	17	21	24	20	5

Table 15: Percentage Reporting Discrimination in the Medical System by Ethnicity

	Hispanic N=36	Non- Hispanic N=608	No Response N=417
	%	%	%
Medical Setting. You are treated with less courtesy or respect than other people			
All/Most/Some of the Time	69	52	15
Rarely/Never	31	47	21
No Response	.	1	64
Medical Setting. People act as if they think you are not smart			
All/Most/Some of the Time	81	60	18
Rarely/Never	17	40	17
No Response	3	1	65
Medical Setting. People act as if they are afraid of you			
All/Most/Some of the Time	36	27	11
Rarely/Never	61	72	25
No Response	3	1	65
Medical Setting. You are threatened or harassed			
All/Most/Some of the Time	25	13	6
Rarely/Never	69	86	29
No Response	6	1	65
Medical Setting. You are denied care or provided inferior medical care			
All/Most/Some of the Time	53	40	11
Rarely/Never	47	59	25
No Response	.	1	64
Medical Setting. You receive poorer service than other people at the hospital's or medical center's non-treatment areas (e.g. restaurants or stores)			
All/Most/Some of the Time	56	42	11
Rarely/Never	42	57	23
No Response	3	1	65

Table 16: Percentage Reporting Discrimination in the Hospital by Ethnicity

	Hispanic N=36	Non- Hispanic N=608	No Response N=417
	%	%	%
Treated with less courtesy or respect than other people	53	41	5
Receives poorer service than others in the medical treatment areas	44	33	4
Receives poorer service than other people in non-treatment areas - for example the hospital's restaurant/cafeteria, stores/gift shops, and parking lot	22	19	2
People act as if they think you are not smart	53	43	6
People act as if they are afraid of you	19	13	2
You are threatened or harassed	11	7	1
You receive less attention than others	50	36	5
Your symptoms are dismissed	44	52	5
You are not provided with the same tests as others	22	20	2
You are not provided with the same treatment as others	17	24	3
You are treated better or the same as everyone else	8	20	6

Table 17: Percentage Reporting Discrimination in Medical System by Sexual Orientation

	Bi-Curious	Bisexual	Gay	Hetero	Lesbian	Other	Prefer not to say	No Response
	N=8	N=16	N=8	N=548	N=11	N=15	N=20	N=435
	%	%	%	%	%	%	%	%
Medical Setting. You are treated with less courtesy or respect than other people								
All/Most/Some of the Time	63	75	50	51	55	53	70	17
Rarely/Never	38	25	38	48	45	47	30	21
No Response	.	.	13	1	.	.	.	62
Medical Setting. People act as if they think you are not smart								
All/Most/Some of the Time	75	81	63	59	64	73	65	20
Rarely/Never	25	19	40	36	27	35		18
No Response	.	.	13	1	.	.	.	62
Medical Setting. People act as if they are afraid of you								
All/Most/Some of the Time	38	31	25	26	18	47	55	11
Rarely/Never	63	56	63	73	82	53	45	27
No Response	.	13	13	1	.	.	.	62
Medical Setting. You are threatened or harassed								
All/Most/Some of the Time	25	31	13	12	18	20	30	6
Rarely/Never	75	69	75	87	82	80	70	31
No Response	.	.	13	2	.	.	.	62
Medical Setting. You are denied care or provided inferior medical care								
All/Most/Some of the Time	63	88	38	38	36	67	50	12
Rarely/Never	38	13	50	61	64	33	50	26
No Response	.	.	13	1	.	.	.	62
Medical Setting. You receive poorer service than other people at the hospital's or medical center's non-treatment areas (e.g. restaurants or stores)								
All/Most/Some of the Time	63	69	38	41	55	47	60	13
Rarely/Never	38	31	50	58	45	53	40	24
No Response	.	.	13	1	.	.	.	63

