



## YOUR VOICE

Education, support and collaboration  
to advance cultural competence in health care

### Resources related to:

#### **Race, Ethnicity, and Language Data to Improve Health Care Quality: An overview of the new Institute of Medicine report and perspectives from the field**

A DiversityRx 'Your Voice' webinar held on  
Monday, September 21, 2009

#### *From the Institute of Medicine:*

The link for the IOM's report, "Race, Ethnicity, and Language Data: Standardization for Health Care Quality Improvement" is: <http://www.iom.edu/datastandardization/>  
The entire report can be downloaded in PDF (or purchased in print), including appendices.

For those interested in seeing the presentations made by experts and advocates to meetings of the IOM subcommittee, these are posted at: <http://www.iom.edu/CMS/3809/61110.aspx>

#### *From the Health Research and Educational Trust:*

The Health Research and Educational Trust Disparities Toolkit team is a web-based tool that provides hospitals, health systems, clinics, and health plans information and resources for systematically collecting race, ethnicity, and primary language data from patients.

<http://www.hretdisparities.org/>

DiversityRx-Your Voice is a project of the Tides Center.  
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*From the National Committee for Quality Assurance:*

A recommendation from presenter Grace Ting regarding specific questions on WellPoint's indirect methodology for estimating REL data for use in health plan operations: There is a poster presentation from NCQA's 2008 Innovations in Multicultural Care Award as well as a case study in the corresponding 2008 NCQA Innovative Practices Report:

<http://www.ncqa.org/tabid/816/Default.aspx> (see additional link under WellPoint section on this website)

[http://www.ncqa.org/Portals/0/HEDISQM/CLAS/CLASInnovativePrac\\_08.pdf](http://www.ncqa.org/Portals/0/HEDISQM/CLAS/CLASInnovativePrac_08.pdf) (pages 18 and 19)

*From the Robert Wood Johnson Foundation:*

The Robert Wood Johnson Foundation (RWJF) has a longstanding commitment to reduce racial and ethnic health care disparities. As part of this commitment, RWJF has made significant investments to help health care organizations effectively collect race, ethnicity and primary language data in order to provide better care. The following are resources derived from this body of work that provide practical information to help organizations identify and reduce disparities:

- Expecting Success Toolkit: A toolkit for hospitals to improve the quality of care and reduce disparities. <http://www.rwjf.org/qualityequality/product.jsp?id=28433>
- National Health Plan Collaborative Toolkit: A toolkit to help health plans reduce disparities. <http://www.rwjf.org/qualityequality/product.jsp?id=33960> (Comment from presenter Grace Ting: This offers excellent case studies and strategies on the collection of REL data on the RWJF website. There are terrific examples on how to collect REL data from Aetna, CIGNA, Harvard-Pilgrim, HealthPartners and Highmark, as well as a case study on how WellPoint uses indirect methodology to increase provider network access for minority members).
- Speaking Together Toolkit: A toolkit for hospitals to improve the quality and accessibility of language services. <http://www.rwjf.org/qualityequality/product.jsp?id=29653>
- Collecting and Using Data on Race and Ethnicity: A summary of recommendations to encourage hospitals to use data on patient race and ethnicity. <http://www.rwjf.org/qualityequality/product.jsp?id=28871>
- Collecting Data on Patient Race, Ethnicity and Primary Language to Help Hospitals Improve Quality of Care: A summary of lessons from Expecting Success, the nation's first multihospital collaborative focused on reducing disparities. <http://www.rwjf.org/qualityequality/product.jsp?id=28821>

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*From America's Health Insurance Plans (AHIP):*

Several excellent reports are available to the public:

