

Collecting Race, Ethnicity and Language Data

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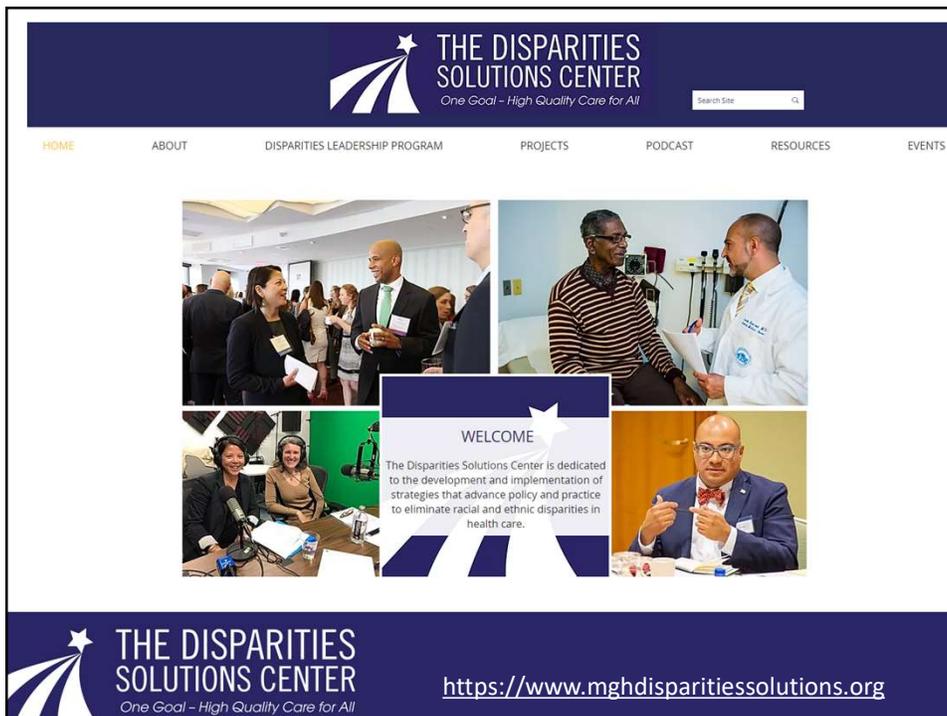
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Outline

- Case Study
- Importance of self-report data
- Some challenges, lessons learned and resources
- How can you use the data?

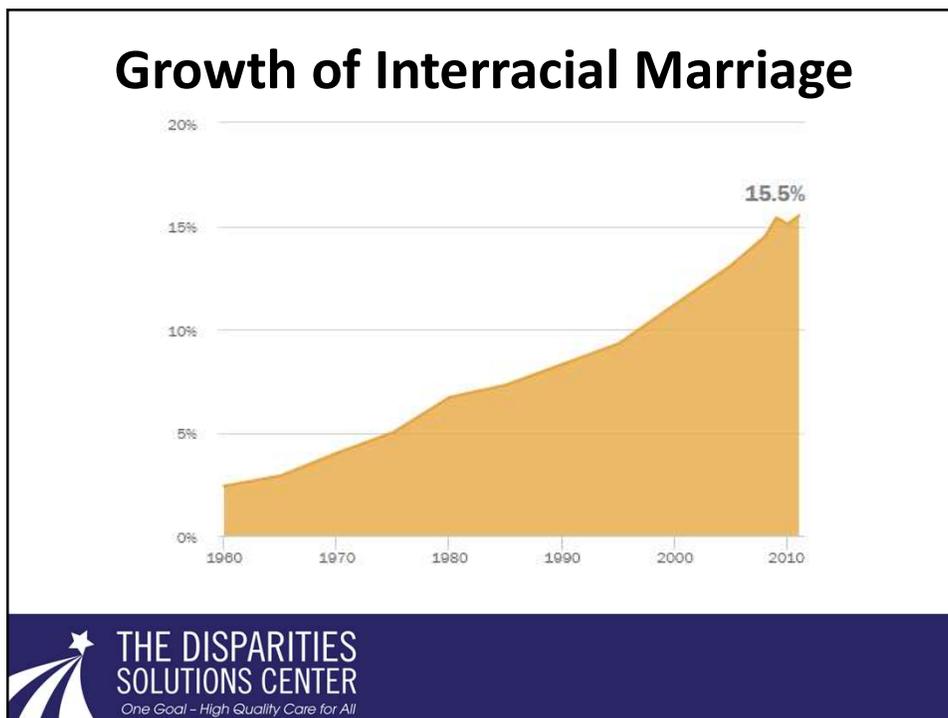
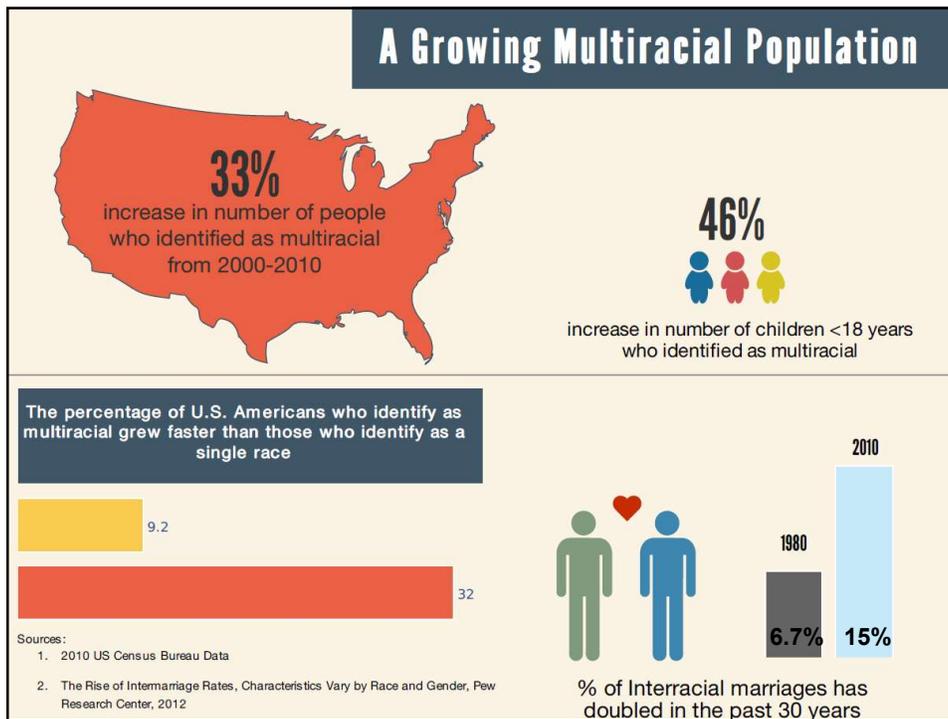


