![New York State Partnership for Patients logo]

Health Disparities Survey

The New York State Partnership for Patients (NYSPFP) is working with its hospitals to improve the collection of patient demographic data, specifically race, ethnicity, language, sexual orientation, gender identity, and disability status data. In order to better understand existing practices, NYSPFP is asking that hospitals complete this survey. The survey asks about processes and systems for collecting data, uses of existing data, and training programs for staff collecting this data. The survey also seeks to understand how NYSPFP can best support hospitals in improving their ability to collect this data.

NYSPFP is asking that hospitals complete <u>one</u> survey per hospital. In order to complete the survey, you may need to coordinate with representatives from Quality, Education, Patient Registration/Admissions, and Information Technology. NYSPFP recommends that hospitals review the survey and complete on paper. The final survey response should be entered online here:

https://www.surveymonkey.com/r/disparitiesnyspfp

If you have any questions about the NYSPFP survey, please contact your Project Manager. If you have any questions about completing the online survey, please contact Robert O'Neil at roneil@gnyha.org.

Current Data Collection and Use of Data

Q1   What patient demographic data elements does your hospital collect? Please select all that apply.

1. Race
2. Ethnicity
3. Primary language spoken
4. English proficiency
5. Preferred language for health care information
6. Sexual orientation
7. Gender identity
8. Disability status
9. Other, please specify:

Q2   What best describes how frequently your hospital collects the demographic data you selected in Q1?

1. At the first patient contact
2. At each patient contact
3. Periodically
4. Other, please specify:

For the following questions, please think about the data elements your hospital selected in Q1. Those data elements include: race, ethnicity, primary language spoken, English proficiency, preferred language for health care information, sexual orientation, gender identity, and disability status. If your hospital only collects some of those items, answer the following questions based <u>only</u> on those items that your hospital does collect.

Q3   Please think about when your hospital collects the demographic data you selected in Q1. For each item, please indicate how often your hospital collects this information.

	Never	Rarely	Sometimes	Often	Always
Prior to the patient's arrival					
Upon admission/at registration					
During the patient exam/visit					
When the patient is leaving/being discharged					
After the patient visit					

Q3a   Are there any other time periods when your hospital collects the demographic data selected in Q1?

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For the following questions, please think about the data elements your hospital selected in Q1. Those data elements include: race, ethnicity, primary language spoken, English proficiency, preferred language for health care information, sexual orientation, gender identity, and disability status. If your hospital only collects some of those items, answer the following questions based <u>only</u> on those items that your hospital does collect.

Q4   Please think about the way that patients provide the demographic data you selected in Q1. For each situation, please indicate how often patients provide this data.

	Never	Rarely	Sometimes	Often	Always
Patients enter the information directly					
Hospital staff ask patient for the information in-person					
Hospital staff ask patient for the information over the phone					
Hospital asks for information through mail or online					
Patient does not directly provide information on race, ethnicity, language, sexual orientation, and gender identity data					

Q4a   Are there other ways in which patients provide the demographic data you selected in Q1?

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For the following questions, please think about the data elements your hospital selected in Q1. Those data elements include: race, ethnicity, primary language spoken, English proficiency, preferred language for health care information, sexual orientation, gender identity, and disability status. If your hospital only collects some of those items, answer the following questions based only on those items that your hospital does collect.

Q5   When a patient declines to provide the demographic data you selected in Q1, how is it documented in the patient's chart?

1. Individual fields are left blank
2. Field exists to check when patient declines to provide information
3. Declined to provide is written into a free text field
4. Staff fills in patient information to the best of their knowledge
5. Other, please specify:

Q6   Which of the following race and ethnicity code sets has your hospital used to determine what race and ethnicity categories to collect? Please select all that apply.

1. U.S. Census
2. Office of Management and Budget (OMB)
3. CDC HL7 Race and Ethnicity Code Set
4. Statewide Planning and Research Cooperative System (SPARCS)
5. Other, please specify:
6. Not sure
7. My hospital does not use a standardized code set for race and ethnicity data

Q7   Which of the following standardized language sets has your hospital used to determine what language categories to collect? Please select all that apply.

1. U.S. Census
2. Institute of Medicine (IOM)
3. Other, please specify:
4. My hospital does not use a standardized language set

Q8   Has your hospital conducted an assessment to understand the race, ethnicity, and language needs of your primary service area?

