

# UQIOSC e-news

April 2007

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## **Announcements**

The following SDPS Memos provides the latest information on the Westat survey.

### SDPS MEMORANDUM NBR:07-111-GN

8<sup>th</sup> SoW: Provider and Stakeholder Knowledge and Satisfaction Survey Updates.

In addition to attachments, this memo contains the following information:

- Timeline for survey administration
- The Template for Provider Contact Information
- The Template for Stakeholder Contact Information
- Scheduled Web-Ex Training on the Contact Information Template
- Questions and Answers

[http://qionet.sdps.org/sdps\\_memos/sdps\\_memos\\_2007/07111gn.pdf](http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07111gn.pdf)

### SDPS MEMORANDUM NBR:07-110-GN

Clarification of SDPS Memorandum, 07-066-GN, Task 1D2 Statewide Westat Survey Contact Identification: Physician Practice: Underserved Populations Task 1D2.

Please be aware that “ CMS is now requesting that QIOs provide a listing of a minimum of 10, maximum of 25 contacts be entered into the template provided by Westat along with the IPG contact information.”

[http://qionet.sdps.org/sdps\\_memos/sdps\\_memos\\_2007/07110gn.pdf](http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07110gn.pdf)

### SDPS MEMORANDUM NBR:07-107-PO

8<sup>th</sup> SoW: Provider and Stakeholder Knowledge and Satisfaction Survey Questionnaires.

The purpose of this memo is to provide QIOs with copies of the provider and stakeholder questionnaires scheduled to take place between May and August 2007.

[http://qionet.sdps.org/sdps\\_memos/sdps\\_memos\\_2007/07107gn.pdf](http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07107gn.pdf)

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### ***The CLAS Standard Crosswalk***

The updated version of the "Crosswalk" is now available for your use. This tool was updated and compiled in collaboration with the Office of Minority Health, The Joint Commission, URAC and the National Committee for Quality Assurance (NCQA). This Crosswalk includes changes from the Joint Commission 2006 Standards, URAC Core Standards 2.0 and the NCQA 2007 Standards.

[http://qsource.org/uqiosc/CLAS%20Standards%20Crosswalk\\_V3.pdf](http://qsource.org/uqiosc/CLAS%20Standards%20Crosswalk_V3.pdf)

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### ***QIONet***

QIONet is a great resource for many 1d2 materials. The UQIOSC and the COMMQIOSC worked closely together to bring you some additional tools for your work in 1d2. Please visit the Communications Clearinghouse:

<http://qionet.sdps.org/commclhouse/underserved/underserved.shtml>

Below is a tool recently posted on QIONet:

Need Help in Completing Modules Postcard developed by the Indiana QIO:

[http://qionet.sdps.org/commclhouse/underserved/IN\\_CCe\\_postcard2.gif](http://qionet.sdps.org/commclhouse/underserved/IN_CCe_postcard2.gif)

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### ***QNet Quest***

QNet Quest contains questions and answers pertinent to Task 1d2. Below is a question posted recently.

**Question:** For the Task 1d2 evaluation, will the denominator be the required number specified in the contract or will the total number of clinics recruited by the lockout date be the denominator?

**Answer:** The denominator for Theme 3 completion will be the practice site goal as described in the contract, not the total number of clinics that are listed/ recruited on your final lockdown spreadsheet.

For information on your specific state denominator for Task 1d2, please see [SDPS memo 05-247-PO](#) CMS-Registry Based Practice Count Estimates. Please review the second link in this memo. This contains a document that will provide you with state specific 5% IPG target estimates with a maximum of 50 and a minimum of 20.

The UQIOSC encourages you to visit this site regularly at:

[http://www.qnetquest.org/quest/index.do?mode=9c&image=http://qnetexchange.org:80/public/includes/images/Qnet\\_questbanner.jpg](http://www.qnetquest.org/quest/index.do?mode=9c&image=http://qnetexchange.org:80/public/includes/images/Qnet_questbanner.jpg)

Here you will find the most current responses to QIO questions for Task 1d2.

