Health Equity Train-the-Trainer Session: Collecting Data to Understand Health Disparities

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Train-the-Trainer Model

Evaluation

Your Feedback is
Anticipated!

Agenda

- **Welcome from MDPH**
- **Introduction Activity**
- **Best Practices for Collecting Race, Ethnicity and Language Data**
- **Training Tool: Videos**
- **Training Tool: Role Plays**
- **Training Tool: Resources**
- **Evaluation and Concluding Remarks**

Introduction Activity

Introduction Cards

Hello, my name is

_____.

My race is_____.
(You may list more than one.)

My ethnicity is_____.
(You may list more than one.)

My primary language spoken at
home is _____.

Before we begin…

The Golden Rule for Training Staff to Collect Race and Ethnicity Information:

**You only have to collect it once,
if you collect it correctly.**

What are health disparities?

Health disparities are differences between populations in:

- Presence of disease
- Access to health care
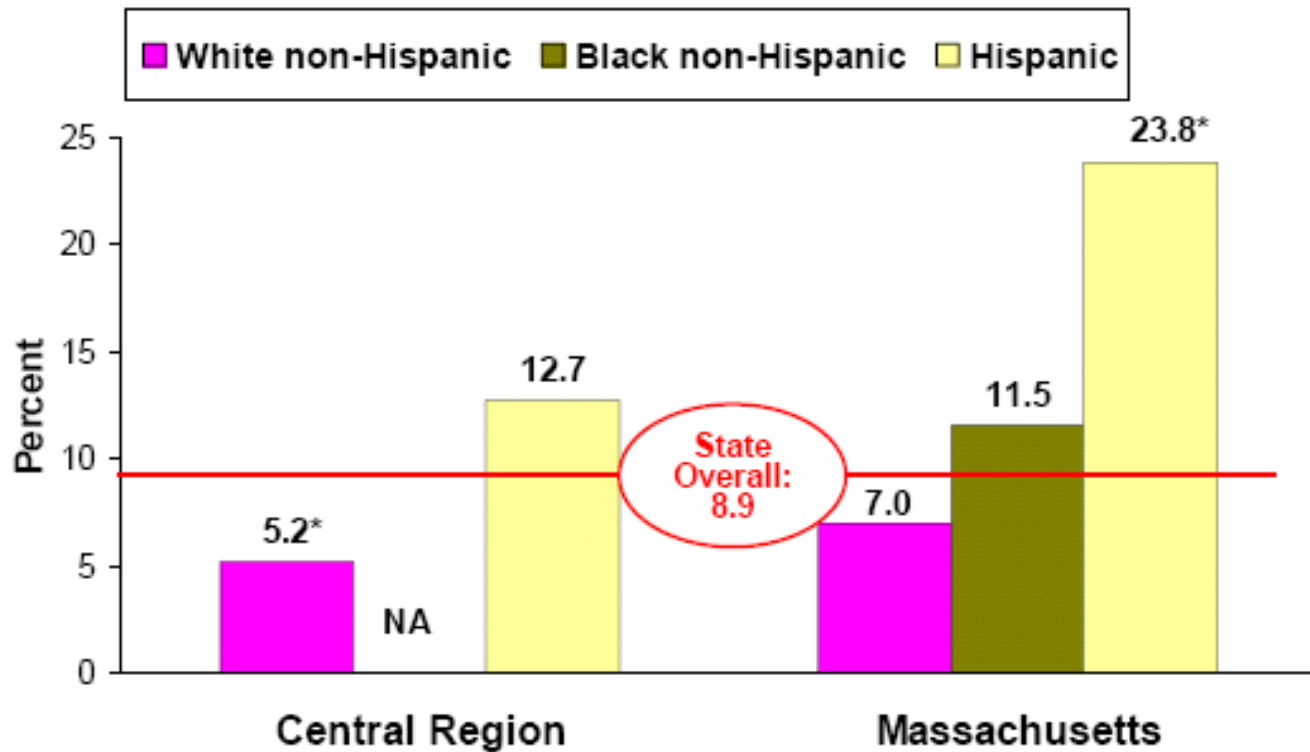- Use of health care services
- Health outcomes

What causes health disparities?

