



New York State
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NYSPFP Health Care Disparities Webinar

Making Health Literacy and Cultural Competency an Institutional Priority

February 5th 2019
2:00 p.m. - 3:00 p.m.



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



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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



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Hospital Questions and Discussion

Joseph R. Betancourt
NYSPFP Staff
Hospital Participants



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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

BUILDING AN ORGANIZATIONAL RESPONSE TO HEALTH DISPARITIES

A Practical Guide to Implementing the National CLAS Standards:

For Racial, Ethnic and Linguistic Minorities, People with Disabilities and Sexual and Gender Minorities

DECEMBER, 2016

AHRQ Health Literacy Universal Precautions Toolkit



Agency for Healthcare Research and Quality
Advancing Excellence in Health Care www.ahrq.gov

Second Edition

Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care

A Roadmap for Hospitals



Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care

for the Lesbian, Gay, Bisexual, and Transgender (LGBT) Community

A Field Guide

The Joint Commission The California Endowment



Evaluation of the National CLAS Standards

Tips and Resources

8

Malcolm Y. Williams, Lashie T. Martin, Lois M. Davis, 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 competence-related 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:

Building Culture and Leadership

Culture and Leadership

Data Collection

- Submit Patient and Family Engagement Assessment
- Submit Leadership Assessment

Reports

Patient and Family Engagement

- Patient and Family Engagement Assessment Report

Leadership

- Leadership Assessment Report

Race, Ethnicity and Language (REaL) Data Report

- 2018: [Description](#) | [Report](#)
- 2017: [Description](#) | [Report](#)
- 2016: [Description](#) | [Report](#)

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”***



Building an Organizational Response to Health Disparities

DISPARITIES IMPACT STATEMENT

Learn how to **Identify, prioritize, and take action** on health disparities by championing the Disparities Impact Statement in your organization. Participants receive personalized technical assistance focused on strengthening your quality improvement program through a series of consultations from subject matter experts. To learn more, contact HealthEquityTA@cms.hhs.gov.

Health disparities are differences in health outcomes closely linked with social, economic, and environmental disadvantage - are often driven by the social conditions in which individuals live, learn, work, and play. Characteristics including race, ethnicity, disability, sexual orientation or gender identity, socio-economic status, geographic location, and other factors historically linked to exclusion or discrimination are known to influence the health of individuals, families, and communities.

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graph TD
    PLAN[PLAN  
analyze -> focus] --> DO[DO  
pilot -> measure]
    DO --> STUDY[STUDY  
evaluate -> adopt]
    STUDY --> ACT[ACT  
implement -> improve]
    ACT --> PLAN
            
```

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NYSPFP REaL Data Report

Example Hospital

Section I: Potential Areas for SPARCS Data Improvement

● Hospital - Percentage ○ Other NYSPFP Hospitals - Percentage ● NYSPFP - Median Percentage

% of SPARCS Data with "Other Race" Entered in Race Category

Hospital - Frequency	3,501
Hospital - Percentage	23.3%
NYSPFP - Median Percentage	5.7%

% of SPARCS Data with "Unknown" Entered in Ethnicity Category

Hospital - Frequency	264
Hospital - Percentage	1.8%
NYSPFP - Median Percentage	0.3%



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*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!