1. Yes
2. No
3. Not sure

[IF NO OR NOT SURE (Q8=2 or 3), SKIP TO Q10.]

Q9   How has your hospital used the results of this assessment? Please select all that apply.

1. Modified data collection categories for race
2. Modified data collection categories for ethnicity
3. Modified data collection categories for language
4. Modified script that staff use when interacting with patients
5. Modified tools and resources staff use to help collect patient data
6. Identified training needs for staff who collect patient data
7. Other, please specify:
8. My hospital has not used the results of this assessment

For the following questions, please think about the data elements your hospital selected in Q1. Those data elements include: race, ethnicity, primary language spoken, English proficiency, preferred language for health care information, sexual orientation, gender identity, and disability status. If your hospital only collects some of those items, answer the following questions based <u>only</u> on those items that your hospital does collect.

Q10   How has your hospital tried to improve the collection of the demographic data you selected in Q1? Please select all that apply.

1. Audit patient records with missing data
2. Follow up with patients with missing data
3. Review how frequently "decline to answer" is selected for patient demographic data
4. Provide feedback to staff on the level of completeness of the data they collect
5. Compare aggregate data to other data sources (e.g., census data)
6. Other, please specify:
7. No specific activities to improve the collection of patient demographic data selected in Q1

Q11   Which of following does your hospital use to look at differences in outcomes? Please select all that apply.

1. Race
2. Ethnicity
3. Language
4. Sexual orientation
5. Gender identity
6. Disability status
7. Other, please specify:
8. My hospital does not look at outcomes broken out by different patient demographic data

[IF DOES NOT LOOK AT OUTCOMES (Q11=8), SKIP TO Q13]

For Q12, please think about the demographic data elements that your hospital uses to look at differences in outcomes that you selected in **Q11**. Those data elements include: race, ethnicity, language, sexual orientation, gender identity, and disability status. If your hospital only looks at some of those elements, please answer the following question based <u>only</u> on those elements that your hospital does look at for differences in outcomes.

Q12   What types of outcomes does your hospital break out by patient demographic data?

1. Clinical care processes
2. Hospital infection or complication measures
3. Readmissions
4. Patient satisfaction/Patient experience
5. Other, please specify

Q13   Please think about two to three examples of projects your hospital worked on related to health disparities or health equity. What were the issues your hospital identified and how did your hospital research these? Was any data used to inform these projects? What were the final results?

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Training Programs

> For the following questions, please think about the data elements your hospital selected in Q1. Those data elements include: race, ethnicity, primary language spoken, English proficiency, preferred language for health care information, sexual orientation, gender identity, and disability status. If your hospital only collects some of those items, answer the following questions based only on those items that your hospital does collect.

Q14   Which staff currently collect any type of demographic data you selected in Q1? Please select all that apply.

   1. Admitting Registration Staff
   2. Emergency Department Registration Staff
   3. Nursing Assistant
   4. Nursing (RN, LPN)
   5. Clinician (MD, NP, PA)
   6. Social Worker
   7. Case Manager
   8. Other, please specify:

Q15   Have staff received training on how to collect patient demographic data?

   1. Yes
   2. No
   3. Not sure

[IF TRAINING IS PROVIDED (Q15=1), CONTINUE TO Q16. OTHERWISE SKIP TO Q25.]

Q16   What specific data elements are included in your hospital's training on how to collect patient demographic data? Please select all that apply.

   1. Race
   2. Ethnicity
   3. Primary language spoken
   4. English proficiency
   5. Preferred language for health care information
   6. Sexual orientation
   7. Gender identity
   8. Disability status
   9. Other, please specify:

For the following questions, please think about the data elements you said your hospital provides training on collecting in **Q16**. Those data elements include: race, ethnicity, primary language spoken, English proficiency, preferred language for health care information, sexual orientation, gender identity, and disability status. If your hospital only provides training on how to collect some of those items, answer the following questions based <u>only</u> on those items that your hospital does provide training on how to collect.

Q17   Who provides the training on how to collect the demographic data you selected in Q16? Please select all that apply.

1. Hospital training/patient education staff
2. Hospital staff within that department
3. Outside training vendor/consultant
4. Other, please specify:

Q18   Which staff receive any kind of training on how to how to collect the demographic data you selected in Q16? Please select all that apply.

