Introducing a cost-effective, Web-based training program

COLLECTING PATIENT RACE, ETHNICITY & PRIMARY LANGUAGE DATA: ONLINE COURSE FOR HEALTHCARE REGISTRARS

ABOUT THIS COURSE

This one-hour online course was designed to train healthcare staff on the recommended standardized guidelines for collecting patient race, ethnicity and primary language data. The flexible Web course allows staff to learn about the standards of data collection and how to handle difficult situations — all at their own pace and based on their work schedule. This course, designed for use throughout the country, is a tool in a series of resources developed as part of an educational campaign to improve the accuracy and reliability of patient race, ethnicity and primary language data.

An easy way to collect patient race, ethnicity and primary language data and train your staff on standardized processes.

WHO SHOULD TAKE THIS COURSE?

This course was developed for hospital 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 course is also recommended for patient access supervisors, hospital education unit trainers and other healthcare staff as appropriate.

WHY COLLECT THIS DATA?

A growing number of states require hospitals to collect race, ethnicity and now primary language data from their patients 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,

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

COURSE COMPONENTS & FEATURES

This Web course has two components: the main training course with a full curriculum and associated tests or assessments; and the administrative support component that allows supervisors to register staff and track their progress.

Training Component

The course is composed of six lessons focusing on:

■ Importance of collecting accurate patient data and how it is used;

■ Recommended protocols and guidelines for systematic collection of patient data based on federal and national standards;

■ Interview script and steps to take during patient registration;

■ Strategies for assisting patients in selecting categories that best describe them; and,

■ Tips for handling complex and sensitive situations.

To enhance the learning experience, the course also includes video clips of real-life patient interviews, links to all tools and resources and offers a certificate of completion for staff successfully completing the course.

Administrative Support Component

Through this component, supervisors will be able to:

■ Register and edit user information;

■ Track staff's course status and progress and run customized reports; and

■ Generate activity reports at any time including daily, monthly and yearly reports.
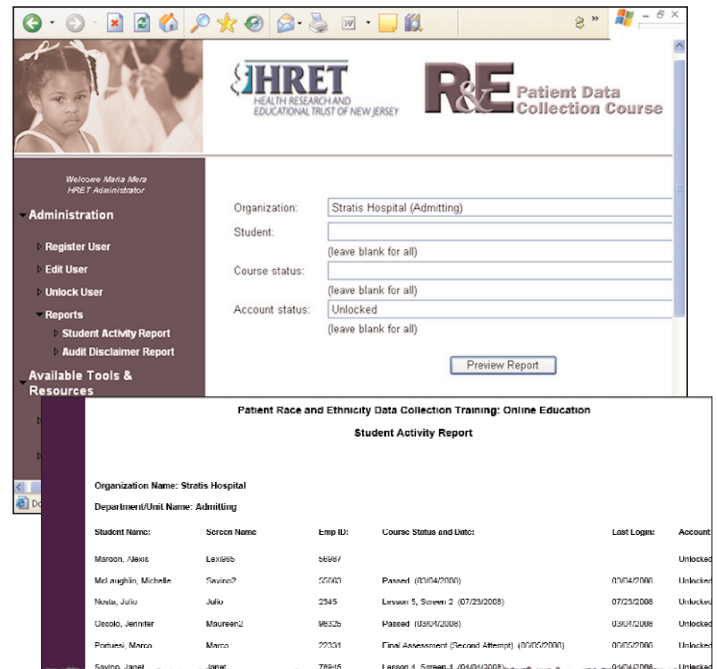
SYSTEM REQUIREMENTS

Broad-band Internet connection is recommended; dial-up modem connectivity will function, but may be slow. Microsoft Internet Explorer 6.0 or above, Media Player and Adobe Reader also are required. Technical support is available.

SUBSCRIPTIONS AND ADDITIONAL INFORMATION

Subscriptions are for one year and prices are determined by membership status, size of each facility and type of organization. To order, please use the attached form and submit to HRET. Healthcare systems and non-hospital organizations should contact HRET for a quote. For more information, contact HRET's Research Department at 609-275-4145 or research@njha.com.