

UQIOSC e-news

February 2007

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ANNOUCEMENTS

An extension was announced for Deliverable #62, Identify CLAS IPG identified participants, including practices and practitioners and Deliverable #64, Reports of results of CLAS standard assessment. For details, please see the link below:

SDPS MEMO NBR:07-026-PO

Extension of Due Date for Deliverables #62 and #64 for Task 1d2

http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07026po.pdf

CLAS IPG Lockdown

The UQIOSC is pleased to provide you with a new resource that you may find helpful as you prepare for your Task 1d2 CLAS IPG Lockdown. This document provides a concise reference as well as instructions to assist you in preparing your provider information.

http://qionet.sdps.org/SoW/Underserved/tn_IPGLockdownReminders.pdf

The National Health Disparities Report for 2006 is available. AHRQ reports that for most core quality measures minority populations and underprivileged people continue to receive inferior quality care than their reference groups. The entire report go to <http://www.ahrq.gov/qual/nhdr06/nhdr06.htm>

QIONet

QIONet is another great resource for 1d2 materials. For your convenience, the ListServe discussions are posted weekly, as they are available:

- Underserved - CoP ListServe Discussion Summaries

<http://qionet.sdps.org/SoW/Underserved/copsumm.shtml>

QNet Quest

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

Question: Many QIOs had focused on Adult Immunizations for the entire 8th SOW Contract period prior to the modification that dropped these 2 measures from evaluation. Has there been any consideration by CMS to alter the 4% absolute improvement? Likewise, since the baseline data for this task was not released to the QIO Community until August 31, 2006, has there been any consideration to extend the remeasurement date further than March 31, 2007?

Answer: This has been considered by CMS however internal analyses have been performed and it is expected that QIOs should be capable of obtaining a 4% absolute improvement rate. Due to the established time frame for the QIO evaluation by the 28th month, it is not possible to extend the remeasurement date past March 31, 2007.

For other QNet Quest questions go to the link below.

http://www.qnetquest.org/quest/index.do?mode=9c&image=http://qnetexchange.org:80/public/includes/images/Qnet_questbanner.jpg

MedQIC

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

Literature: The persistence of American Indian health disparities.

<http://www.medqic.org/dcs/ContentServer?cid=1167771054391&pagename=Medqic%2FMQLiterature%2FLiteratureTemplate&c=MQLiterature>

News: Massachusetts Hospitals To Begin Asking Patients About Race, Ethnicity, Preferred Language.

New regulations for Massachusetts hospitals requiring them to ask patients about their race, ethnicity, preferred language and other details goes into effect January 1, 2007.

<http://www.medqic.org/dcs/ContentServer?cid=1168867152835&pagename=Medqic%2FMQNews%2FNewsFeatureTemplate&c=MQNews>

Tools: Questions to Ask My Doctor About My Diabetes.

This form (posted in English and Spanish) provides questions for patients to ask their physicians as they prepare to manage their diabetes. Questions include the appropriate target numbers for key diabetes measures such as cholesterol, blood pressure, and HbA1c. A chart to record test dates and results is also included.

<http://www.medqic.org/dcs/ContentServer?cid=1168867238221&pagename=Medqic%2FMQTools%2FToolTemplate&c=MQTools>

Link: Black Women's Health.

This site provides information on diabetes, breast cancer, and various other health issues for African American women. The fact sheets and links to other resources provided in this site are to be used as a means of increasing individual knowledge and awareness of medical issues and health concerns.

<http://www.medqic.org/dcs/ContentServer?cid=1168867223592&pagename=Medqic%2FMQWeblinks%2FWeblinkTemplate&c=MQWeblinks>

Presentation: Impact of a Two-City Community Cancer Prevention Intervention on African-Americans.

This presentation contains information on the multi-site and multi-component community intervention trial that focused on cancer prevention in African Americans. Information provided includes a look at strategies for prevention, the structure and evaluation of the intervention, as well as the development of the intervention.

<http://www.medqic.org/dcs/ContentServer?cid=1163010507890&pagename=Medqic%2FMQPresentations%2FPresentationTemplate&c=MQPresentations>

If you have an Improvement Story you would like to share with the QIO community please email ghunt@tnqio.sdps.org

NATIONAL CoP

The next Underserved CoP Call will be Wednesday, February 21, 2007 at 1:00 p.m. CT. The topic of this call is "Implementing Statewide Activities to Reduce Healthcare Disparities." To call in, you may dial 1.800.369.1540, the code is 95562#.

CLAS Implementation

The CLAS Implementation Guide developed to help you assist providers in adhering to the CLAS standards is located

<http://qsource.org/uqiosc/CLASGuide.pdf>

CLAS Standard 4 states that "health care organizations must offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, in a timely manner during all hours of operation"

The links below are a few of the links for various language supports including interpretation resources.