Table 18: Percentage Reporting Discrimination in Hospitals by Sexual Orientation

	Bi-Curious	Bisexual	Gay	Hetero	Lesbian	Other	Prefer not to say	No Response
	N=8	N=16	N=8	548	N=11	N=15	N=20	N=435
	%	%	%	%	%	%	%	%
Treated with less courtesy or respect than other people	50	44	50	41	82	53	40	6
Receives poorer service than others in the medical treatment areas	25	44	38	32	55	40	50	5
Receives poorer service than other people in non-treatment areas - for example the hospital's restaurant/cafeteria, stores/gift shops, and parking lot	13	19	.	18	27	13	25	3
People act as if they think you are not smart	50	63	50	43	45	47	50	7
People act as if they are afraid of you	13	25	13	14	27	7	20	2
You are threatened or harassed	.	19	.	7	18	7	10	1
You receive less attention than others	38	44	25	36	55	47	50	6
Your symptoms are dismissed	75	56	25	51	73	67	55	6
You are not provided with the same tests as others	25	38	.	20	18	27	35	3
You are not provided with the same treatment as others	13	31	.	23	36	40	20	4
You are treated better or the same as everyone else	13	6	13	20	27	27	5	6

Table 19: Reported Perceived Reason(s) for Discrimination for Black Men, Black Women, White Men and White Women

	Black Female N=325	White Female N=132	Black Male N=95	White Male N=51
	%	%	%	%
Ethnicity	36	10	37	6
Gender Identity	18	31	5	2
Race	61	7	59	10
Age	26	30	25	16
Physical Or Mental Ability	7	12	12	8
Speaking Ability	9	8	9	10
Physical Appearance	20	19	15	8
Sexual Orientation	1	7	2	2
Income Level	18	20	15	10
Type of Health Insurance	24	18	18	18
Unknown or Not Sure	24	13	24	22

Table 20: Reported Reactions to Discrimination (check all)

	N	%
Filed a complaint with someone or the ombudsman in the hospital	155	15
Accepted it as a fact of life	232	22
Worked harder to prove them wrong	89	8
Realized that the patient brought it on themself	13	1
Talked to someone about their feelings	227	21
Expressed anger or got mad	181	17
Prayed about the situation	144	14
Felt helpless or cried	138	13
Cussed someone out	52	5
Did not return for future appointments	259	24
Encouraged others not to use the facility for care	173	16

Conclusion

Discrimination in the health care setting was not a rare experience for the survey respondents and was common for people of color and women. Respondents identified ways they coped and responded to their experience but ultimately their experience impacted the quality of their care as described in the experience. People responding to this survey shared a narrative of their experiences with discrimination; open-ended responses included in Appendices B, C and D provide context to the statistics. The narrative

illustrates some of the trauma experienced; trauma that in and of itself contributes to negative health outcomes^{xxi}.

A concerning finding from this sample is that the predominant response to a discriminatory experience is to not return for future appointments. Avoiding a provider that was associated with a discriminatory experience is a healthy response but there is likely negative impact unless care is effectively transferred. Deciding to not return to a discriminatory provider may mean that care is not obtained from any provider, delayed, or is impaired due to ineffective transfer of records.

Respondents identified intersectionality in their experience with discrimination. Respondents reported multiple perceived reasons for their experience with discrimination. While we had the sample size to break out some of the analysis for Black female, white female, Black male and white male, other demographic categories lacked the sample size permitted.

Filing a complaint was not a common reaction for the people responding to this survey, 15%. There may be various reasons for not reporting, including belief that their report may be dismissed or not acted on; shame or embarrassment; and uncertainty about where to file a complaint with a hospital or a private care provider.

Action

In order to address discrimination, it will be critical health care systems to include those who are closest to the injustice; those subject to discrimination have an independent understanding of the problem and have employed coping and survival strategies for decades^{xxii}. Authentic efforts to address structural racism include collaboration with ground level, Black community members to design and implement antiracist initiatives and demonstrate commitment, transparency and accountability to the community. Transparency should include open sharing of limitations, biases, goals, and the outcomes that matter.^{xxiv}

Diversity of health system staff at all levels is an important step^{xxv} as is staff and leadership understanding of implicit bias^{xxviii} and the elimination of overt racism. Health care systems like all institutions that have developed in a racist culture must address policies and practices that perpetuate, reinforce, and amplify systemic and institutional racism^{xxix}. Efforts to eliminate the vestiges of racism require focus and accountability. “A more equitable health care system will not emerge from any new payment model, delivery approach, or technology unless equity across race and ethnicity is an explicit outcome identified, measured, and pursued by the system.”^{xxx} As stated in a paper from the National Academy of Medicine, “The U.S. health system must take action to centralize equity, particularly racial equity (including ethnicity), in discussions of quality.”^{xxxi}

Many hospital systems have begun equity initiatives, few have begun antiracism initiatives. Many hospitals have begun implicit bias training although there are no standard metrics or published studies showing the impact in care.