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### ***MedQIC***

Please check <http://www.medqic.org> regularly as the UQIOSC continues to upload relevant tools, literature and links on a weekly basis.

Recent postings include:

Literature: GPs' strategies in intercultural clinical encounters.

<http://www.medqic.org/dcs/ContentServer?cid=1173634807861&pagename=Medqic%2FMQLiterature%2FLiteratureTemplate&c=MLiterature>

Tools: ICE Better Communication, Better Care - Provider Tools to Care for Diverse Populations

<http://www.medqic.org/dcs/ContentServer?cid=1133278333650&pagename=Medqic%2FMQTools%2FToolTemplate&c=MQTool>

News Feature: Alameda County, Calif., Task Force Releases Report Noting 'Startling' Racial Health Disparities

<http://www.medqic.org/dcs/ContentServer?cid=1173634866510&pagename=Medqic%2FMQNews%2FNewsFeatureTemplate&c=MQNews>

If you have an Improvement Story you would like to share with the QIO community please send an email to [ghunt@tnqio.sdps.org](mailto:ghunt@tnqio.sdps.org)

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### ***Underserved CoP***

The next Underserved CoP Call will be on Wednesday, April 18, 2007 at 1:00 p.m. CT. The topic for this call is "CLASic Language Services." You will hear from Kathleen Korosi with the Ohio QIO who will be sharing with you some of the strategies that have been successful as she works closely with her providers. In addition, Michael Jensen, J.D., an investigator with the US DHHS Office for Civil Rights will provide insights into the federal and legal requirements for the CLAS standards (4-7) and how these standards impact providers in the physician office setting.

Due to recent technical difficulties with the ListServe, all CoP materials will be posted the day prior to the call at <http://qsource.org/uqiosc/tele.htm>

The call in information will remain the same: 1.800.369.1540. Passcode 95562#.

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## **CLAS Implementation**

The following excerpt is from the CLAS Implementation Guide that was developed to help you assist providers in adhering to the CLAS standards <http://qsource.org/uqiosc/CLASGuide.pdf>

CLAS Standard 6 states that “*Health care organizations must assure the competence of language assistance provided to limited English proficient patients/consumers by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services (except on request by the patient/consumer).*”

The following links contain tools and resources that may be useful to your practitioners and practice sites in meeting this standard.

- Excerpts from “Addressing Language Issues in Your Practice”  
<http://futurehealth.ucsf.edu/TheNetwork/Portals/3/ALA%20Toolkit.FINAL.pdf>
- National Standards for Medical Interpreters  
[http://www.cmwf.org/tools/tools\\_show.htm?doc\\_id=318839](http://www.cmwf.org/tools/tools_show.htm?doc_id=318839)
- Language Line Services  
<http://www.languageline.com/>
- ISI CommuniCare  
<http://www.ISItrans.com>
- Pacific Interpreters  
<http://www.pacificinterpreters.com/>
- Network OMNI  
<http://www.networkomni.com>
- National Association of the Deaf  
<http://www.nad.org/openhouse/programs/NIC/index.html>
- Registry for the Deaf  
<http://www.rid.org/nts.html>

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## **Cultural Competency Tools**

### OMH Tool

Provided below are several troubleshooting tips that may be helpful as you assess providers’ OMH Theme completion

- Did your practitioner check the QIO affiliation box in the registration form?
- Has your practitioner completed the evaluation for the specific Theme for which they are claiming credit?
- Be aware when working with providers there is about a month’s time lag with the OMH participant data.
- To accurately monitor your practitioners’ Theme completion rates, the UQIOSC suggests it might be helpful to obtain a copy of their certificate of completion.

For additional FAQs please link to:

[https://cccm.thinkculturalhealth.org/GUIs/GUI\\_Help.asp](https://cccm.thinkculturalhealth.org/GUIs/GUI_Help.asp)

#### Quality Interactions Tool

The Manhattan Cross Cultural Group has developed a Facilitator's Guide to accompany the tool. They will make the Facilitator's Guide available to QIOs in PDF format for a discounted price of \$250. If you are interested in purchasing the guide please contact the UQIOSC.

