

TIE Summit 2024: The Power of Community in Rebuilding Trust in Healthcare

Delegates of the Trust, Inclusion & Equity Summit met on Thursday 17th October at Sanofi Cambridge, Massachusetts. The gathering of Sanofians, community organizers, civic leaders, professional health care workers and patients took place to renew our collective commitment to improving equitable outcomes in healthcare.

The Summit's theme of *Trust Starts with Community* presented vital opportunities to highlight the power of community in advocating for marginalized people, whose trust in healthcare has been damaged. The inequities faced in healthcare are rooted in a complex interplay of economic, political, and social factors.

Whilst we acknowledge that the scale and complexity of these inequities are significant, we believe that we can each start with small individual actions to work together to close the trust gap.

We explored:

- How we can internalize frameworks for Health Equity Advocacy - in particular by recognizing the power of one and the capacity within each and every one of us to make positive change.
- The importance of collaboration with grassroots organizations and approaching our partnerships with grace and humility, listening to communities in a meaningful, not tokenistic way.
- How we can think more creatively about identifying and working with trusted messengers to increase the positive impact of our work across

diversity in clinical trials, cultural sensitivity training for healthcare providers and elevating Sanofi involvement in local communities.

We affirm that:

- Advances in technology, such as recent developments in AI, are already transforming healthcare. Everyone should have access to the benefits of emerging technologies, regardless of race, ethnicity, gender, disability, sexuality or age.
- We will continue to design and implement institutional structures in a way that promotes access to affordable, quality healthcare for all.
- We will increase our efforts to promote transparency, accountability, and collaboration in our efforts to achieve health equity.
- We can take meaningful action to achieve health equity. In particular, we believe that the following will have a substantial impact:
 - Investing in time to explain clinical trials to people, improving access to those clinical trials and working creatively with trusted and authentic messengers
 - Cultural sensitivity training that is co-created with communities, prioritizes empathy and happens in an environment of psychological safety
 - Engaging with local grassroots organizations by focusing on listening, empowering and approaching those partnerships with humility.
- We can individually use purpose, power and partnership to challenge the barriers to health equity. Prioritizing advocacy on this agenda should involve creating space to do this work meaningfully and equipping ourselves with the right tools and resources.

- Although initiatives and policies already exist that aim to build trust and improve health equity, significantly more needs to be done. A Million Conversations remains a key part of our commitment and response to this challenge.