Hospitals have taken on initiatives to address the social determinants of health in their community. These efforts are a direct result of the IRS community benefit requirements associated with the hospitals non-profit status. As part of these requirements, hospitals conduct community needs assessments in Ohio collaborating with local public health agencies. Some hospitals encourage input from the community on how to spend the community benefit dollars but rarely are communities empowered to decide the allocations.

The effort by hospitals and health systems is a good start towards addressing racism in health care. Significant work is likely still necessary to provide equitable care. As the National Academy of Medicine

opinion piece asserted, “the tremendous influence of SDOH [social determinants of health] on health does not reduce the role of the health care system in confronting inequitable outcomes. This is because health outcomes are not simply the consequence of SDOH acting in isolation but result instead from their complex interplay – including how the health care system responds to SDOH”.^{xxxii} Health systems must begin an active effort to review policies and practices throughout the system to address bias and inequities

Appendix A – Survey Instrument

This survey asks about experience with discrimination in the health care system. You may answer this survey for yourself or for someone you regularly help get health care, for example a child, parent, or partner. You may take the survey multiple times if you want to answer separately for yourself and for someone you regularly help get health care.

At the end of the survey, you will be given the option to complete the survey for another person or to finish.

1. Who are you answering this survey for?

- myself
- my minor child or grandchild
- my adult child or grandchild
- my parent or grandparent
- my partner or spouse
- someone else I help get health care

Your Experience with Discrimination

2. Have you ever experienced discrimination, been hassled, or made to feel inferior while getting medical care?

- Yes
- No

Discrimination in Medical Setting

3. In a medical setting, how often have any of the following things happened to you? All of the Time; Most of the Time; Some of the Time; Rarely; or Never

You are treated with less courtesy or respect than other people

- People act as if they think you are not smart
- People act as if they are afraid of you
- You are threatened or harassed
- You are denied care or provided inferior medical care
- You receive poorer service than other people at the hospital's or medical center's nontreatment areas (e.g., restaurants or stores)
- Other (please specify)

Discrimination in the Hospital

4. During the times you have visited the hospital, have any of the following things happened to you?

- You are treated with less courtesy or respect than other people
- You receive poorer service than others in the medical treatment areas
- You receive poorer service than other people in non-treatment areas - for example the hospital's restaurant/cafeteria, stores/gift shops, and parking lot
- People act as if they think you are not smart
- People act as if they are afraid of you
- You are threatened or harassed
- You receive less attention than others
- Your symptoms are dismissed
- You are not provided with the same tests as others

- You are not provided with the same treatment as others
- You are treated better or the same as everyone else
- Other discriminatory experience

Reason Someone Choose to Discriminate

There is no justification for discrimination. People choose to discriminate against others based on unjustifiable reasons.

5. What reason was used to discriminate against you (check all that apply)

- Your Ethnicity
- Your Gender Identity
- Your Race
- Your Age
- Your Physical Or Mental Ability
- The Way You Speak
- Your Physical Appearance
- Your Sexual Orientation
- Your Income Level
- The Type of Health Insurance You Have
- Unknown or Not Sure
- Other (please specify)

Response to Discrimination

6. How have you responded to your experience(s)? (Check all that apply)

- Filed a complaint with someone or the ombudsman in the hospital
- Accepted it as a fact of life
- Worked harder to prove them wrong
- Realized that you brought it on yourself
- Talked to someone about your feelings
- Expressed anger or got mad
- Prayed about the situation
- Felt helpless or cried
- Cussed someone out
- Did not return for future appointments
- Encouraged others not to use the facility for care
- Other (please specify)

Health Insurance

7. What kinds of health insurance or health care coverage do you have

- Employer health insurance
- ACA health insurance
- Medicare
- Medicare supplement
- Medicaid
- Children's Health Insurance Program or CHIP
- Military related health care including TRICARE, CHAMPUS, VA health care and CHAMP-VA
- Indian Health Service
- A state-sponsored health plan
- None

- Don't Know
- Other (please specify)

Race and Ethnicity

We will not share your e-mail, phone number or demographics. We will use your contact information to keep you informed. We are using your demographic information to better understand how others experiences are similar to yours.

