

# UQIOSC e-news

March 2007

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### **Westat Survey**

The UQIOSC has received several questions regarding the Westat Stakeholder/Provider 8<sup>th</sup> SoW Evaluation. Listed below are the SDPS Memos related to this topic.

SDPS MEMORANDUM NBR: 05-303-CM

Stakeholders for 8th SOW Evaluation

[http://qionet.sdps.org/sdps\\_memos/sdps\\_memos\\_2005/05303cm.pdf](http://qionet.sdps.org/sdps_memos/sdps_memos_2005/05303cm.pdf)

SDPS MEMORANDUM NBR: 05-416-GN

Customer Satisfaction with QIO Services and Knowledge/Perception about CMS Quality Activities under the 8th SOW

[http://qionet.sdps.org/sdps\\_memos/sdps\\_memos\\_2005/05416gn.pdf](http://qionet.sdps.org/sdps_memos/sdps_memos_2005/05416gn.pdf)

SDPS MEMORANDUM NBR: 06-217-GN

8th SOW: Beneficiary, Stakeholder, and Provider Knowledge and Satisfaction Surveys Updates

[http://qionet.sdps.org/sdps\\_memos/sdps\\_memos\\_2006/06217gn.pdf](http://qionet.sdps.org/sdps_memos/sdps_memos_2006/06217gn.pdf)

SDPS MEMORANDUM NBR: 06-391-GN

Updates on the Provider Knowledge and Satisfaction Survey

[http://qionet.sdps.org/sdps\\_memos/sdps\\_memos\\_2006/06391gn.pdf](http://qionet.sdps.org/sdps_memos/sdps_memos_2006/06391gn.pdf)

SDPS MEMORANDUM NBR: 07-066-GN

Task 1D2 Statewide Westat Survey Contact Identification: Physician Practice: Underserved Populations Task 1D2

[http://qionet.sdps.org/sdps\\_memos/sdps\\_memos\\_2007/07066gn.pdf](http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07066gn.pdf)

Specifically for 1d2 the GTLs are currently working on an SDPS memo to provide further clarification on the number of statewide contacts needed for the survey.

Please review the latest information shared by the CommQIOSC on the Underserved Notify ListServe on 03/08/2007 and 03/13/2007.

“We wanted to share some important dates for the stakeholder and provider surveys that are scheduled for this summer. A memo should be coming out in the next day or so with more instructions.

- Stakeholder & Provider contact lists due to Westat - April 13, 2007.
- Stakeholder & Provider data collection - end of May through August, 2007
- Provide QIOs access to on-line reporting tool with Stakeholder & Providers survey results - mid October 2007.”

One of the goals of the UQIOSC is to provide you with timely and relevant information. Since new information is coming out on a daily basis please make sure you are signed up for both the Notify and Discuss ListServes.

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### ***The Joint Commission***

Did you know that JCAHO, The Joint Commission on Accreditation of Healthcare Organizations has changed their name to The Joint Commission? Their efforts remain “to improve the value of accreditation and its utility as a mechanism for improving the quality and safety of patient care.” To read more please click on the following link: <http://www.jointcommission.org/>

Visit, The Joint Commission website for the resources developed for their Hospitals, Language, and Culture project. A Snapshot of the Nation, Compiled List of Resources contains a wealth of information, including the compilation of websites, reports, guidelines, training tools and other information that focus on culture, language, and diversity.

[http://www.jointcommission.org/HLC/compiled\\_list.htm](http://www.jointcommission.org/HLC/compiled_list.htm)

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### ***Top 10 Task 1d2 Resources***

As a reminder, this tool contains the top ten most useful links and /or resources for Task 1d2. If you have a new team member please share this resource with them.

<http://qionet.sdps.org/SoW/Underserved/TopResourcesTask1d2.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 for the most recently task related postings listed below.

Tools Developed by the CommQIOSC:

[Post-Assessment w/ Examples](#)

[Post-Assessment w/o Examples](#)

[Postcards to Encourage Completion of Theme 3](#)

[Postcards to Encourage Completion of Theme 3 - Indesign Files](#)

[Press Release for Providers Completing Training](#)

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## ***QNet Quest***

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

**Question:** Per SDPS memo #07-066-GN, we would like to know if it's allowable to include contacts from organizations that are already included in the general stakeholders list for the QIO (Deliverable #18). The stakeholder list contains CEO/Director level staff. Some of our 1d2 SW partner organizations are already included on this list, however the contact person that we work with on the statewide work is program specific and not at the same level as the CEO or Director for the organizations. Many of these organizations are quite large with many departments and programs. If this is not allowable, I am not sure if we will be able to provide the minimum 15 contacts since many of the organizations we work with on the 1d2 Statewide work are already included in the QIO Stakeholder list.

**Answer:** For the Task 1d2 statewide provider survey, it is acceptable for you to use the same organizations that you provided on your stakeholder listing. You may include the same contact or a different contact person at each organization. Please note, it is preferred that you provide a minimum of 15 contacts in order to have a sufficient sample size. In addition, CMS is currently working on an SDPS memo to provide further clarification on the survey.

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: Language proficiency and adverse events in US hospitals: a pilot study.

<http://www.medqic.org/dcs/ContentServer?cid=1168867356851&pagename=Medqic%2FMQLiterature%2FLiteratureTemplate&c=MLiterature>

News Feature: Pfizer Program Seeks to Reduce Racial Health Disparities Among Diabetes Patients.

The toolkit is an on-line version of an existing program, Friends in Health, which was launched by a Pfizer subsidiary to help community-based health workers bring together diabetic patients and health system resources.

