

### NYSPFP Health Care Disparities Webinar

Making Health Literacy and Cultural Competency an Institutional Priority



### **Agenda**

Topic	Speaker
Welcome and Introductions	NYSPFP Staff
Making Health Literacy and Cultural Competency an Institutional Priority	Joseph R. Betancourt, MD, MPH Director, The Disparities Solutions Center and Director of Multicultural Education, Center for Diversity and Inclusion, Massachusetts General Hospital
Hospital Questions and Discussion	Hospital Participants Facilitated by NYSPFP Staff
Tools and Resources/Next Steps	NYSPFP Staff



### **NYSPFP Health Care Disparities Initiative**

#### Goal:

The goal of NYSPFP's focus on reducing health care disparities is to assist hospitals in identifying potential disparities in care delivery through standardized capture of data and information, to better address these disparities and reduce harm.

### Approach:

NYSPFP will provide hospitals with tools, education and training opportunities on best practices to improve the capture of standard Race, Ethnicity, and Language (REaL) data and use of this data to inform patient-centered care and targeted interventions to reduce disparities.



### **NYSPFP Health Care Disparities Approach**

- NYSPFP will support hospitals identify areas for improvement in the collection and use of REaL data utilizing two approaches:
  - Hospital survey to identify existing practices around collection and use of demographic data
  - NYSPFP Race, Ethnicity and Language (REaL) Data Report
- NYSPFP will provide technical assistance to hospitals to improve demographic data collection
  - Access to virtual and in-person education for management and front-line staff



## Making Health Literacy and Cultural Competency an Institutional Priority

Joseph R. Betancourt, MD, MPH Director, The Disparities Solutions Center and Director of Multicultural Education, Center for Diversity and Inclusion, Massachusetts General Hospital



### Hospital Questions and Discussion

Joseph R. Betancourt NYSPFP Staff Hospital Participants



# NYSPFP Health Care Disparities Website, Tools and Resources



#### **NYSPFP Website: Tools and Resources**

**Health Care Disparities** 

**Building Culture and Leadership** 

INITIATIVE OVERVIEW



MEETING MATERIALS TOOLS & RESOURCES

Check this page often for updated tools and resources from the NYSPFP Health Care Disparities Initiative.

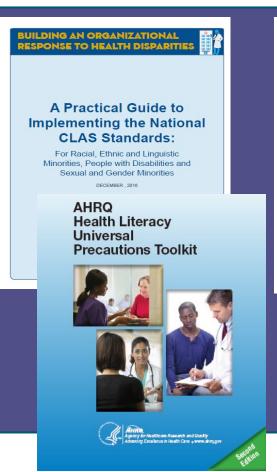
Suggested Best Practices and Corresponding Tools & Resources

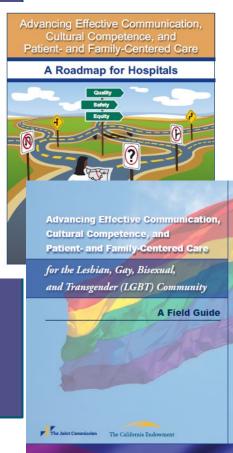
Health Care Disparities



**Evaluation of the National CLAS Standards** 

Malcolm V. Williams, Laurie T. Martin, Lois M. Cavis, Linnea Warren May, and Alice Kim





For Additional Tools and Resources Visit: www.nyspfp.org



### Questions to Run On

- Has your hospital conducted an initial or ongoing organizational self-assessments of CLAS-related activities?
- What, if any challenges do you anticipate in integrating cultural and linguistic competencerelated measures into your performance improvement programs, patient satisfaction assessments, and/or outcome-based evaluations?
- What tools, resources and/or assessment approaches will you explore to further assist patients, families and care partners to meet their cultural, linguistic and/or health literacy needs?



### How To Access Your REaL Data Report

- Log in to the NYSPFP Data Portal at:
  - https://www.nyspfp.org/Members/myNYSPFP.aspx
- Navigate to the "Data" page:
  - https://www.nyspfp.org/Members/myData.aspx
- The report and accompanying description are located in the "Building Culture and Leadership" section of the Data Portal:



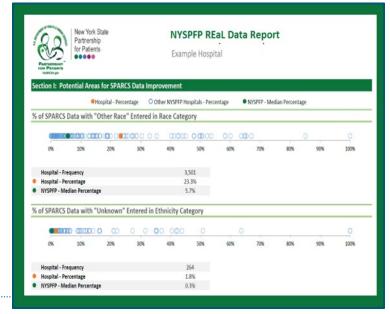


### **Next Steps**

### Contact your Project Manager for support with:

- Action Planning-
  - Identify, prioritize, and take action on health disparities by championing a Disparities Impact Statement (DIS) within your organization
- Review and Interpretation of NYSPFP REaL Data Report
- New eLearning Module "Race, Ethnicity and Language (REaL) Data Collection: How and Why We Ask"









New York State Partnership for Patients

A partnership of the Healthcare Association of New York State and the Greater New York Hospital Association.

# Thank you for joining us for today's New York State Partnership for Patients (NYSPFP) Program!