

Supplemental materials for

Ding H, Schiller EA, Lo Cascio J, et al. Cultivating inclusivity in medicine: the impact of offering bandage options of various skin shades on patient experience. *Ann Fam Med*. 2024;22(2):172.

Conflict of Interest Statement:

The authors whose names are listed above certify that they have no affiliations with or involvement in any organization or entity with any financial or non-financial interest in the subject matter or materials discussed in this manuscript.

Authors/affiliations

Helen Ding, MAT¹

Emily A. Schiller¹

Julia Lo Cascio¹

Ivonne McLean, MD²

Sbabidul Islam, DrPH, MPH³

Milla Arabadjian, PhD, RN³

Jason C. Hoffmann, MD, FSI⁴

Francis Faustino, MD⁵

¹*NYU Grossman Long Island School of Medicine, NY*

²*Icahn School of Medicine at Mount Sinai/The Institute of Family Health, NY*

³*Center for Population and Health Services Research, Department of Foundations of Medicine, NYU Grossman Long Island School of Medicine, NY*

⁴*Department of Radiology, NYU Grossman Long Island School of Medicine, NY*

⁵*Department of Family Medicine, NYU Grossman Long Island School of Medicine, NY*

Supplemental Figure 1. Patient experience survey

Survey questions and response options provided to the study population (n=44). General questions regarding patient experience were followed by secondary questions specific to being provided darker toned bandage options. The survey also includes an image of the bandage options provided to patients: one “conventional” bandage and three darker toned options. These tone options can also be viewed at trucolour.com.

Patient Experience Survey

Record ID 1
Page 1

The purpose of this survey is to understand how bandage options affect patients' experience at our clinic. There are no risks or benefits to patients who fill out this survey. Participation in this survey is voluntary and anonymous.

Thank you!

Date of survey

Which clinic site did you visit today?

- ☐ Family Medicine
☐ Pediatrics
☐ Radiology

Have you previously completed this survey?

- ☐ Yes
☐ No

Were you offered a choice of bandage from multiple skin tone options (shown below)?

- ☒ Yes
☐ No



I prefer choosing a bandage from the options provided than being given a set bandage color automatically.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

I chose the bandage option that most closely matched my skin tone.

- ☐ Yes
☐ No

Being provided bandage options of various tones positively affected my perception of the clinic.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

Being provided bandage options of various tones positively affected my perception of the healthcare worker I saw.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

10/07/2022 6:44pm

projectredcap.org



I felt involved in the decisions made about my care today.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

I felt that no assumptions were made about me at the clinic, regardless of my race or ethnicity.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

I prefer a healthcare provider who shares my race to one who does not.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

I have been offered bandage options corresponding to various skin tones at other healthcare clinics.

- ☐ Yes
☐ No

What is your age (years)?

What is your gender identity?

- ☐ Woman
☐ Man
☐ Intersex
☐ Gender not listed here
☐ Prefer not to state

Are you of Hispanic, Latino, or Spanish origin?

- ☐ Yes
☐ No

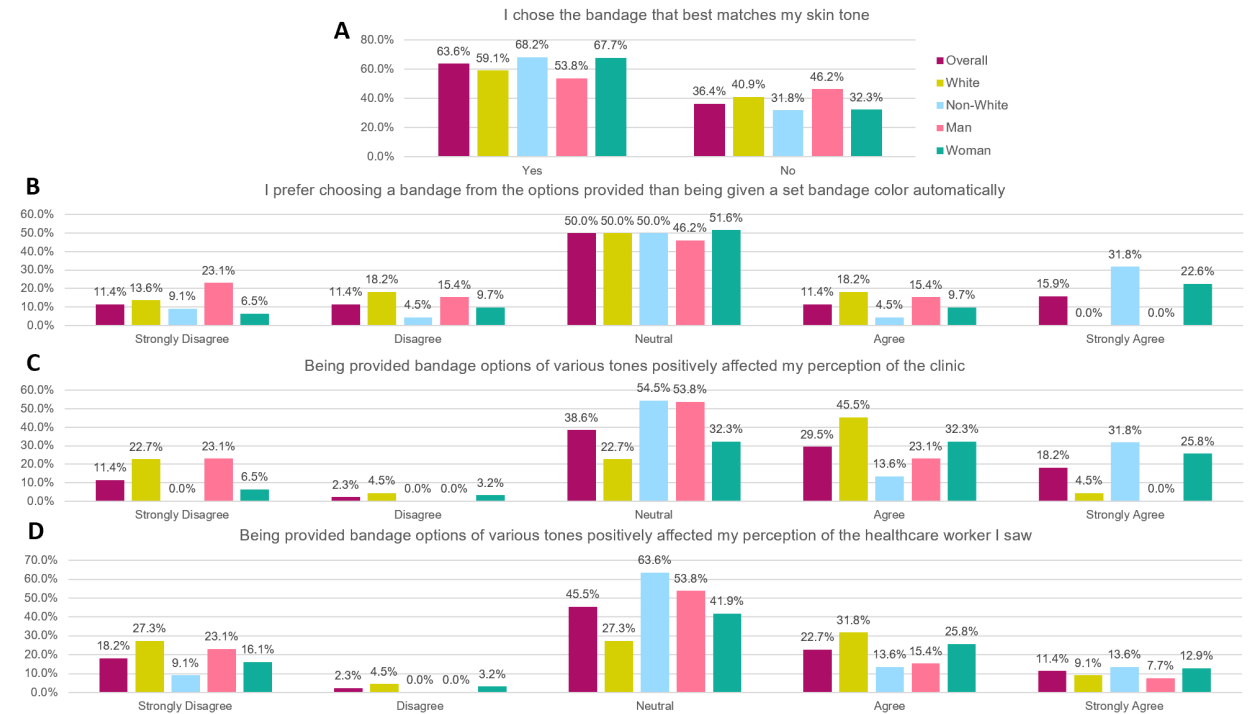
Please specify how you identify yourself, select all that apply

