

# Applying a Health Equity LENS to Patient Care Through Design Thinking Integration

Jonathan Gurrola, MSN, RN, PHN

## BACKGROUND

Patient populations are diverse, spanning various **cultural backgrounds**, experiences, and **intersecting identities**.

- Health care **quality** and **outcomes** are often worse for marginalized groups or patients with **diverse backgrounds**.
- **Culturally appropriate skills** are crucial for identifying and **addressing health disparities and inequities**, leading to health equity.

## PROBLEM



Nurses have voiced concerns about **lacking the necessary skills** to effectively **navigate perceptions or instances of discrimination, inequalities, and disparities**.

- Nurses may **not be adequately prepared to advance health equity**.



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 Listen, Empathize, Navigate, & Strategize

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## FRAMEWORK — “DESIGN THINKING”



The LENS process is **based on Design Thinking**, a **problem-solving** and **human-centered** framework developed by **Stanford University's d.school**.

- Design Thinking is used in varied health care settings to spark innovative thinking, resulting in effective interventions
- **Nursing educators are incorporating Design Thinking** to help nurses thinking differently when **tackling clinical issues, social drivers of health, or health equity**.

## OBJECTIVE

Incorporate the **LENS process** into the **nursing curriculum** to enhance skills for navigating perceptions or instances of **discrimination, inequalities, and disparities**.

## PLAN & EVALUATION

- 1 **Pre-survey** on students' self-perceived knowledge and skill.
- 2 **Teach a one-day class** focused on the **LENS process** for **addressing** perceptions or instances of **clinical disparities and inequities**.
- 3 **Post-survey** on students' self-perceived knowledge and skill.

## POTENTIAL OUTCOME

Nursing students will have the **skill to navigate, innovate, and implement clinical health equity interventions**.



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### Biography

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**Jonathan Gurrola is a Clinical Professor at the University of San Diego Hahn School of Nursing and Health Science. He is also a practicing nurse at Sharp Memorial Hospital in San Diego, California, where he serves as an Advanced Clinician nurse on the Trauma/Neuro Progressive Care Unit. His leadership extends to serving as the System Coordinator for Sharp's Health Equality Index Survey, helping achieve designation as a "Leader in LGBTQ+ Healthcare Equality" for all seven hospitals in the Sharp system. Additionally, he founded and chairs the Clinical Health Equity Council, supporting initiatives that combat health disparities and inequities within inpatient care. Jonathan led the development of an in-house LGBTQ Patient Care policy that legitimizes inclusive care and provides a standard of care.**

**Jonathan's efforts have earned him the 2023 Spirit of Caring Award from Sharp HealthCare, designation as 2022 Nurse of the Year, a Center of Recognized Excellence (C.O.R.E.) Award, and Sharp HealthCare's Service Pillar Award for his leadership, structural empowerment, and patient experience initiatives.**

**Jonathan holds an MSN in Executive Nurse Leadership from the University of San Diego and a BSN from California State University, Chico. Through his various roles, Jonathan is committed to advancing health equity and creating an inclusive environment that respects the needs of all patients.**

### Contact Information

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