Office of Management & Budget (OMB) Categories

- Race:
 - American Indian or Alaska Native
 - Asian
 - Black or African American
 - Native Hawaiian or Other Pacific Islander
 - White
- Ethnicity:
 - Hispanic or Latino
 - Not Hispanic or Latino

*OMB is seeking public comments and changes to this 1997 Federal standard





Importance of Building Community Trust



Address Privacy Concerns and Immigration



Red Cards

All people in the United States, regardless of immigration status, have certain rights and protections under the U.S. Constitution. The ILRC's Red Cards help people assert their rights and defend themselves in many situations, such as when ICE agents go to a home.



What We Do

- Community Resources
- Partners and Projects
- Policy Advocacy
- Red Cards
- Technical Assistance
- Legal Listservs

Optimizing Epic

Add Patient Info

Additional Patient Information

Patient race:	1	!
Other Ethnicity:		
Preferred language:		!
Written language:	1	!
Religion:		!
Maiden name:		!
Veteran status:		!
Special needs:	1	!
Education level:		
Medicare HIC#:		
Birthplace State:		!
Ethnicity:	1	!
Hispanic Y/N?		!
Need interpreter?		!
Patient type(s):	1	
Marital status:		!
Mother's maiden:		!
Special needs comments:	1	
Country obtained:		
Birthplace Country:		!

Accept Cancel

SOLUTIONS CENTER
One Goal - High Quality Care for All

Race Field Values

Category Select

Search:

Title
American Indian or Alaska Native
Asian
Black or African American
Declined
Native Hawaiian or Other Pacific Islander
Other
Unavailable
White

8 categories loaded.

