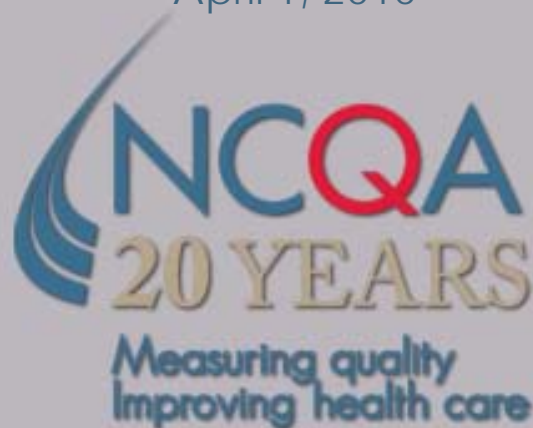


Multicultural Health Care Standards From Research to Practice



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Session Agenda

- Introducing NCQA's New Multicultural Health Care Evaluation Program
- Overview of the MHC Standards
- Standards development process
- Stakeholder involvement
- From theory to practice: two real-life examples
- Audience Q&A

NCQA: A Brief Introduction

- Private, independent non-profit health care quality oversight organization founded in 1990
- Mission: To improve the quality of health care
- Committed to measurement, transparency and accountability
- Unites diverse groups around common goal: improving health care quality



MHC Distinction Program

- Voluntary, stand-alone program
- Builds on existing accreditation standards
- Available to health plans, disease management/wellness organizations, managed behavioral healthcare organizations
- Surveys begin July 2010

MHC Standards

- Race/ethnicity and language data
 - Collect and protect race/ethnicity and language data
- Language services
 - Provide translation and interpretation for organization services
 - Facilitate practitioner language services

MHC Standards, cont.

- **Practitioner network cultural responsiveness**
 - Collect and report on practitioner race/ethnicity and language
 - Analyze and improve CLAS in network
- **Culturally and linguistically appropriate services programs**
 - Develop and annually evaluate a formal program

MHC Standards, cont.

- Reducing health care disparities
 - Use data to assess disparities and monitor language services
 - Conduct interventions to reduce disparities and improve CLAS

Accountability is Developmental

MHC Distinction Program: Context

- Developmental continuum
- Marriage of research on best practice with practical considerations
- Rate of development depends on
 - Strength of evidence
 - Leverage available (government, purchasers)
 - Actual performance
 - Feasibility

Standards Development Process

- NCQA research since 2003
- Innovation in Multicultural Health Care Awards program
- Technical Assistance Project for practices services minority populations
- Multicultural Health Care: A Quality Improvement Guide

Research for Standards Development

- Stakeholder interviews
- Collection of standards, laws, Medicaid contract provisions, CMS quality oversight efforts, current health plan efforts (awards program)
- CLAS Standards Advisory Committee
- Vetting of standards and program design

Stakeholder Perspectives

- Kathryn Coltin, Director, External Quality Data Initiatives, Harvard Pilgrim Health Care
- Ellen Wu, Executive Director, California Pan Ethnic Health Network

Stakeholder Representation

- Overall, how well were different stakeholders represented in the standards development process, and which had the most/least influence?
 - Kathy
 - Ellen

Race/Ethnicity and Language Data

- Considering the standard requiring collection of race/ethnicity and language data, what was your “ideal” going in, and how close does the final standard come?
- What did you have to compromise, and what did you get?
 - Ellen
 - Kathy

Meeting the Data Collection Standard

- What challenges must organizations overcome to meet the data collection standard?
- How will meeting this standard advance current practice?
- What are some practical steps organizations can take immediately?
 - Kathy

Support for Data Collection

- How can advocates, purchasers and health care providers help organizations meet this standard?
 - Ellen

Translation of Written Materials

- Considering the standard on translation of written materials, what was your “ideal” going in, and how close does the final standard come?
- What did you have to compromise, and what did you get?
 - Ellen
 - Kathy

Meeting the Translation Standard

- What challenges must organizations overcome to meet the translation standard?
- How will meeting this standard advance current practice?
- What are some practical steps organizations can take immediately?
 - Kathy

Support for Translation

- How can advocates, purchasers and health care providers help organizations meet this standard?
- If more organizations meet this standard, how will care for linguistic minorities be improved?
 - Ellen

Summary and Next Steps

- Major themes
- Conditions needed for MHC standards to move into “standard” accreditation products
- Next steps for advocates
- Next steps for health plans and health care delivery organizations

Multicultural Health Care: A Quality Improvement Guide

www.clashealth.org

About the Guide

About CLAS

Acknowledgements

Steps to Quality Improvement

Resource Library



Multicultural Health Care: A Quality Improvement Guide

Welcome to *Multicultural Health Care: A Quality Improvement Guide*. This guide is intended for health care organizations that provide or arrange for the care of diverse patients. The guide is a resource for those interested or already engaged in quality improvement (QI) initiatives to improve culturally and linguistically appropriate services (CLAS) and to reduce disparities in health care.