8. Are you of Hispanic, Latino or Spanish origin?

- No, not of Hispanic, Latino or Spanish origin
- Yes, Mexican, Mexican American, Chicano
- Yes, Puerto Rican
- Yes, Cuban
- Yes, other Hispanic, Latino or Spanish origin (Please specify)

9. How would you best describe yourself?

- White
- Black, African American
- Asian Indian
- Japanese
- Native Hawaiian
- Chinese
- Korean
- Guamanian or Chamorro
- Filipino
- Vietnamese
- Samoan
- American Indian or Alaska native (Please specify tribe)
- Other Asian (Please specify)
- Other Pacific Islander (Please specify)
- Other Race (Please specify)
- Specify Here

10. Feel free to identify tribe, other Asian racial identity, or other Pacific Islander racial identity here

11. What gender do you identify as?

- Non-Binary
- Female
- Male
- Trans-Male
- Trans-Female
- Prefer not to say
- Other (please specify)

12. What is your sexual orientation

- Heterosexual
- Bi-curious
- Bisexual
- Gay

- Androsexual
- Lesbian
- Prefer not to say
- Other (please specify)

13. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to answer

14. Which of these describes your personal income last year?

- \$0
- \$1 to \$9,999
- \$10,000 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 or greater
- Prefer not to Answer

Complete Survey for Another Person

15. Would you be willing to complete this survey for someone you help receive health care?

- Yes
- No

16. Who are you answering this part of the survey for?

- my minor child or grandchild
- my adult child or grandchild
- my parent or grandparent
- my partner or spouse
- someone else I assist in getting care

17. May we contact you to hear more about your concerns and experience?

- Yes
- No

18. Would you like a copy of the results summary and notice of our webinar to discuss the findings?

- Yes
- No

19. Please share your contact information

- Name
- City/Town
- ZIP/Postal Code
- Email Address

Appendix B Open-ended responses to discriminatory experience in the medical setting

The following were provided in a narrative field to the question - In a medical setting, how often have any of the following things happened to you? Respondents could provide this narrative in addition to identifying the frequency they experienced each of the following:

1. You are treated with less courtesy or respect than other people
2. People act as if they think you are not smart
3. People act as if they are afraid of you
4. You are threatened or Harassed
5. You are denied care or provided inferior medical care
6. You receive poorer service than other people at the hospital's or medical center's nontreatment areas (e.g. restaurants or stores)

Note: Names of providers and facilities have been redacted and are denoted by “_____”.

- Also treated as if I had no clue about my children's health.
- Black woman at the cafeteria walks away when I want to check out. Has happened several times.
- Cafeteria staff has been rude or acting as if they were being bothered
- Dental services are just as bad
- Due to weight issues doctor's feel they are wasting their time. Even when pain is persistent
- ER doctors sometimes refused to give me opioid pain medication as prescribed by my specialist and the NIH.
- I requested a second covid test, to _____ by phone, after being in expose to a person with covid. After spelling my Spanish name, the man hanged up. I called later again and the second covid test was denied.
- I think this changed for me; growing up, these happened a lot more and now as a established adult with private insurance, they don't happen as often.
- I was in between insurance carriers, and was made to feel less than because of it
- I will call the person out if I feel not given the appropriate medical attention, care or at hospital & office visits.
- I'm discriminated against until they see that I have good health insurance.
- I've been talked to as if I don't know my own body or what I've experienced.
- Imagine being a person of color who has a disease which requires pain management. We are forced to work with hospital staff who simply don't believe you. Sickle Cell patients have endured decades of mistreatment, and it continues today.
- My husband had one period, Jan. 17-20, 2021 at _____, the care was deplorable, the Hospital Staff physician, Dr. _____, was blatantly racist and blatantly disrespectful and his staff was severely incompetent. They gave my husband a staff infection and caused him to develop a blood clot and tried to cover it up until another Dr. came in and said "he has a staff infection and we will treat him for it." Years ago, I cut my hand and needed surgery promptly but they let the surgeon know i was black with no insurance and he refused to come into the hospital to operate on me.'
- My mother went through a surgery that has left her hemorrhaging internally for a month. Mitigation has been postponed several times due to patient priority shifts and

alleged unavailability of onsite resources. When she or our family insist on urgency we are not given direct clear answers and are forced to wait while she bleeds.

