

# UQIOSC e-news

December 2007

## In This Issue You Will Find:

Announcements.....	1
Deliverable #63 .....	1
NCQA 2007 Conference Highlights.....	1
Call for Transformational Speakers.....	2
Fellowship Opportunity.....	2
The Joint Commission, Standards Improvement Initiative.....	2
SDPS Memos .....	2
MedQIC .....	3
Underserved CoP .....	3
CLAS Implementation.....	3
Calendar of Events and Conferences .....	4
Articles/Resources.....	4

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## **Announcements**

### **Deliverable #63**

Deliverable #63, Summary of QIO Statewide Activities, is due Friday, February 1, 2008. As in the past, this deliverable will include all your statewide activities that took place during the last 6 months. Only the document storage section of PARTner will be used to upload your Task 1d2 deliverables #63.

### **NCQA 2007 Conference Highlights**

On behalf of the UQIOSC, Deborah Crouse attended the National Committee for Quality Assurance (NCQA) Breakthrough in Reducing Health Care Disparities conference held in DC on November 12-13 2007.

- Keynote speaker and past CEO of Aetna, Jack Rowe, described challenges encountered, as Aetna became the first managed care/health plan to successfully collect race and ethnicity data.
- In another session, led by Joseph Betancourt, MD, MPH he discussed the importance of clear provider-patient communication and the need for physicians to obtain a comprehensive understanding of a patient's background and culture.
- Mr. Terris King, Deputy Director, OCSQ spoke on the future plans that CMS has for reducing Healthcare Disparities, work in the 9<sup>th</sup> SoW and the Every Diabetic Counts (EDC) project.

- The culmination of day 2 was an awards luncheon where the award winners were announced. The funding for this program was by the use of a grant provided by The California Endowment.

For the award winners please link here:

<http://web.ncqa.org/tabid/592/Default.aspx>

### **Call for Transformational Speakers**

The UQIOSC invites individual practitioners/providers to share his/her experiences in reducing healthcare disparities for any of the following populations: African American, American Indian/Alaskan Native, Asian American/Pacific Islander, or Hispanic/Latino. Please click on the link for additional information.

<http://www.qsource.org/uqiosc/Call%20for%20Speakers.pdf>

### **Fellowship Opportunity**

The [Disparities Solutions Center](#) is accepting applications for the Aetna/DSC HealthCare Disparities Fellowship designed to train new leaders in the areas of cultural competence, community oriented research, and elimination of racial and ethnic disparities in healthcare. Applications for the Fellowship are due March 14, 2008. For more information please click on:

<http://e2ma.net/map/view=CampaignPublic/id=8520.817978253/rid=432d9d01e6d2b65430c583ba63a74859>

### **The Joint Commission, Standards Improvement Initiative**

The Joint Commission is currently asking for feedback on proposed revisions to the Patient Rights and Responsibilities (RI). To review the revised standards and provide feedback please link to:

<http://www.jointcommission.org/Standards/SII/>

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### ***SDPS Memos***

SDPS MEMO NUMBER:07-458-RP

Release of Program Progress Reports

Highlights of Release

Four Task 1d2 Management Reports have been updated.

#9990602/10040601: Task 1d2- CLAS IPG OMH Theme Completion (Themes 1 & 2)

#9990603/10040602: Task 1d2- CLAS IPG OMH Theme Completion (Theme 3)

#9990604/10040603: Task 1d2- CLAS IPG OMH Completion UPIN Exception

#9990605/10040604: Task 1d2- CLAS IPG OMH Completion Percentages

[http://qionet.sdps.org/sdps\\_memos/sdps\\_memos\\_2007/07458rp.pdf](http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07458rp.pdf)

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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.

