

Introducing a Series of Educational Tools and Resources for Improving Patient Race, Ethnicity and Primary Language Data Collection

Now healthcare organizations, community agencies and other facilities collecting patient data can use these resources to:

- Establish a structure for training staff on the importance of collecting accurate patient data and ways to implement the recommended guidelines/strategies;
- Apply the recommended standardized guidelines across all registration encounters and ensure accuracy of patient data;
- Ask questions about race, ethnicity and primary language using a simple interview script;
- Guide and assist patients in selecting categories that accurately and appropriately identify them; and,
- Respond effectively to patient questions and concerns.

WHO SHOULD USE THE TRAINING TOOLS & EDUCATIONAL RESOURCES

NJHA/HRET's educational tools and resources are designed for healthcare personnel who handle patient registration and admission. These personnel are a vital part of this important data quality improvement effort. In addition to registrars, the tools are also recommended for patient access supervisors, hospital education unit trainers and other healthcare staff as appropriate.

WHY IS IT CRITICAL TO COLLECT ACCURATE PATIENT DATA?

A growing number of states require healthcare facilities to collect patient race, ethnicity and now primary language data and report it as part of their data submission requirements. This data, collected accurately and in a standardized way, is a critical part of:

- Determining patient risks for developing certain conditions based on identified risk factors for racial and ethnic groups;

- Identifying patients' communication needs, so appropriate language services could be coordinated;
- Identifying disparities in healthcare services and outcomes; and,

Improve data quality and accuracy ...

Help your staff feel more comfortable with collecting patient race, ethnicity and primary language information...

- Developing targeted programs and services that are culturally and linguistically appropriate and that ensure the quality of healthcare for all patients.

GUIDELINES/TOOLS/RESOURCES TO IMPROVE YOUR DATA QUALITY

To address these needs, HRET developed a set of standardized guidelines based on national and federal recommendations. These guidelines are presented in a variety of formats and include:

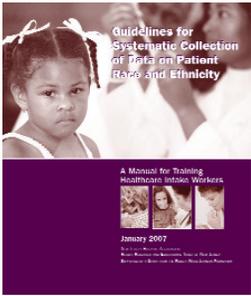


HRET

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Train-the-Trainer Manual



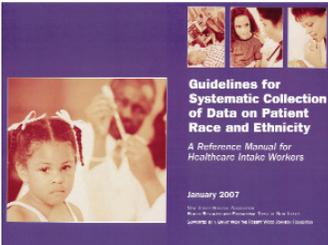
This training manual is designed for hospital education units and access managers and includes comprehensive information on the importance of collecting patient race and ethnicity data, recommended categories, collection guidelines and tips, interview scripts, strategies on how to handle complex situations and supporting staff and patient resources included in the reference toolkit.

Instructional DVD



This 15-minute instructional DVD for registrars uses actual patient interviews to illustrate how to conduct patient interviews, ask race and ethnicity questions and handle difficult situations in an effective and time-efficient manner.

Reference Toolkit for Healthcare Intake Workers

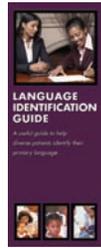


The reference toolkit includes resources to assist staff during patient interviews, as well as resources to help patients self-identify and address their questions and concerns. Included are:

- A Patient Interview Script with step-by-step directions about how to collect race and ethnicity data.
- Definitions of Hispanic Origin and Race Categories from the U.S. Census Bureau.
- Quick Reference Tools with additional Hispanic origin and race responses not included in the state's approved list along with their recommended categories.

- A Patient Card with a list of all Hispanic origin and race categories and information on the reasons and legal mandate for collecting data, provided in 14 languages.
- Patient Primary Language Interview Script with recommendations on how to collect primary language information from patients.
- Frequently Asked Questions

Language Identification Guide



This guide was designed to help diverse patients identify their primary language and includes "I Speak..." phrases translated to 47 different languages.

Web-based Interactive Training Course

This Web course on collection of patient race, ethnicity and primary language data contains the main training component with the entire curriculum and associated assessments; and an administrative support component designed for patient access managers to register staff and run activity and progress reports.

HOW TO ORDER?

To order, please use the attached order form and submit to HRET. For more information, contact HRET's Research Department at 609-275-4145 or research@njha.com.