- **Social, economic, and environmental factors**

- **Barriers to getting health care**

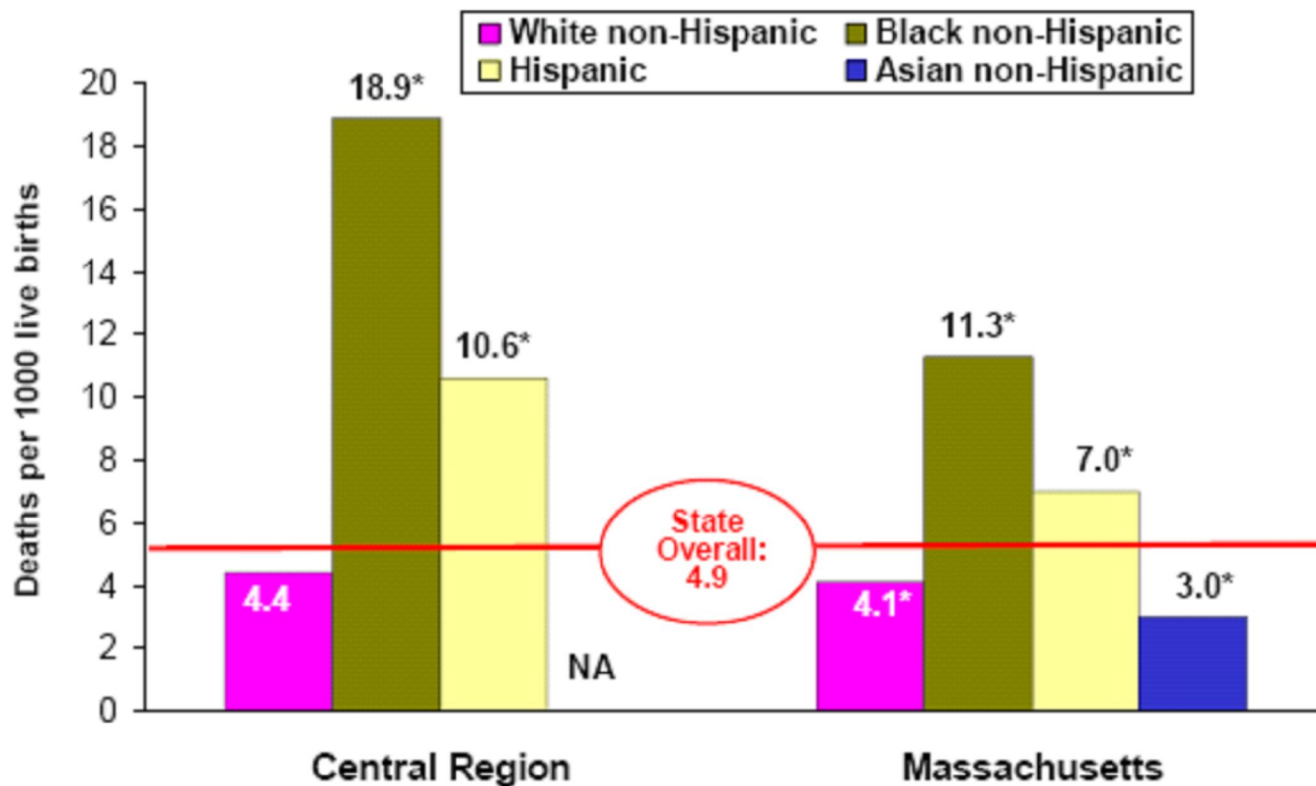- **Differences in quality of health care**

Adults who Have No Health Insurance by Race and Ethnicity
Central Region and Massachusetts: 2005

(*) Statistically different from State (p ≤.05)

Source: MDPH, Bureau of Health Information, Statistics, Research, & Evaluation, Health Survey Program