- My reported symptoms are not taken seriously, examined or investigated.
- N/A
- Not sure
- Once a nurse started our conversation in the urgent care with, "we don't distribute opioids here"!!!
- One specific hospital in Columbus on 2 occasions. All of her other care with exception to rehab stays which were horrendous to the point she was taken home by family
- Pain medication inadequate
- Patient called a "beached whale" by an ICU Neuro Nurse
- Security behaves awfully towards them. Stood outside patient's door as they took her baby for positive THC and then asked nurse in front of them if the nurse was "afraid" to be in the elevator with them.
- Servicing others before me
- Sometimes doctors have talked with me in a very cursory manner as if my questions were not warranted.
- Sometimes if they don't see blood, they don't believe you are in pain and you are drug seeking
- That why I do to Black doctors or other medical professional.
- The patient is not provided with the necessary accommodations such as a sign language interpreter
- They do not greet me or make eye contact. Ask questions indicating what the diagnostics and treatment plan should be, they express surprise that I am a physician, people express surprise that I am a physician.
- Treated with skepticism when complaining of pain
- Treated with suspicion
- Walked in on while changing without respect to knock on door first was exposed to others in waiting room
- Was treated differently, age, race and gender
- When I was younger I was judge because I was getting a birth control shot and the nurse who was also black made the statement that I just need to keep my legs closed.
- detached and fear of touching
- hospitals
- my responses are based on one ER experience all other experiences have been fine.
- parent called several times for a COVID shot doctor at inner city health center never called by patient sister followed up and received shot a _____. Patient care is more than locality or physician being a minority responsiveness is part of why patients are leary of health care was shared with daughter who works in health care
- shopping, restaurants, had to wait until clerk or hostess noticed you and took another customer ahead of you.
- spoken down to, dismissed and treated like they were not honest or exaggerating

Appendix C: Discriminatory experience in the hospital setting

The following were provided in a narrative field to the question – “During the times you have visited the hospital, have any of the following things happened to you?” Respondents could provide this narrative in addition to identifying the frequency they experienced each of the following:

1. You are treated with less courtesy or respect than other people
2. You receive poorer service than others in the medical treatment areas
3. You receive poorer service than other people in non-treatment areas - for example the hospital's restaurant/cafeteria, stores/gift shops, and parking lot
4. shops, and parking lot
5. People act as if they think you are not smart
6. People act as if they are afraid of you
7. You are threatened or harassed
8. You receive less attention than others
9. Your symptoms are dismissed
10. You are not provided with the same tests as others
11. You are not provided with the same treatment as others
12. You are treated better or the same as everyone else
13. Other discriminatory experience

Note: Names of providers and facilities have been redacted and are denoted by “_____”.

- All of patient's MRI were not interpreted. Patient was told she had a minor stroke. However, the patient's MRI images revealed two strokes had occurred. This was discovered by a second neurologist at a different medical institution
- Anti obesity bias
- Asking for medical care immediately
- Assume that I am not from this country
- Assumed to be single mother while husband is standing with me in the NICU
- Assumptions about need for assistance & human services
- Because of her age they were going to let her bleed out and die. After a phone call we got the needed surgery and she survived another 7 years.
- Being spoken to in a derogatory manner or like a child.
- Being talked down to by a nurse.
- Billing problems
- _____ cut my mothers locks off her head, without permission or notice.
- Did not offer consent before a gynecological exam began
- DISSMISIVE CARE PROVIDER CRYING ABOUT MEDICAIDE WON'T COVER AS EXCUSE FOR SUB STANDARD CARE
- Doctor stereotyped my diagnosis
- From another patient in the room; thus we always requested a private room
- given inappropriate diagnoses, denied adequate care, treated like they are lying
- I am normally discriminated against not only because of my race, disability, gender but now my age is being challenged in the medical industry and work force. I am 58 Year old black female, business owner
- I am not sure
- I don't feel I don't get treated they same way everybody else