- Telephonic Interpreting Companies
<http://futurehealth.ucsf.edu/TheNetwork/Portals/3/TelephonicInterpreting.pdf>
 - Multiple links to language supports such as translator services, signage in multiple language, etc., from UC San Francisco
<http://futurehealth.ucsf.edu/TheNetwork/Default.aspx?tabid=388>
 - Overcoming language barriers in healthcare: costs and benefits of interpreter services
http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?cmd=Retrieve&db=pubmed&dopt=Abstract&list_uids=15117713
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CULTURAL COMPETENCY TOOLS

OMH Tool

Question: The following is a question in the Kansas State Board of Nursing website <http://www.ksbn.org/licensing/faq.htm>

"Provider number or number of the accrediting organization is required. Closely inspect your CNE certificate as the provider number or number of the accrediting organization may be located in the fine print. If a number is not presented on the CNE certificate, contact the CNE provider for that information."

Answer: Our accreditor has indicated that the ANCC does not issue provider numbers (individual state nursing associations however may do so).

The ANCC issued the following guidance: "if a nurse asks for a provider number because she is completing a form that requests one, tell her to put "ANCC" in the slot. If she is completing a form electronically, it probably will not accept letters, in which case they would have to request a hard copy."

For additional FAQs please link to:

https://cccm.thinkculturalhealth.org/GUIs/GUI_Help.asp

Quality Interactions Tool

Question: Are there any other organizations on the Health Plan/Organization List not technically eligible to participate at this time in the CMS program for example AHIP?

Answer: All other plans are using the two-hour course. If AHIP decides they will make the two-hour course available, the Manhattan Cross Cultural Group will notify the QIO community.

For additional information please link to

http://www.qualityinteractions.org/about_us/index.html

CALENDAR OF EVENTS and CONFERENCES

Reminder: Alexander R. Green, MD, MPH, co-founder of the Manhattan Cross Cultural Group will discuss the Quality Interaction Program during a live WebEx scheduled February 8, 2007 at 2:00 p.m. CST. To call in, you may dial 1.800.369.1540, the code is 95562#.

American Health Quality Association
2007 Annual Meeting & Technical Conference
The UQIOSC session is currently scheduled for Thursday, February 15, 10:30 a.m. C.S.T. Susan Britzman will be moderating, while Phillip Smith (OK) and Anne Butzen (NC) will be presenting.
Additionally, Task1d2 co-lead, Dr. Steven Preston will be presenting Wednesday, February 14, 4:00 p.m.
February 13-15
New Orleans, LA
http://www.ahqa.org/pub/inside/158_1107_5474.cfm

Cultural Competency: On the Road to Best Practices
March 7, 2007
Oakwood Healthcare System
Dearborn, MI
https://www.oakwood.org/?id=3&sid=1&f=i&t=51&class_id=101437&fee=125

Bridging the Health Care Divide
Research and Programs to Eliminate Cancer Disparities
April 18-20, 2007
New Orleans Marriott Hotel
New Orleans, LA
http://www.cancer.org/docroot/AA/content/AA_7_2x_Bridging_the_Health_Care_Divide.asp

ARTICLES/RESOURCES

U.S. Cancer Deaths Decline for Second Straight Year, Though Mortality Rates Still Higher for Blacks Than Whites.
Annita Manning and Steve Sternberg.
Although, the overall number of cancer deaths was decreased, there was an increase in deaths from particular types of cancer, according to the report.
http://www.kaisernetwork.org/daily_reports/rep_index.cfm?DR_ID=42327

Pfizer Provides Free Health Program to Reduce Health Disparities. Successful Diabetes Health Education Toolkit Now Available Online.
Press Release.
These materials are free of charge and explain how to implement a low-cost, community-based program to reduce diabetes health disparities for the Hispanic and African American populations.

<http://biz.yahoo.com/prnews/070117/nyw041.html?.v=79>

Commonwealth Fund report, Providing Language Services in State and Local Health-Related Benefits Offices: Examples from the Field.

Mara Youdelman, J.D., L.L.M., Jane Perkins, J.D., M.P.H., et al.

This report describes an eight-step method to help benefits offices develop language strategies suited to their clients' specific needs.

http://www.cmf.org/publications/publications_show.htm?doc_id=444660

Hospital Language Services for Patients with Limited English Proficiency: Results from a National Study, October 2006.

Romana Hasnain-Wynia, Julie Yonek, Debra Pierce et al.

The National Health Law Program conducted a survey to identify the processes and resources available to hospitals in providing language services to patients with Limited English Proficiency.

www.hret.org/hret/languageservices/content/languageservicesfr.pdf

Reducing Racial and Ethnic Disparities: Quality Improvement in Medicaid Managed Care Toolkit.

Constance Martin. Center for Health Care Strategies. January 2007.

This toolkit describes the experiences of a collaborative workgroup of Medicaid managed care organizations which implemented strategies to identify and address disparities in three areas: birth outcomes and immunizations, asthma care, and diabetes care.

http://www.chcs.org/publications3960/publications_show.htm?doc_id=440684

Bridging the Divide: Medicare's Role in Reducing Racial and Ethnic Disparities Sponsored by Alliance For Health Reform and National Academy of Social Insurance.

This event examined the disparities in quality of care among Medicare beneficiaries of different racial and ethnic backgrounds.

<http://www.kaisernetwork.org/healthcast/alliance/29jan07>

The Disparities Solutions Center will sponsor a year-long executive education program, Disparities Leadership Program.

This program is designed for leaders from hospitals, health plans and other health care organizations who wish to implement practical strategies to eliminate racial and ethnic disparities in health care, particularly through quality improvement.

www.mghdisparitiessolutions.org

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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.