Infant Mortality Rates by Race/Ethnicity
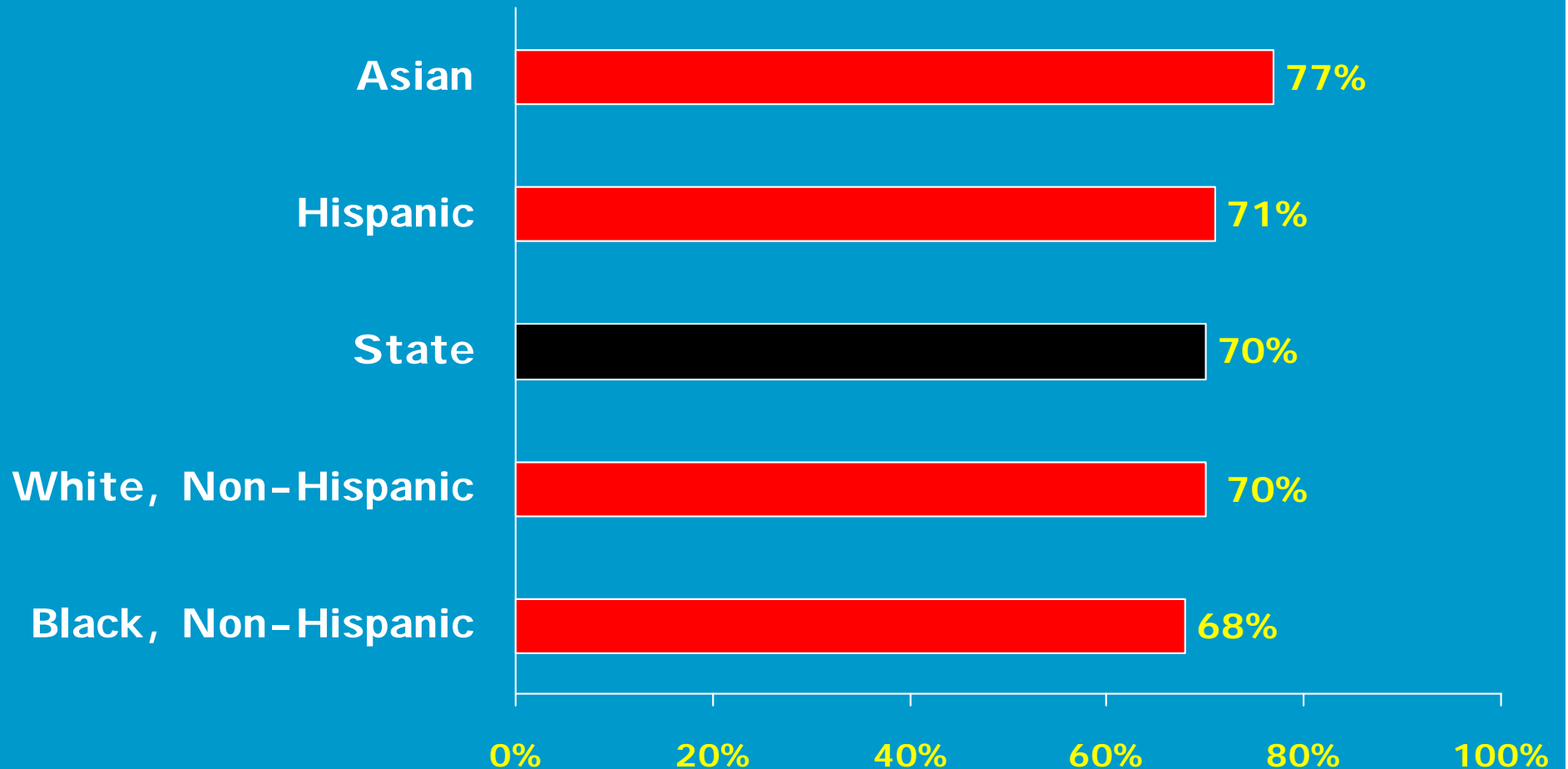Central Region and Massachusetts: 2002-2005