- I had an appointment with a doctor who was very racist, he made very disparaging and racial comments to me such as while obtaining my family medical history referring to my parents as my mammy/pappy. when educating me on purchasing a blood pressure cuff he made comments such as I needed a "moose" size cuff which he stated several times during my exam. He was a kidney specialist and he made me get undressed and put on a paper gown but only checked my eyes, ears, and throat. He joked that he worked in the ghettos of Chicago and that he prescribed medication to his patient causing undesired side effects and he laughed and joked about it, he referred to people of color as "you people." Even with a referral from another doctor he said to me multiple times why are you here I am supposed to keep you from being dead. I don't believe that there is nothing wrong with you and that I enjoyed being sick that you people over exaggerate everything again why are you here and he went as far to say that since my doctor was a person of color he didn't read the referral. It was very traumatic to me to say the least. At the end of my appointment I told the receptionist that I would not reschedule that the doctor's behavior was unprofessional and unethical to say the least I would never come back to to the office for any further appointments. I reported my concerns to my doctor and made a formal complaint against the doctor/hospital. it was terrible because I was only trying to do what my doctor wanted me to follow through with and to seek medical help.
- I have been given medicine that I have stated I'm allergic to so I would qualify this as poorer service or care than others
- I have to check if doctors are ok with treating LGBT people before I even go.
- I requested a doctor's excuse on the phone after visiting my gynecologist. Even though the person on the phone said she was going to send it to my email, she never did. Fortunately, my teacher understood my situation. The other situation that happened to me it was at the campus clinic. I was required to fill a form saying I was going to pay for the medical services not covered by my student insurance. I was confused because the insurance is supposed to cover for the test we have at the campus clinic. I know that the only thing we pay is the copay (\$15). I received a bill for aprox. \$120 and nobody cared to solve this issue. I called _____ and the person on the phone said it was the insurance. The insurance agent said it was the hospital. This problem is frustrating.
- I think that my mom in some areas with her health is not referred to specialist enough especially for her gastric issues she knows she has irritable bowels but why not do other test on her like fit, or stool test to ensure that's why the weight loss is occurring. elders tend to be loyal to their doctors especially if minority but sometimes wonder whether they are as loyal. As a health care worker also feel do patients at sites not on main campuses of hospitals get a chance to comment on their experience with the care they receive at some of the health center. The assumption is made as my mom says that its Medicaid patients which she is not worked pays private insurance chooses this facility and physician.
- I took my son in for an appointment for what appeared to be chicken pox. When I asked the doctor if she was sure about this, she pulled up a picture of chicken pox from a white patient. My child is Black and has dark skin. When I googles chicken pox on Black children, the spots were exactly the same. She dismissed us and my I went home a applied herbal remedies to treat my son's condition because he was itching so bad. Our insurance isn't the greatest and I could not afford another copay of 125 dollars to not be assisted.
- I was angry after the surgery
- I was required to take and pay for a pregnancy test although I disclosed that I am a lesbian.
- I was taken to _____ hospital by ambulance due to heart palpitation. Upon arrival at the hospital, I was refused service until I submitted to a drug test.
- I've answered these in regard just to myself as white, queer, femme patient. i have acted as an advocate for multiple others in this setting who are poor, indigenous, and queer and the hospital staff was much more uncooperative, disrespectful, and at times threatening/harassing.

as an advocate in those situations, i was treated as if they were afraid of me, which i view as an extension of the racism applied to the patient. Further, i do want to specify that when i went to the ER as a person who had experienced rape, but did not wish to engage with police, i was questioned by the doctor as if i were lying and told that if i didn't undress and do a rape kit and talk to police then i may not be able to access preventative medication. in other words the doctor demanded i undress and talk with murderers with guns or else be denied care, which is a threat, and retraumatization of the very same nature as the rape i had just experienced.