For additional information please link to

[http://www.qualityinteractions.org/about\\_us/index.html](http://www.qualityinteractions.org/about_us/index.html)

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#### ***Calendar of Events and Conferences***

CMS Physicians, Nurses & Allied Health Professionals Open Door

April 17, 2007 2:00 p.m. EDT

To participate by phone:

Dial: 1-800-837-1935 & Reference Conference ID 8469731

<http://www.cms.hhs.gov/opendoorforums/>

National MultiCultural Institute's

Diversity in Action: The Local Impact of Globalization

April 26-29, 2007

Minneapolis, MN

<http://www.nmci.org/conferences/>

National Rural Health Association Annual Conference

May 15, 2007

Anchorage, AK

<http://www.nrharural.org/conferences/sub/RMEconf.html>

National Women's Health Week

U.S. Department of Health and Human Services

May 13-19, 2007

Washington, DC

[www.womenshealth.gov/whw](http://www.womenshealth.gov/whw)

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#### ***Articles/Resources***

**Website:** The Access to Cancer Care Core Library is an initiative of the Access to Quality Cancer Care Team of C-Change. The library is a collection of resources such as Web sites, government and private sector reports, and journal articles.

<http://www.c-changetogether.org/library/default.asp>

**Website:** The FDA Office of Women's Health has over 40 fact sheets and resources in English and Spanish on various topics such as diabetes, flu, and mammography.

<http://www.fda.gov/womens/informat.html>

**Article:** Web-based system may improve mammography rates. Archives of Internal Medicine, March 26, 2007. An innovative web-based reminder system has been developed in order to increase the rates of mammography screening among eligible women.

[http://today.reuters.com/news/articlenews.aspx?type=internetNews&storyID=2007-03-27T202931Z\\_01\\_FLE773744\\_RTRUKOC\\_0\\_US-MAMMOGRAPHY-RATES.xml](http://today.reuters.com/news/articlenews.aspx?type=internetNews&storyID=2007-03-27T202931Z_01_FLE773744_RTRUKOC_0_US-MAMMOGRAPHY-RATES.xml)

**Article:** Dublin Methodist Hospital signs up for interpretation services. This hospital in Ohio has partnered with Language Access Network Inc. and will provide interpretation services in 150 languages via real-time videoconferencing.

<http://www.bizjournals.com/columbus/stories/2007/04/09/daily1.html?b=1176091200^1444375>

**Panel Discussion:** Interview with Sam Harper Ph.D.

A report in the Journal of the American Medical Association reveals how the life expectancy gap between blacks and whites in America is narrowing and is now at a historically low level.

<http://www.kaisernetwork.org/closerlook/26mar07>

**Report:** Joint Commission Report: National Strategies Needed to Better Serve Increasingly Diverse Patient Population in American Hospitals. The report recommends targeted strategies to address language and cultural issues that increasingly pose challenges to hospitals seeking to deliver safe, effective care to diverse American population.

[www.jointcommission.org](http://www.jointcommission.org)

**Resource:** Pocket Guide on Cultural Competence. The Intercultural Cancer Council recently unveiled the latest edition of the "Pocket Guide," Cultural Competence in Cancer Care: A Health Care Professional's Passport. This guide for physicians and other health professionals is to facilitate interaction with multicultural and economically disadvantaged cancer patients and their families.

You can purchase this guide for \$6.00 per copy plus shipping charges by contacting 1.877.243.6642 or downloading the order form from:

[http://iccnetwork.org/news/Pocket\\_Guide\\_Order\\_Form.pdf](http://iccnetwork.org/news/Pocket_Guide_Order_Form.pdf)

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## ***E-news Survey***

It is time again for your e-news opinion. Click on the link below to respond to the survey. We value your input!

<http://www.zoomerang.com/survey.zgi?p=WEB226CJ25AVKU>

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The UQIOSC team is committed to assisting you in Task 1d2, please contact us if we can assist you in any way. We appreciate your comments and feedback.