- ☐ American Indian or Alaska Native
☐ Asian
☐ Black or African American
☐ White
☐ Native Hawaiian or other Pacific Islander
☐ Race identity not listed here
☐ Prefer not to state

OPTIONAL: please leave comments about your survey responses.

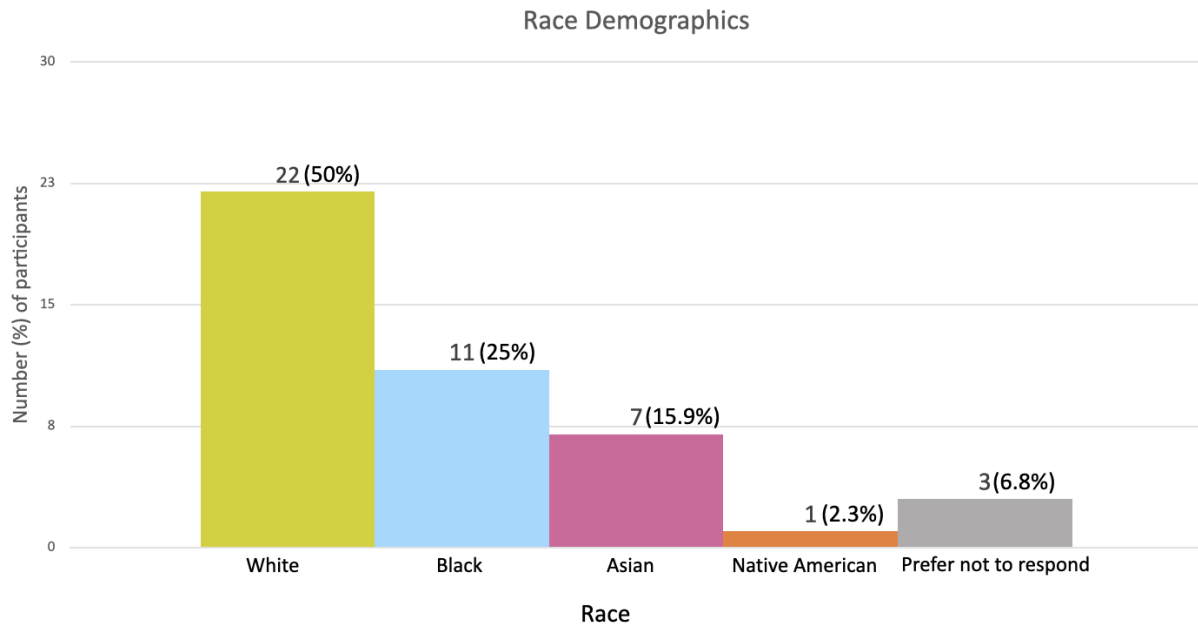
Supplemental Figure 2. Patient responses to questions regarding bandages

Figures A-D demonstrate survey responses within the study population (n=44) regarding bandage preference, clinic perception, and healthcare worker perception in the setting of being offered darker toned bandage options.