1. Admitting Registration Staff
2. Emergency Department Registration Staff
3. Nursing Assistant
4. Nursing (RN, LPN)
5. Clinician (MD, NP, PA)
6. Social Worker
7. Case Manager
8. Other, please specify:

Q19   Which of the following are included in your hospital's training regarding the categories of race, ethnicity, language, sexual orientation, gender identity, and disability status data? Please select all that apply.

1. Review of the race categories that my hospital collects
2. Review of the ethnicity categories my hospital collects
3. Review of the language categories my hospital collects
4. Review of the sexual orientation categories my hospital collects
5. Review of the gender identity categories my hospital collects
6. Review of the disability status categories my hospital collects
7. Review of the existing data of my hospital's patient population
8. Explanation of why my hospital collects these categories of data
9. Explanation of what my hospital uses these categories of data for
10. None of the above

For the following questions, please think about the data elements you said your hospital provides training on collecting in **Q16**. Those data elements include: race, ethnicity, primary language spoken, English proficiency, preferred language for health care information, sexual orientation, gender identity, and disability status. If your hospital only provides training on how to collect some of those items, answer the following questions based <u>only</u> on those items that your hospital does provide training on how to collect.

Q20   Which of the following are included in your hospital's training regarding the methods for collecting the demographic data you selected in Q16? Please select all that apply.

   1. When this data is collected (e.g., during pre-registration, at registration, during visit)
   2. Where this data is entered (e.g., paper form, electronic system)
   3. How to enter this data into the appropriate form or system
   4. How often this data is collected and updated (e.g., first visit only, each visit)
   5. The preferred way to obtain this data (e.g., patient provides, hospital asks the patient, hospital determines)
   6. Other, please specify:

Q21   What is the mode that training is provided in? Please select all that apply.

   1. In-person
   2. Online
   3. Manual-based Training
   4. Other, please specify:

Q22   When does staff receive training? Please select all that apply.

   1. During initial onboarding/orientation
   2. During continuing education sessions
   3. Whenever the process for collecting this data changes
   4. Upon staff request
   5. Other, please specify:

Q23   Which of the following are components of your hospital's training? Please select all that apply.

   1. Discussion of common reasons why patients might not want to provide this data
   2. What to say to patients to explain why this data is collected
   3. What to say to patients who don't want to provide this data
   4. What to say to patients who are concerned about this data being shared
   5. Role playing exercises where staff act out situations with people playing patients who do not want to provide this data
   6. Discussion about how staff feel about collecting the data
   7. Other, please specify:

For the following questions, please think about the data elements you said your hospital provides training on collecting in **Q16**. Those data elements include: race, ethnicity, primary language spoken, English proficiency, preferred language for health care information, sexual orientation, gender identity, and disability status. If your hospital only provides training on how to collect some of those items, answer the following questions based <u>only</u> on those items that your hospital does provide training on how to collect.

Q24   What tools and resources are provided to staff who receive this training? Please select all that apply.

1. Script to use when interacting with patients
2. Reference guide on the information included in the training
3. Contact person to reach out to if staff have questions on any of the information included
4. Online materials on hospital's intranet or staff webpage
5. Other, please specify:
6. My hospital does not provide staff with any tools or resources

Educational Needs and Support

Q25   Please think about the following items related to your processes and systems for collecting race, ethnicity, language, sexual orientation, gender identity, and disability status data. How helpful would the following be to your hospital's efforts in this area?

	Not at all helpful	Somewhat helpful	Helpful	Very helpful	Extremely helpful
Best practices for collecting this data					
Education on how to improve the completeness of this data					
Education on how improve the accuracy of this data					
Education on how to determine the population that your hospital serves					
Best practices for capturing and storing this data					
Best practices on how to use this data to identify potential disparities					

Q26   Are there any additional items that would be helpful for your hospital related to either:

- Processes and systems for collecting race, ethnicity, language, sexual orientation, gender identity, and disability status data?
- Training staff on collecting race, ethnicity, language, sexual orientation, gender identity, and disability status data

Please describe below.

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This is the end of the NYSPFP Health Disparities Survey. Please enter your final responses online at the following web address:

https://www.surveymonkey.com/r/disparitiesnyspfp