Urgent Care Industry
Diversity, Equity, and Inclusion Report

A SEAT AT THE TABLE

“The UCA Board is committed long-term to ensuring accountability on our DEI priorities. This First Annual Report on the state of Urgent Care on Diversity, Equity and Inclusion will help hold the industry accountable with transparent evaluations, reporting and metrics to determine if we are meeting our DEI objectives.”

— Cassandra Donnelly, DO
Chair, UCA Commission on Diversity,
Member, UCA Board of Directors

DIVERSITY, EQUITY, & INCLUSION STRATEGY 2022-2023

Identify
• Identify best practices for the industry and association
• Advance diverse leadership
• Improve health care disparities

Create
Create models and framework for DEI strategies that result in improved outcomes

Promote
Provide UCA membership framework to implement best practices and models

2022

Data collection and analysis of the Urgent Care industry
Identify gaps, create needs assessment for data collection initiative
Create standardized DEI industry framework and UCA internal strategies and policies
Develop partnerships with experts, other organizations to create a community of stakeholders

2023

Identify industry knowledge gaps from data, map UCCs in communities of color
Create & Release DEI Bencharking Report on industry awareness, leadership and association.
Build DEI into Accreditation Standards/Commendation
Engage industry leadership to assist in the development of Urgent Care industry business models

Is your organization interested in helping UCA collect additional DEI data? If so, please fill out the short survey!
SNAPSHOT OF DATA FROM 2023 DIVERSITY, EQUITY, AND INCLUSION REPORT

Urgent Care member centers from the Strategic Advisory Group (formerly named Thought Leaders) were invited to participate in a blind Qualtrics survey questionnaire. These members represent the 30 largest UCCs. Twelve organizations representing 993 Urgent Care centers from 43 states and D.C. participated in the survey.

DIVERSITY, EQUITY AND INCLUSION INITIATIVES AND PLANS

- If you have developed DEI initiatives for your organization, please list your objectives in order of importance.
  - 85.71% Achieve business results
  - 57.14% Improve patient satisfaction
  - 57.14% Improve health care disparities

- How often does your staff receive training on building an inclusive culture?
  - 8.33% Upon hire only
  - 50% Annually
  - 16.67% As needed
  - 16.67% Other
  - 8.33% Currently no training offered on building an inclusive culture

- How does your organization assess the inclusivity and sense of belonging of the employees?
  - 20% We do not conduct any assessments or surveys
  - 40% We conduct employee satisfaction surveys once a year with a question about employees’ sense of belonging
  - 20% We conduct employee satisfaction surveys multiple times a year asking about employees’ sense of belonging
  - 20% Other

HUMAN RESOURCES PRACTICES & DATA COLLECTION

- What is the demographic makeup of your administrative employees?
  - Greater than 20%
  - 100% Women
  - 77.78% Caucasian
  - 25% African American
  - 14.29% Military Veteran
  - 12.50% Asian/Pacific Islander
  - 12.50% Native American
  - 0% Hispanic/Latinx
  - 0% LGBTQI+

- What is the demographic makeup of your clinical employees?
  - Greater than 20%
  - 55.56% African American
  - 22.22% Asian/Pacific Islander
  - 12.50% Native American
  - 12.50% LGBTQI+
  - 66.67% Caucasian
  - 0% Hispanic/Latinx
  - 90% Women

- What is the demographic makeup of your Executive/C-Level employees?
  - Greater than 20%
  - 12.50% African American
  - 0% Asian/Pacific Islander
  - 0% Hispanic/Latinx
  - 0% Native American
  - 0% LGBTQI+
  - 14.29% Military Veteran
  - 77.78% Women

- In what aspects of your organization have diversity and inclusion strategies been implemented internally?
  - 30% Hiring
  - 35% Training
  - 5% Performance evaluations
  - 15% Staff surveys
  - 15% Affinity Groups (e.g. Women’s, Veteran’s, LGBTQI+, etc.)