Disparities Exist and Persist

- Need to better understand populations
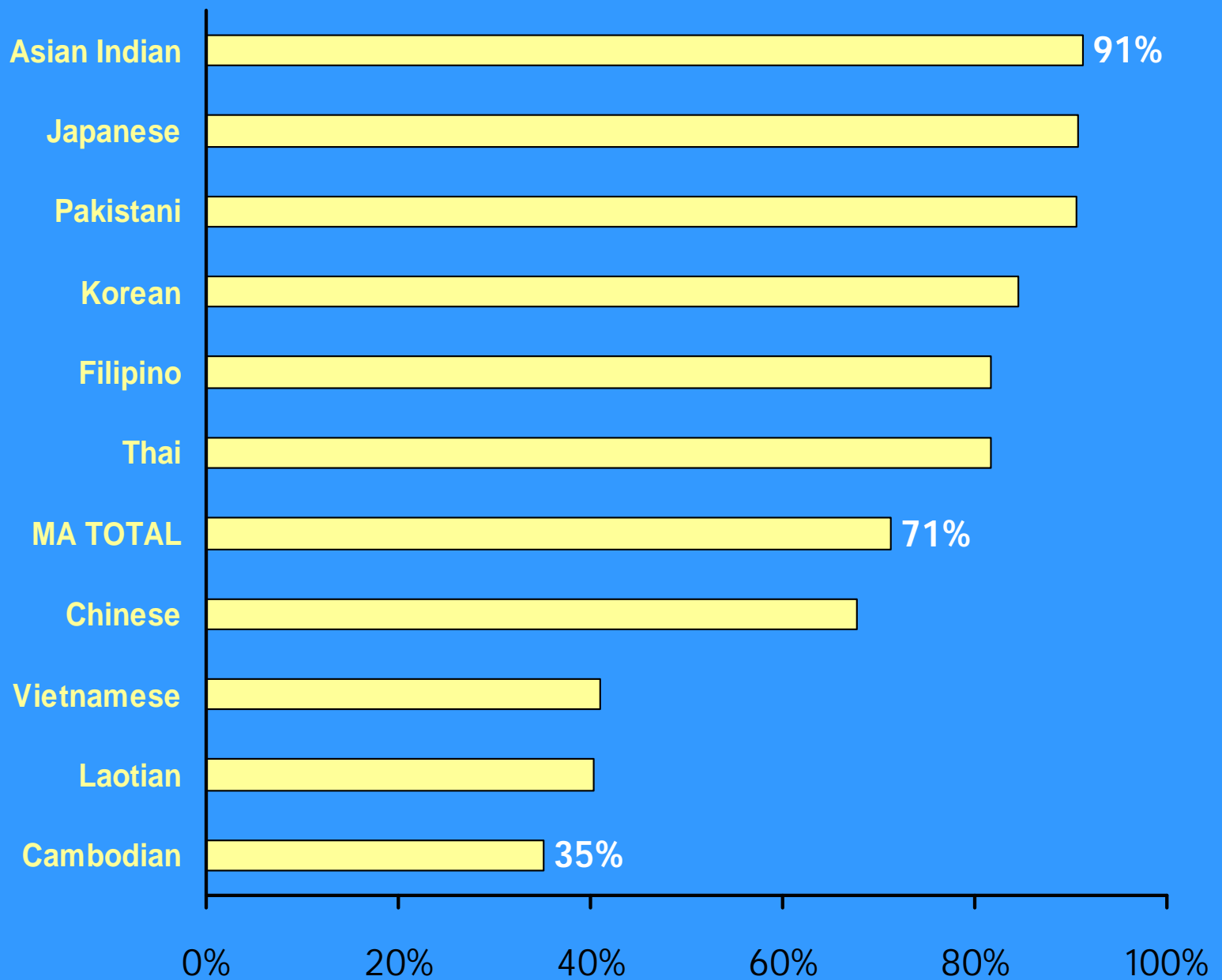
- More variation within groups than among them

To Eliminate Disparities,
We Need to Collect Better Data

Why Improve the Data?

Percent of Mothers Breastfeeding by Race/Ethnicity, MA

Asian — 77%
Hispanic — 71%
State — 70%
White, Non-Hispanic — 70%
Black, Non-Hispanic — 68%

0% 20% 40% 60% 80% 100%

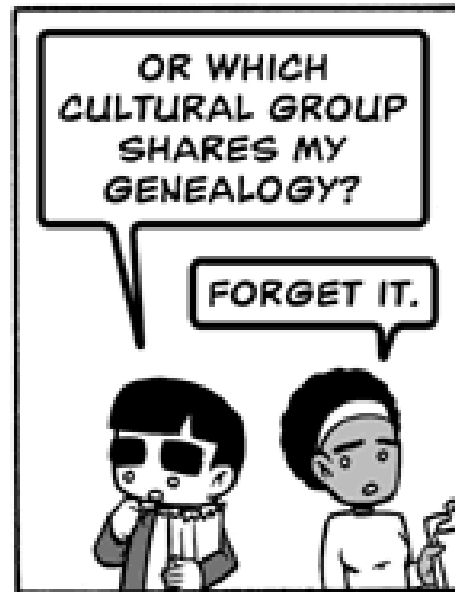| Category	Percentage
Asian Indian	91%
Japanese	
Pakistani	
Korean	
Filipino	
Thai	
MA TOTAL	71%
Chinese	
Vietnamese	
Laotian	
Cambodian	35%

Why Collect the Data?