- just treated as if I am at fault for my health issues
- LACK OF MEDICAL DOCTORS TO SERVE
- language
- Made threats and calls, because patient stated drug use. for no visible reason. and denied proper care
- Many hospitals place myself in areas where I'm exposed to dead bodies and it's supposed to be okay because I'm black
- _____ in _____ is well-known for its racist people and practices. The foreign doctors at _____ were kind and professional to my husband. The white doctor, and head nurse manager at _____ in _____ were deplorable to my husband. Thank God we were able to transfer out of that hospital and went to _____ in Cleveland where he has since been receiving EXCELLENT care from the doctors and staff of _____.
- My hair was talked about as if it was a problem (I have locs?)
- My name was openly mocked and shortened.
- My pain was ignored
- My thoughts dismissed
- Not given proper medical information or follow up
- Not provided sign language interpreters
- Often, I am expected to undergo procedures without a 'real' reason to do so.
- On looking at the patient, it was assumed that she was poor and had Medicaid insurance
- One receptionist had to be reported for speaking of my medical issue aloud for others to hear, while having a more private conversation with others about theirs.
- overlooked; no eye contact when approaching the desk
- Passive aggressiveness from provider
- patient referred to with outdated and offensive terminology for trans individuals
- patient sent home in an ambulance in mid January 2021 with no underwear, no socks and a thin sheet
- People are surprised that I am a physician.
- Physical abuse, laughed at, made fun of by nurses, not receiving food when repeatedly saying I am hungry, prescribed excessive medication, doctor reverts to file history instead of most recent test results
- Provider acted as if they didn't want to touch me.
- Provider acted as if they didn't want to touch me.
- Refusal to provide interpreters
- _____ medical center
- Shackled. All my answers are dealing with medical care in prison and being transported by prison to outside medical care
- She suffers from epileptic seizures and was denied medicine for 4 years she had to be revived seven times before Dr finally said yes she has seizures she's 10
- some people have bias because you are young black women and assume the worst

- staff treated with bias when it comes to promotions minorities are not considered very difficult for educated staff unless nurse to get offered comparable positions. Lack of diversity in the physician pool excuses made at some hospitals that we recruit minorities but it does not mean african americans. I believe to reach african american physicians an active recruitment to places like morehouse give incentives.
- Stared at my breast to give a shot in my arm, had me take off my shirt to listen to my heart beat
- The urgent care nurse one assumed my back pain was a ploy to get an opioid prescription
- The white male nurse plunged a needle in my thigh in the ER because I would not disrobe. When I stood up in agony and grasped his shoulder to prevent my falling he grouped my breast and buttocks.
- They tell me it's all in my head when they can't figure out the problem
- Told it was in my mind
- Treated as if my pain was insignificant, i didn't deserve a certain procedure, i was fishing to get drugs, or abusing my medical insurance.
- Treated as if they are an addict
- **TREATED WHITE PEOPLE BEFORE ME**
- Was put in a room with a man. Complained but no results the hospital said he was not a man but nature of his gender said otherwise
- When I ask questions, the physician's was irritated with having to respond to the question.

Appendix D Response to Discrimination

The following were provided in a narrative field to the question - How have you responded to your experience(s)? Respondents could provide this narrative in addition to identifying if they did each of the following:

1. Filed a complaint with someone or the ombudsman in the
2. hospital
3. Accepted it as a fact of life
4. Worked harder to prove them wrong
5. Realized that you brought it on yourself
6. Talked to someone about your feelings
7. Expressed anger or got mad
8. Prayed about the situation
9. Felt helpless or cried
10. Cussed someone out
11. Did not return for future appointments
12. Encouraged others not to use the facility for care

Note: Names of providers and facilities have been redacted and are denoted by “_____”.

- Addressed it with the physician regarding the staff
- Addressed that person directly
- Advocated for my treatment
- Advocated for myself directly with the medical professional. To let them know I do not appreciate the lack of care, respect or whatever it is.
- As professional as possible
- Asked for a supervisor and a second opinion which then verified what I was saying
- Asked the doctor to sign a statement saying that they are refusing to run tests. They ended up running the tests I requested ran
- Brought advocate
- Brought the issue to their attention; not that it made a difference
- Call Chief of Staff Medical Officer
- Called them on it or, when they walked out of the room, I pointed it out to their trainees and told them what should have happened.
- Challenged them.
- Changed doctors
- Changed providers to one of my own race
- Changed to another better physician
- Chose another provider
- Complain directly to their supervisor
- Completed customer experience card providing responses that expressed my dissatisfaction with the service
- Denied access to a medication I needed and appealed to employee health for over 2 years
- Did a survey and honestly answered the questions and commented on the situation.
- Didn't have to do this
- Do not recall discrimination