Accept Cancel

THE DISPARITIES SOLUTIONS CENTER
One Goal - High Quality Care for All

Ethnicity Field Values

African American	Cambodian	Eastern European-Croatian	Middle Eastern-Israeli
African-Ethiopian	Cape Verdean	Eastern European-Polish	Middle Eastern-Lebanese
African-Ghanaian	Caribbean Island-Barbadian	Eastern European-Ukrainian	Middle Eastern-Palestinian
African-Liberian	Caribbean Island-Dominica Islander	European-English	Middle Eastern-Syrian
African-Nigerian	Caribbean Island-Jamaican	European-French	Other-Specify
African-Sierra Leonian	Caribbean Island-Tobagoan	European-German	Portuguese
African-Somalian	Caribbean Island-Trinidadian	European-Greek	Puerto Rican
American	Caribbean Island-West Indian	European-Irish	Russian
Asian Indian	Central American-Belizean	European-Italian	Salvadoran
Asian-Bangladeshi	Central American-Costa Rican	European-Scottish	South American-Argentinian
Asian-Bhutanese	Central American-Indian	European-Spanish	South American-Bolivian
Asian-Burmese	Central American-Nicaraguan	Filipino	South American-Chilean
Asian-Hmong	Central American-Panamanian	Guatemalan	South American-Criollo
Asian-Indonesian	Chinese	Haitian	South American-Ecuadorian
Asian-Iwo Jimian	Colombian	Honduran	South American-Ecuadorian
Asian-Madagascar	Cuban	Japanese	South American-Guyanese
Asian-Maldivian	Declined	Korean	South American-Indian
Asian-Nepalese	Dominican	Laotian	South American-Paraguayan
Asian-Okinawan	Eastern European-Albanian	Mexican, Mexican American, Chicano	South American-Peruvian
Asian-Pakistani	Eastern European-Armenian	Middle Eastern-Afghanistani	South American-Uruguayan
Asian-Singaporean	Eastern European-Bosnian	Middle Eastern-Assyrian	South American-Venezuelan
Asian-Sri Lankan		Middle Eastern-Egyptian	Unavailable
Asian-Taiwanese		Middle Eastern-Iranian	Vietnamese
Asian-Thai		Middle Eastern-Iraqi	



Hispanic Ethnicity Field Values

Category Select

Search:

Title
Declined
No Non Hispanic
Unavailable
Yes Hispanic

4 categories loaded.



Improving Data Collection

- Training and scripting for central and on-site Registration staff
- Survey to assess Accuracy of REaL data & Mitigation

“Next I will ask you some more personal questions. We use this information to make sure all of our patients receive the best care possible, regardless of their personal background. The information is kept confidential and is used to develop programs to improve care for our diverse patients.”



BUILDING AN ORGANIZATIONAL RESPONSE TO HEALTH DISPARITIES

COMPENDIUM OF RESOURCES FOR STANDARDIZED DEMOGRAPHIC AND LANGUAGE DATA COLLECTION

Collecting standardized patient demographic and language data across health care systems is an important first step towards improving population health. Comprehensive patient data on race, ethnicity, language, and disability status is key to identifying disparities in quality of care and targeting quality improvement interventions to achieve equity. Here, you will find an overview of:

- Minimum standards for data collection as outlined by the U.S. Department of Health and Human Services;
- Best practices and guidelines for health care organizations in implementing standardized data collection, including information to address key challenges in collecting this data;
- Training tools and webinars to help health care organizations educate their staff on the importance of standardized data collection and best practices for data collection; and
- Sentinel articles and books that provide in-depth discussion of issues, challenges, recommendations, and best practices in standardized data collection.

This resource in this document are grouped by REaL and Disability categories as well as the type of resource it is. Please click on the desired topic area or type of resource on the table of contents below.

September 2016

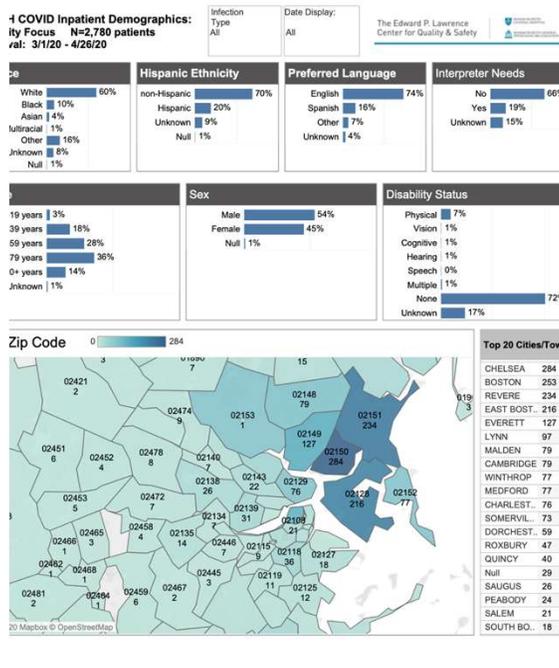
Available at:
<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Data-Collection-Resources.pdf>



10 Years of AREHQ at Mass General

- **Stratifying** quality metrics by race, ethnicity, language, etc. to highlight and uncover disparities in care
- **Partnering** with clinical colleagues to design interventions to alleviate disparities
- **Listening** to patients and learning from their shared experiences
- **Monitoring** post-intervention to ensure effectiveness
- **Sharing** these findings with the Mass General community and the public

You Need Racial, Ethnic and Language Data to Determine Where to Focus Your Mitigation Efforts



Thank You

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