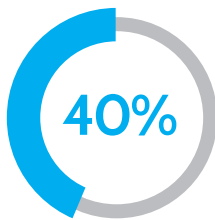


ASK EVERY PATIENT: REAL

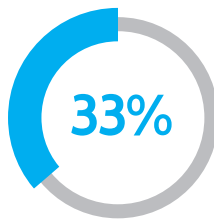
AN eLEARNING MODULE FOR TRAINING STAFF IN REAL DATA COLLECTION

National health quality data tell us that many racial and ethnic minorities continue to receive lower-quality care than whites. Collecting accurate and consistent REAL (race, ethnicity, and language) data is essential to resolving these disparities.

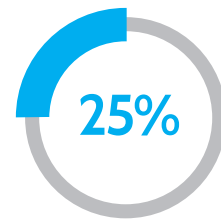
THE ISSUE



Blacks received worse care than whites, and Hispanics received worse care than non-Hispanic whites, for about 40 percent of quality measures.



American Indians and Alaska natives received worse care than whites for one-third of quality measures.



Asians received worse care than whites for about one-quarter of quality measures, but better care than whites for a similar proportion of quality measures.

Source: Agency for Healthcare Research and Quality. 2012 National Healthcare Disparities Report. Washington, DC. May 2013. <http://www.ahrq.gov/research/findings/nhqrdr/nhdr12/>. Accessed November 2014.

REAL ACTION

Identifying and resolving health disparities is a method proven to increase quality for all patients. Training registration staff is a vital part of disparities identification. The Ask Every Patient: REAL eLearning Module (free to essential hospitals) is designed to help you easily implement that training.

- The REAL eLearning Module offers well-researched information that follows Office of Management and Budget (OMB) guidelines, meaningful use attestation requirements, and Joint Commission recommendations for REAL data collection.
- The course offers you the ability to train your staff at very little cost when compared with face-to-face training.
- Second- and third-shift staff can easily take the training, and it can be a part of new staff orientation programs.
- Module content includes a focus on these things:
 - patient self-reporting, emphasizing patient choice
 - the meaning of ethnicity: “Hispanic or Latino” or “not Hispanic or Latino”
 - the meaning and uses of granular categories
- This online module was developed with input from America’s Essential Hospitals’ equity action team, which has significant experience in resolving care disparities among vulnerable populations.

REAL REINFORCEMENT

- Reinforce REAL data collection behaviors by training staff at orientation and regularly after that.
- Role play with staff to minimize reluctance in asking REAL data questions.
- Add REAL data collection and patient self-reporting to registration staff's key performance indicators to emphasize their importance to the organization.
- Audit and validate data continually to ensure it is captured accurately and consistently.

REAL SUCCESS

As these case studies show, when health care organizations have accurate and consistent REAL data, successful results in health disparities can be resolved.

Montefiore Medical Center, New York, New York¹

Redesigned patient registration system to collect REAL data, allowing analysis of 23 cardiovascular inpatient performance measures stratified by REAL data

Results

- Of heart attack patients, 100 percent received angioplasty within 90 minutes of arriving at the hospital, compared with 17 percent when care disparities were discovered initially.

AnMed Health, Anderson, South Carolina²

Used an electronic health record alert and patient navigator program to reduce disparities in readmission rates

Results

- Reduced 30-day acute myocardial infarction readmission rate among African Americans by 20 percent
- Decreased the gap in readmission rates between African Americans and other racial subgroups by 16 percent within one year

1. Robert Wood Johnson Foundation. *Improving Heart Care through Better Data and Communications*. March 24, 2010.

<http://www.rwjf.org/en/about-rwjf/newsroom/newsroom-content/2010/03/improving-heart-care-through-better-data-and-communications.html>. Accessed November 2014.

2. Health Research & Educational Trust. *Reducing Health Care Disparities: Collection and Use of Race, Ethnicity and Language Data*. Chicago. August 2013.

<http://www.hpoe.org/resources/hpoehtaha-guides/1431>. Accessed November 2014.