- Does not trust treatment plans prescribed by providers
- Encouraged others not choose a particular clinician
- Expressed it to the person in charge
- Expressed my concerns to those present during the visit and later without profanity and shared my experience with the hospital's CEO
- File with OCRC
- Filled complaint with hospital. And the state No results
- Gave feedback in a survey
- Got a different doctor
- Got second opinion elsewhere
- Had someone attend appointments with them
- Have advocate with me
- Have not had to deal with discrimination against me
- Have not really felt mistreated because of the color of my skin.
- Haven't experienced these things
- I am not sure
- I brought up the situation in Messages to my physician who has not physically or virtually seen me since I brought up the disparity.
- I did not fill out any complaints.
- I ended up no longer going there by choice.
- I have no one else to answer for.
- I have not been discriminated against.
- I have not experienced discrimination in a medical setting.
- I just left
- I recorded the encounters. I talked to the ombudsman or patient advocate who took it to the nurse manager who decided to work with the bad racist doctor to cover it up. I still have the recordings.
- I simply, asked " are you really listening to me?"
- I told my truth in a survey about being rushed by the doctor. And I corrected the nurse verbally.
- I told the Doctor how I felt about it
- I told the provider
- I wrote a letter to the head of ED because the resident would not give her a note for work when she had come in from work with exhaustion and she had just asked to be off that Sunday. My seven months pregnant daughter waddled to the car. I wrote a letter to inform them of my disappointment with the process especially since Black women had a higher incidence of premature births and infant deaths
- Informed my physician that a member of team was discourteous
- Investigated my own health solutions instead of expecting others to help me
- Just left
- Met with Medical Director and Dept Directors. Started a patient support group.
- My mother was unconscious.
- Never been discriminated against.
- Never had a problem with Health Care facilities

- Participated in quality and safety panels, joined patient/family advisory council, wrote white papers, did public presentations to raise awareness, met with hospital executives
- Passed Policy to change laws
- Questioned the person acting that way toward me.
- Realized not everyone was like that
- Refused to have children at the hospital ever again
- Reported doctor to the board
- Reported the ICU Neuro Nurse's comments to the Nursing Supervisor.
- Requested private room so wouldn't have to deal with that nonsense from other racist patients
- Requested second opinion
- Said something to them in the moment
- Search for other doctors
- She began to be depressed and wanted to die
- She could not advocate for herself so I did. Had two meeting with admins in hospital after she recovered and it was all bullshit talk to pacify me and my family. We will never use and never sent her there again. The whole east side knows about this hospital and not to send elderly in particular there.
- She had suffered a stroke and was unable to speak
- Sought advocacy from the Community Center for the Deaf
- Speak with their supervisor
- Swallowed the anger or disappointment, which led to depression.
- Switched care to _____
- Switched health care worker
- Switched my entire medical team to _____
- Talked to person that exhibited the behavior
- The adult patients mother advocated and threaten to go above their head
- This happened many years ago and since that time, I will not accept that requirement anymore.
- Told the truth on the follow up survey from provider or facility
- Told them off in a professional kinda way.
- Was assertive and still not always listened to.
- Was not aware of it
- Went to another health care facility
- Went to larger city for appts
- Worked through the situation with the offender
- as a worker called it out any form of discrimination a veteran in serving marginalized communities spoke up. A lot of microaggression African Americans face in hospitals settings, such as good morning to everyone but that African American, not remembering names, less educated African Americans treated ok just if you are educated in the hospital setting you are discriminated against. I knew of a MBA _____ employee who left because they were interested in keeping her in a basic position which did not acknowledge or utilize her skill set.
- ask for a 2nd opinion, advised to have a hysterectomy

- asked why it took so long
- complained to the doctor about staff
- considered filing a complaint with ombudsman but did not believe it would change anything
- decompensated
- educate myself before I go
- had a person of a different gender advocate for me
- i complained to the nurses, who arranged it so i could get the preventative meds i needed, and that doctor wouldn't be allowed in my room. i also wrote a yelp review about my experience, but the whole thing was so traumatizing that it took me about a year to write it. this also encouraged me to be an advocate for others who may be discriminated against in a medical setting and it has proven to be helpful in my experience.
- insisted on better treatment
- moved on to other doctors & asked questions to providers as I felt I was being not listened to
- not discriminated against
- switched providers if someone was dismissive to myself or my family
- talked to her daughters about it.
- talked to the person about it
- they were then denied treatment after filing a complaint

Endnotes

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