Quality Improvement

Applying the QI process to CLAS

GO

Assessment

Assessing needs and resources

GO

Planning

Organizing, prioritizing and planning

GO

Implementation

Using small steps to implement and refine

GO

Evaluation

Measuring effectiveness

GO



Start Using the Guide

Tell us what type of organization you are and see how the Guide can help you.

I am a ...

Resource Library



Click here for ready-to-use tools and resources that can help you address CLAS and disparities.

Take a Tour of the Guide

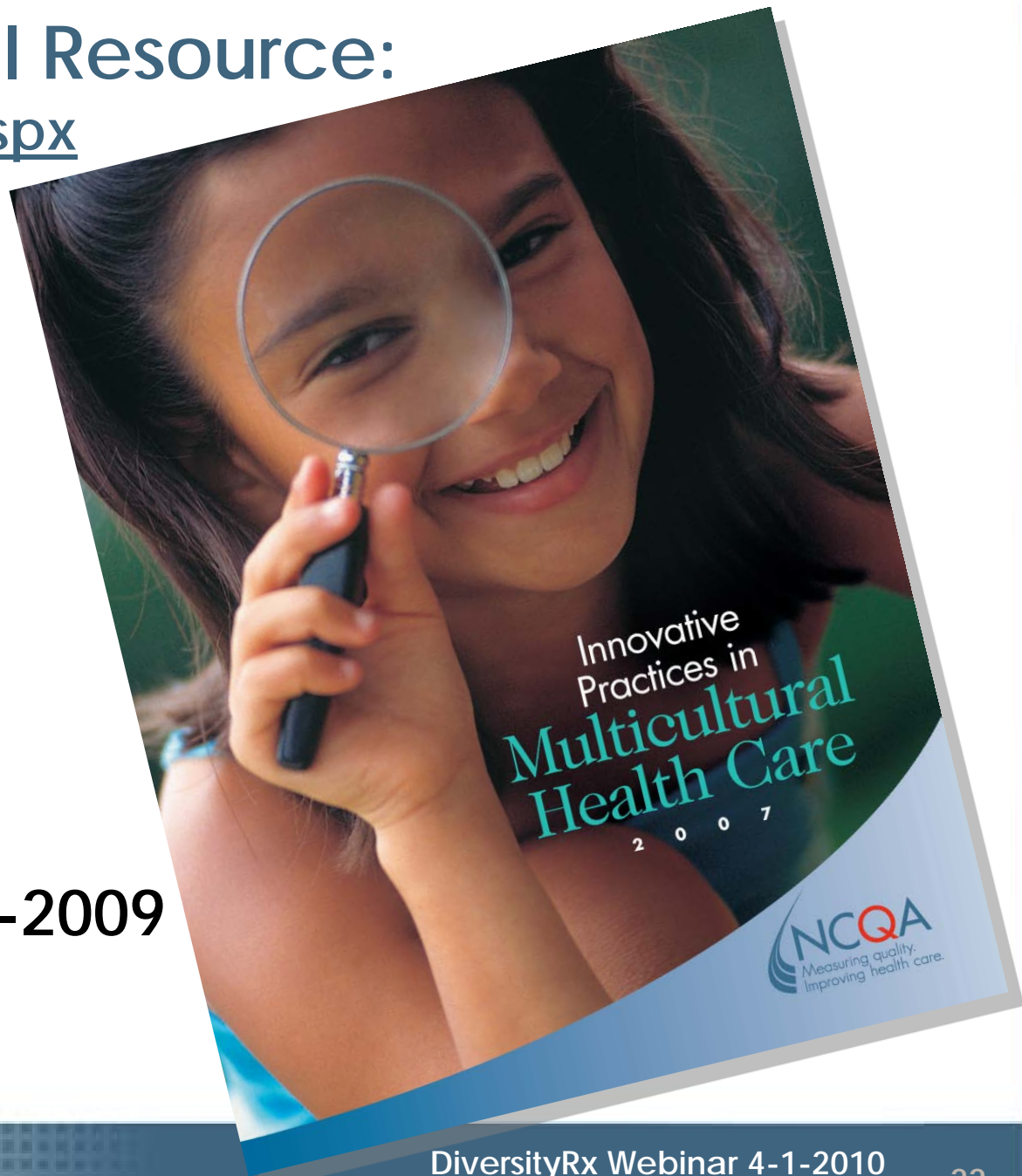
Click here for an introductory tour of *Multicultural Health Care: A Quality Improvement Guide*.



Another Practical Resource:

www.ncqa.org/clas.aspx

- NCQA's *Innovative Practices* Report details award-winning initiatives
- Information about winners from 2006-2009



For More Information:

www.ncqa.org

www.clashealth.org

www.ncqa.org/clas.aspx

www.ncqa.org/smallpractices

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QUESTIONS FOR THE PRESENTERS