



Impact on Quality:

The Underserved Quality Improvement Service Center (UQIOSC)

During the past three years, Quality Improvement Organization (QIO) initiatives have focused on providing equitable healthcare regardless of race, age, gender, ethnicity, income or geographic location. QIOs impacted the quality of care in physician offices by their emphasis on improving cultural competency.

As a result of QIO efforts, nearly 2,000 practices participated in a cultural competency course as a result of QIO efforts, and the percent that indicated positive changes in Culturally and Linguistically Appropriate Standards (CLAS) provision increased.

The Underserved Quality Improvement Support Center's (UQIOSC) role has been to support QIOs throughout the nation in their efforts to improve cultural competency, by providing resources for implementing and monitoring their training and educational efforts.

UQIOSC Actions:

The UQIOSC has:

- Developed tools to help QIOs support culturally competent health care provisions.
- Developed national stakeholder relationships in the areas of healthcare disparities.
- Monitored improvements in preventive care and screening rates for underserved populations.
- Coordinated QIO communities of practice where participants can learn from national experts in healthcare disparities and share best practices and lessons learned.

► IMPACT

Practitioners providing patient-educational materials and signage in a patient's own language increased from 54 percent to 78 percent as a result of cultural competency training.