- **Identify Disparities or Differences**

- **Target Interventions to Address Gaps**

- **Improve Quality of Care and/or Services for All**

How to Collect Race and Ethnicity Data?

- **What is your RACE?**

- **What is your ETHNICITY?**

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Asking about Language

- **What is the primary language spoken in your home?**

- **What language do you prefer to speak with us about health?**

- **What language do you prefer to read health-related materials?**

How to Collect Race, Ethnicity and Language Data?

- **In Person?**
- **On a Form?**
- **Over the Phone?**
- **Other Methods?**

How to Collect Race, Ethnicity and Language Data?

- **Explain why it is being collected**

- **Be prepared for questions**

- **Give people the tools they need to identify**

MDPH Data Collection Tool

MDPH Race-Ethnicity and Language Preference Data Collection Instrument

Introduction: In order to guarantee that all patients receive the highest quality of care and to ensure the best services possible, we are collecting data on race and ethnicity. Could you please select the category or categories that best describes your background?

1. Are you Hispanic/Latino/Spanish?
   Yes
   No

2. What is your ethnicity? (You can specify one or more)

African (specify _____)	Haitian
African American	Honduran
American	Japanese
Asian Indian	Korean
Brazilian	Laotian
Cambodian	Mexican, Mexican American, Chicano
Cape Verdean	Middle Eastern (specify_____)
Caribbean Islander (specify_____)	Portuguese
Chinese	Puerto Rican
Colombian	Russian
Cuban	Salvadoran
Dominican	Vietnamese
European	Other (specify_____)
Filipino	Unknown/not specified
Guatemalan	

3. What is your race? (You can specify one or more)

American Indian/Alaska Native (specify tribal nation_____)
Asian
Black
Native Hawaiian or other Pacific Islander (specify_____)
White
Other (specify_____)
Unknown/not specified

4. In what language do you prefer to discuss health-related concerns?

English	Somali
Spanish	Arabic
Portuguese	Albanian
Cape Verdean Creole	Chinese (specify dialect_____)
Haitian Creole	Russian
Khmer	Other (specify_____)
Vietnamese	

August 2008 version

DPH Race-Ethnicity and Language Preference Data Collection Instrument

Introduction: In order to guarantee that all patients receive the highest quality of care and to ensure the best services possible, we are collecting data on race and ethnicity. Could you please select the category or categories that best describes your background?

1. What is your ethnicity? (You can specify one or more)

θ African (specify _____)	θ Haitian
θ African American	θ Honduran
θ American	θ Japanese
θ Asian Indian	θ Korean
θ Brazilian	θ Laotian
θ Cambodian	θ Mexican, Mexican American, Chicano
θ Cape Verdean	θ Middle Eastern (specify_____)
θ Caribbean Islander (specify_____)	θ Portuguese
θ Chinese	θ Puerto Rican
θ Colombian	θ Russian
θ Cuban	θ Salvadoran
θ Dominican	θ Vietnamese
θ European	θ Other (specify_____)
θ Filipino	θ Unknown/not specified
θ Guatemalan	

2. What is your race? (You can specify one or more)

θ American Indian/Alaska Native (specify tribal nation_____)
θ Asian
θ Black
θ Hispanic/Latino/Black
θ Hispanic/Latino/White
θ Hispanic/Latino/other
θ Native Hawaiian or other Pacific Islander (specify_____)
θ White
θ Other (specify_____)
θ Unknown/not specified

3. What language do you prefer to speak with us about health?

θ English	θ Somali
θ Spanish	θ Arabic
θ Portuguese	θ Albanian
θ Cape Verdean Creole	θ Chinese (specify dialect_____)
θ Haitian Creole	θ Russian
θ Khmer	θ Other (specify_____)
θ Vietnamese	

March 2009 version

How to Collect Race, Ethnicity and Language Data?

- **The MDPH Data Collection Tool is a suggested instrument to collect these data.**

- **However, it is only one example of how to collect race, ethnicity and language data.**

- **<u>Ensure that whichever form/method your organization chooses that when reporting data, you are able to meet state and other reporting requirements.</u>**

Why every patient needs to be asked

- **ALL patients should be asked about their race, ethnicity and language!**
- Self-reporting is the most accurate source of information
- Self-reporting will increase consistent reporting within a health care institution
  - Patients are more likely to select the same categories to describe themselves over time than staff who are assuming or guessing

Why every patient needs to be asked

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Helpful Hints

Several studies have shown that a <u>brief</u> introduction before asking the questions makes patients more comfortable.

