

**MOUNT AUBURN HOSPITAL OBGYN DEPARTMENT**

**STATEMENT OF COMMITMENT TO RESPECTFUL AND EQUITABLE CARE:**

The Department of Obstetrics and Gynecology at Mount Auburn Hospital recognizes our responsibility and affirms our commitment to fighting racism and discrimination. We understand that persons of color continue to experience maternal mortality and severe obstetric morbidity at disproportionately higher rates. We are committed to fostering an environment in which all patients and their families feel safe and welcomed, and where they receive high quality, culturally aware medical care regardless of race, ethnicity, gender identity, sexual orientation, language preference, religious beliefs, or immigration status. We are also dedicated to creating and supporting a culture of equity, inclusion, and respect for all patients, families, healthcare providers, staff and learners.

To that end, we make the following commitments:

1. We expect every healthcare setting, staff and care provider within our institution to be welcoming and inclusive of all people regardless of background, race, ethnicity, gender, social class, language, ability, and other personal or social characteristics. Discrimination in any form will not be tolerated.
2. All patients will receive the highest quality evidenced based medical care in a patient- and family-centered manner.
3. Patients and their supports are considered an integral part of the multidisciplinary care team. By providing open, transparent, and empathetic communication with patients and their identified support networks we aim to establish trust and create a platform for informed bidirectional shared decision making with patient values and goals at the center of the process.
4. Patients should receive trauma informed care, including but not limited to, review and discussion of birth events, social services support, recommendations for follow-up care, timely scheduling of necessary appointments, and available resources. A verbal, and ideally, written summary of events that aligns with the person's health literacy, language, culture and accessibility needs will be provided. This is particularly important for those patients experiencing emergency obstetric events and/or unexpected outcomes.
5. Language interpretation and other assistance will always be available for patients and their families who have limited English proficiency or who require ASL services. Staff and providers will undergo training to use and access these relevant services.
6. We will track information on race, ethnicity, and language as they relate to health outcomes to better identify disparities so we may actively seek ways to eliminate identified inequities of care.
7. Patients, families and staff are encouraged to identify instances of care inequity, miscommunication or disrespect with the understanding that the principles of just culture will be used to understand and address these reported cases. A confidential forum will be provided to support this reporting.
8. Care givers and staff will regularly undergo education focused on recognition of bias, compassionate communication, and trauma-informed care with the goal of continually improving our ability to provide inclusive and equitable care to all.
9. We value an ethnically and culturally diverse workforce and strive to have providers and staff that reflect the community and patients we serve.