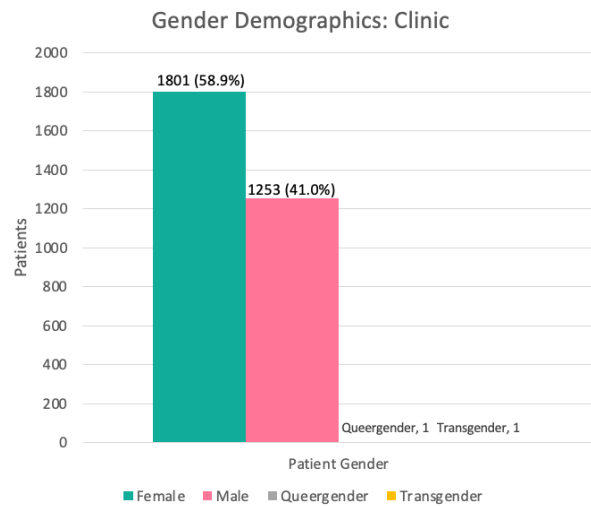
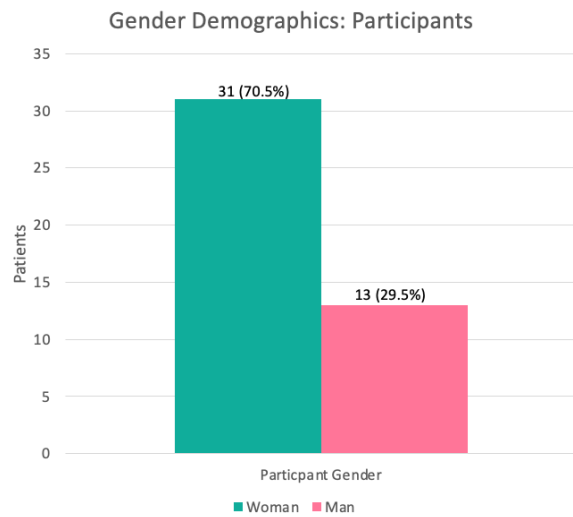
Supplemental Figure 3. Participants' reported race demographics

Our participants reported racial demographics were as follows: 22 (50%) white, 11 (25%) Black, 7 (15.9%) Asian, 1 (2.3%) Native American, 3 (6.8%) preferred not to respond. We were unable to compare the survey race demographics to that of the clinic's, as the clinic does not collect data on self-reported race.



Supplemental Figure 4. Participant and clinic gender demographics

The study participants reported gender demographics: 31 (70.5%) woman, 13 (29.5%) man. The overall clinic's reported gender demographics are as follows: 1801 (58.9%) female, 1253 (41.0%) male, 1 (0.03%) queergender, 1 (0.03%) transgender. The gender demographics collected in the survey did not fully reflect the clinic's gender demographics.



Funding support: New York University Grossman Long Island School of Medicine Office of Students and Diversity.

Acknowledgments: The authors would like to share their appreciation to Dr Nicholas Berbari, Marisol Bazile, Ashley Reji, Dr Sandy Dorcelus and Dr Lora Kasselmann for securing funding for this project through New York University Grossman Long Island School of Medicine Office of Students and Diversity. The authors also thank Donna Montesano and her team of nurses and medical assistants for helping with survey distribution.

REFERENCES

1. Perlman KL, Williams NM, Egbeto IA, Gao DX, Siddiquee N, Park JH. Skin of color lacks representation in medical student resources: a cross-sectional study. *Int J Womens Dermatol.* 2021;7(2):195-196. [10.1016/j.ijwd.2020.12.018](https://doi.org/10.1016/j.ijwd.2020.12.018)
2. Yousuf Y, Yu JC. Improving representation of skin of color in a medical school preclerkship dermatology curriculum. *Med Sci Educ.* 2021;32(1):27-30. [10.1007/s40670-021-01473-x](https://doi.org/10.1007/s40670-021-01473-x)
3. Roberts BW, Roberts MB, Mazzairelli A, Trzeciak S. Validation of a 5-Item tool to measure patient assessment of clinician compassion in hospitals. *J Gen Intern Med.* 2022;37(7):1697-1703. [10.1007/s11606-021-06733-5](https://doi.org/10.1007/s11606-021-06733-5)
4. Indovina KA, Keniston A, Manchala V, Burden M. Predictors of a top-box patient experience: a retrospective observational study of HCAHPS data at a safety net institution. *J Patient Exp.* 2021;8:23743735211034342. [10.1177/23743735211034342](https://doi.org/10.1177/23743735211034342)
5. Min R, Li L, Zi C, Fang P, Wang B, Tang C. Evaluation of patient experience in county-level public hospitals in China: a multicentred, cross-sectional study. *BMJ Open.* 2019;9(11):e034225. [10.1136/bmjopen-2019-034225](https://doi.org/10.1136/bmjopen-2019-034225)