This will make your job <u>easier</u> and will make the data collected <u>better!</u>

Introduction: Key Points

The Introduction should tell people:

- "We are collecting race, ethnicity and language data from all participants to learn more about the communities we serve
- This information will only be used to give all patients the best care possible"

**A sample introduction to the questions can be found in your folders.

Frequently Asked Questions

If a participant asks "Why are you collecting this information?"

"We are asking all patients about their race, ethnicity, and language to learn more about the communities we serve."

"This data helps us ensure that everyone receives the highest quality of care."

"Collecting these data also helps improve the quality of services provided overall."

If a participant asks "How is my information kept private/confidential?

• "Your name and other information that could identify you will not be used when data are reported."

• "Your privacy is protected" (mention HIPAA when appropriate).

• "The users of the data have very strict rules about how data are reported."

We will not share this information with immigration

If a participant asks about Privacy

** We encourage you to share your Individual Hospital/Health Center/Program Privacy Statement**

If a participant asks "Can I still receive services if I don't tell you my race/ethnicity?

"You can still receive our services even if you choose not to answer these questions."

"Answering these questions is voluntary. However, the more data we collect, the better we are able to serve our client population."

If a patient asks
"What is Ethnicity?"

"Your <u>ethnicity</u> refers to your background, heritage, culture, ancestry or sometimes the country where you were born.

You can tell me more than one."

For example, please let us know if you are Haitian, Vietnamese, Brazilian, etc.

If the participant responds "I'm Multiethnic"

"We can record as many categories as you need to describe yourself. Please tell me all of your ethnicities."

If the patient cannot describe their ethnicity

Give examples!

"For ethnicity, please let us know if you are Haitian, Vietnamese, Brazilian, etc. You can tell me in your own words and I will record your response."

- Record Participant's Response
- If category not found, write it in!

If a participant asks "What is meant by Hispanic, Latino or Spanish?"

"A person is Hispanic, Latino or Spanish if they or their family come from a country in Latin America or another Spanish-speaking country."

- Record Participant's Yes or No Response
- If the response is some, partly, half, or a little, please enter Yes.
- If a participant declines, enter No.

If a participant asks "What is Race?"

"Your <u>race</u> is the group or groups that you identify with as having similar physical characteristics or similar social and geographic origins. You can tell me more than one."

For example, please let us know if you are Asian, Black, White, etc.

If the participant responds "I'm Multiracial"

"We can record as many categories as you need to describe yourself.

Please tell me all of your races."

If the participant cannot describe their race

Give examples!

"For race, please let us know if you are Asian, Black, White, etc.

You can tell me in your own words and I will record your response."

If the participant thinks the answers are obvious

"I understand that you may think that the answers are obvious. I have to ask every patient. It is really important that we record *your* response."

If the participant refuses

"I understand that these questions may be a little sensitive. We are required to ask all patients. This information will be kept private and will only be used to improve the care we provide to everyone."

If the participant <u>still</u> refuses

"That is okay. You have the right to not answer these questions."

If the participant gets upset

"Let's move on to the next question."

OR

If appropriate: "I will call my manager."

What are some other options that you could use in your work environment?

Don't Forget!

The Golden Rule for Training Staff to Collect Race and Ethnicity Information:

You only have to collect it once, if you collect it correctly.

Best Practices

Signs about the data collection

Anticipate Frequently Asked Questions

Develop a Quality Assurance System

- **Observation**

- **Phone Recordings**

- **Data Validation**

Training Tool: Videos

Training Tool: Role Plays

Some Final Questions for the Audience:

- Do you think these guidelines will work well in your job setting?

- What will help you facilitate collecting these data?

- What might be a hindering factor in collecting these data?

Training Tool: Resources

- Role Plays

- Health Equity Library

- Critical Mass Toolkit

- MDPH Data Collection Tool

- Massachusetts Hospital Association Website:
  http://www.mhalink.org/public/news/2006/2006-11-09.cfm
  **Information specific to hospitals, but resources may be adapted to fit your organization's needs.

Your Feedback is Welcome

Sharing Materials

- The training materials have been developed in partnership with the Massachusetts Department of Public Health; the Center for Community Health Education, Research, and Service; the Institute for Community Health; and, the Department of Community Affairs and Multilingual Interpreting at the Cambridge Health Alliance.

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Many Thanks!

For more information, please contact
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