Postings include:

Literature: National newspaper coverage of minority health disparities  
<http://www.medqic.org/dcs/ContentServer?cid=1192804540000&pagename=Medqic/MQLiterature/LiteratureTemplate&c=MQLiterature>

News: Hospitals in New York, Other Cities Increase Culturally Competent Care, Particularly Among Minorities With Diabetes  
<http://www.medqic.org/dcs/ContentServer?cid=1192804540180&pagename=Medqic/MQNews/NewsFeatureTemplate&c=MQNews>

News: Grants Fund Minority Initiatives Related to Hypertension and Kidney, Disease, Health Professions, Disparities, Other Issues  
<http://medqic.org/dcs/ContentServer?cid=1192804540696&pagename=Medqic/MQNews/NewsFeatureTemplate&c=MQNews>

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## **Underserved CoP**

November CoP

For those of you who missed Wednesday, November 21, CoP call, Dr. Michos gave an inspiring presentation of how the VA QIO successfully implemented Task 1d2. His presentation was packed with humor, and useful strategies that you will be able to use as we finalize this scope of work and move in to the next. Please take a few minutes to listen to the audio recording of this call located at: <http://qsource.org/uqiosc/tele.htm>

The UQIOSC would like to thank Anne Butzen (NC) and Melissa Dorsey (MD/DC) for sharing information they have learned about the direction of the healthcare disparities task in the 9<sup>th</sup> SoW.

December CoP

The December 19, 2007, Underserved CoP call has been canceled. The next Underserved call be held on Wednesday, January 16, 2008.

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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 14. *Health care organizations are encouraged to regularly make available to the public information about their progress and successful innovations in implementing the CLAS Standards and to provide public notice in their communities about the availability of this information.*

This feedback loop can be integrated into the community participation referenced in Standard 12. Many practices offer health focused mailings to their patients. Inserts can be included in billing notices. Brochures and signage can be posted in offices. Local periodicals often offer guest columns that can serve to disseminate this type of information.

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

CMS Physicians, Nurses & Allied Health Professionals Open Door Forum  
December 18, 2007

2:00 p.m. ET

Dial: 1-800-837-1935 & Reference Conference ID 18788814

Washington, D.C.

[http://www.cms.hhs.gov/OpenDoorForums/23\\_ODF\\_PNAHP.asp#TopOfPage](http://www.cms.hhs.gov/OpenDoorForums/23_ODF_PNAHP.asp#TopOfPage)

The Annual Rural Health Care Leadership Conference

Health Forum and the American Hospital Association

January 27-30, 2008

San Diego, CA

[http://www.healthforum.com/healthforum/html/conferences/conf\\_ruralhealth.html](http://www.healthforum.com/healthforum/html/conferences/conf_ruralhealth.html)

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### **Articles/Resources**

**Weblink:** Clipping Away at Illness. Barbers and Salons Catering to Blacks Add Health Checks to List of Services

<http://letters.washingtonpost.com/WARH017D350B8D378C77F362C9FCA0>

**Weblink:** Health Care Lost in Translation. Consulates Try to Help Their Nationals Get the Basics.

<http://www.washingtonpost.com/wp-dyn/content/article/2007/11/18/AR2007111801303.html>

**Weblink:** Where Does It Hurt?

<http://www.nytimes.com/2007/04/01/books/review/Crichton.t.html>

**Toolkit:** Improving Safety at the Point of Care.

<http://www.ahrq.gov/qual/pips/>

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In observance of the Christmas holiday the UQIOSC will be closed on Monday and Tuesday, December 24 and 25, 2007. Normal hours will resume on Wednesday, December 26, 2007.

In observance of the New Year holiday, the UQIOSC will also be closed Monday December 31, 2007 and Tuesday January 1, 2008. Normal hours will resume on Wednesday January 2, 2008.

The UQIOSC would like to wish all QIOs a Happy Holiday Season!

The UQIOSC team is committed to assisting you in Task 1d2; please let us know what you need. We appreciate your comments and feedback.

**DISCLAIMER**

This material was prepared by the Underserved Quality Improvement Organization Support Center (UQIOSC), under contract with the Centers for Medicare & Medicaid Services, an agency of the U.S. Department of Health and Human Services. For questions and additional information: [tn\\_uqiosc@tnqio.sdps.org](mailto:tn_uqiosc@tnqio.sdps.org) 1.800.528.2655.

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