- Collection and Use of Race and Ethnicity Data for Quality Improvement, 2006.  
<http://www.ahip.org/content/default.aspx?docid=17974> - The issue brief on the 2006 AHIP and the Robert Wood Johnson Foundation (RWJF) survey highlights progress made by health insurance plans on collecting and using data on race, ethnicity, and primary language to help address disparities.
- A Legal Perspective for Health Insurance Plans: Data Collection on Race, Ethnicity, and Primary Language, March 2009.  
<http://www.ahip.org/content/fileviewer.aspx?docid=10760&linkid=224048> - The collection of valid and reliable data can make a significant impact in understanding disparities and developing effective programs for the elimination of health care inequities experienced by many groups across the nation. AHIP's new issue brief provides an analysis of the current federal and state laws and regulations related to data collection on race, ethnicity, and primary language.
- AHIP's Data as Building Blocks for Change: A Data Collection Toolkit for Health Insurance Plans/Health Care Organizations, May 2005.  
<http://www.ahip.org/content/default.aspx?docid=10761> - Data as Building Blocks for Change supplies health insurance plans and health care organizations with the building blocks to create change and improve the care for all Americans. This Toolkit serves to expand the general knowledge about the issues surrounding data collection and its potential impact for identifying disparities and measuring quality improvement.

*From the California Pan-Ethnic Health Network:*

- Using Race, Ethnicity and Language Data to Eliminate Health Disparities, June 2008.  
<http://www.cpehn.org/pdfs/CPEHN%20data%20brief%20June2005.pdf> - This report offers principles and proposed solutions improving the collection and use of REL Data

*From Minnesota Community Measurement:*

Handbook on the Collection of Race/Ethnicity/Language Data in Medical Groups, 2009:

[http://mncm.org/site/assets/resources/Handbook\\_on\\_the\\_Collection\\_of\\_6-30-09\\_FINAL.pdf](http://mncm.org/site/assets/resources/Handbook_on_the_Collection_of_6-30-09_FINAL.pdf)

Developed by MN Community Measurement in collaboration with medical groups and community members, the Handbook establishes a standard set of data elements for collecting race, ethnicity and language data from medical groups and clinics that participate in MNCM's Direct Data Submission. Besides presenting the data elements to be collected, the Handbook outlines the case for collecting these data, tips on how to establish a successful data collection system, and ideas for how to use the data to improve quality.

Thank you to webinar participant, Ray Lewis, for sharing this resource.

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*From the 2008 National Conference on Quality Health Care for Culturally Diverse Populations:*

Conference session: "Collecting data on diverse communities: Challenges and successes from health plans, hospitals, and health departments"

<http://dx.confex.com/dx/8/webprogram/Session1065.html>

Panelists represent a cross-section of organizations that have successfully implemented the collection of patients' race, ethnicity and language, sharing successes and challenges they experienced throughout the implementation process.

A comprehensive approach to a successful data driven refugee health program, Minnesota Department of Health  
Blain Mamo, MPH, Minnesota Department of Health

Toward Equity: One Integrated Healthcare Organization's Approach to Disparity Reduction  
Beth Heinz, MSW, MHA, HealthPartners

Health Plans' Collection and Use of Race, Ethnicity, Primary Language Data for Quality Improvement  
Rita Carreon, America's Health Insurance Plans

Population Information System (SIP): A powerful population database  
Alfonso Bataller, MD, Valencia University

Center for Urban Health at HCMC  
Yiscah Bracha, MS, Center for Urban Health

Collecting and Using Race, Ethnicity and Language Information in Health Care Clinics - Lessons Learned from the Minnesota Health Care Disparities Task Force  
Vicki Kunerth, RN, MSPH, State of Minnesota

Using Race and Ethnicity Data to Assure Quality Care  
Sarah Rafton, MSW, Children's Hospital & Regional Medical Center

*From the Brookings Institution:*

Mark your calendars for the National Conference on Measuring and Advancing Health Care Equity through Data Collection, Quality Improvement and Public Reporting – Thursday, March 25, 2010 from 8:00 a.m. to 5:00 p.m. EST at the National Press Club in Washington, DC.

Hosted by the Engelberg Center for Health Care Reform at Brookings, this national conference will bring together multiple stakeholders to advance strategies for improved data collection, integration and utilization activities, as well as disparities measurement, to promote health care equity. Specifically, the conference will aim to identify tested best practices relative to collecting and reporting race/ethnicity and primary language identifiers through various modes, and identify

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practical, consensus-driven steps to measure and use race/ethnicity and primary language data to improve quality of care.

For more information, contact: [engelbergevents@brookings.edu](mailto:engelbergevents@brookings.edu)

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