<http://www.medqic.org/dcs/ContentServer?cid=1168867328909&pagename=Medqic%2FMQNews%2FNewsFeatureTemplate&c=MQNews>

Tools: The Patient Satisfaction Survey.

This detailed patient satisfaction survey is available in English and Spanish for Hispanic populations.

<http://www.medqic.org/dcs/ContentServer?cid=1168867329227&pagename=Medqic%2FMQTools%2FToolTemplate&c=MQTools>

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

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### **Underserved CoP**

The next Underserved CoP Call will be Wednesday, March 21, 2007 at 1:00 p.m. CT. The topic for this call is "Tackling Theme Completion." You will hear from your colleagues from the FL, NC and SD QIOs who will be sharing with you some of the strategies that have been successful for them! The call information is 1.800.369.1540, with a pass code of 95562#.

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### **National Educational WebEx**

The UQIOSC would like to thank all QIOs who attended the February 8, 2007 National WebEx on the Quality Interactions® Program featuring, Alexander R. Green, MD, MPH, Co-founder, Manhattan Cross Cultural Group who provided a live demonstration of the Quality Interactions® Tool.

The results of the evaluation showed that an overwhelming majority of participants in the QIO community felt the training was well organized (92%), presented in a clear and understandable manner (91%), and helpful (92%). In addition, 83% said they would recommend this course to others.

For those of you who were unable to attend the training, this event was recorded. The instructions for accessing the recorded event is listed below:

Open Internet Explorer

**Type** in <https://ifmcevents.webex.com> and hit enter

**Click** on the View All Event Recordings link in the top right corner

**Locate** the name of the event (TN - Overview of the Quality Interactions® Program)

**Click** on the Play button to the right of the Event name

**Select** Playback

**Enter** information as prompted

To relocate the WebEx Player box from the center of the screen, please do the following:

- a. Left click and hold on the words 'WebEx Player' in the top left corner of the box.
- b. Drag the box down to the bottom of the screen or to one of the corner.

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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 5 states that "Health care organizations must provide to patients/consumers in their preferred language both verbal offers and written notices informing them of their right to receive language assistance services."

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

- I speak cards  
<http://futurehealth.ucsf.edu/TheNetwork/Portals/3/ISpeakCards2004.pdf>
- Common Signs  
<http://futurehealth.ucsf.edu/TheNetwork/Portals/3/CommonSigns.pdf>

- Minnesota Department of Human Services “Right to Interpreter Services” translations <http://edocs.dhs.state.mn.us/lfservlet/Legacy/DHS-4739-ENG>
  - Notification of Right to Interpreter Services in multiple languages <http://futurehealth.ucsf.edu/TheNetwork/Portals/3/Interpreter%20Poster%2007-13-04.pdf>
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### ***Cultural Competency Tools***

#### **OMH Tool**

As a reminder please encourage all of your participants to correctly complete all required fields on the registration form located within the OMH tool. This will ensure that new accounts are created accurately and that the registration process runs smoothly. In addition it will provide you with a more accurate representation of your monthly OMH data.

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**

Please contact the UQIOSC if you are working with a Health Plan or member Organization to facilitate completion of the Quality Interactions Tool. The UQIOSC is diligently working with the Manhattan Cross Cultural Group to collect and prepare the data for this program. The UQIOSC wants to be sure that we are able to identify each QIO who is represented and that appropriate credit is given for each of your IPG participants.

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***

April is recognized as Minority Health Month!

The Minority Health Month Foundation is having its 4<sup>th</sup> Annual National Summit

April 23-24, 2007

Washington, DC

[http://www.nmhmf.org/home\\_nmhmf.aspx](http://www.nmhmf.org/home_nmhmf.aspx)

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

White paper: Low Health Literacy Puts Patients at Risk: The Joint Commission Sets Forth Solutions to National Problem.

[http://www.jointcommission.org/NewsRoom/NewsReleases/hl\\_020607.htm](http://www.jointcommission.org/NewsRoom/NewsReleases/hl_020607.htm)

**Website:** Dr. Jim Becker, professor emeritus of Univ. of Northern Iowa & past president of Iowa World Language Association, has developed a series of language resource websites for students and instructors. Languages include Arabic, Chinese, French, German, Hindi, Italian, Japanese, Latin, Portuguese, Russian, Spanish, and others.

<http://www.uni.edu/becker/>

**Website:** The Medical Leadership Council on Cultural Proficiency is a website designed to help physicians and other healthcare workers in providing a search engine for health information on language access, culturally competent healthcare and a range of other topics. There is material in many languages ranging from Arabic to Vietnamese.

[http://medicalleadership.org/resource\\_interpreter.aspx](http://medicalleadership.org/resource_interpreter.aspx)

**Forum:** Healthcare experts recently stated that Medicare could do more to reduce racial and ethnic health disparities. Suggestions include providing enrollees with information on how to navigate the health system and requiring hospitals to collect and maintain data on the relationship between treatment and race.

[http://www.kaisernetwork.org/daily\\_reports/rep\\_index.cfm?DR\\_ID=42613](http://www.kaisernetwork.org/daily_reports/rep_index.cfm?DR_ID=42613)

**Forum:** Harvard University School of Public Health's Future of Public Health Symposium Series provides Podcasts from past lectures including "Race and Science: New Challenges to an Old Problem"

<http://www.hsph.harvard.edu/ddl/>

**Forum:** Health Care: Priorities in the 110th Congress  
National Journal and Edelman

This forum featured Congressional Representatives and staff discussing the healthcare priorities of the 110th Congress.

<http://www.kaisernetwork.org/healthcast/nat/27feb07>

**Article:** Alaska Medicare Beneficiaries Have Trouble Finding Primary Care Physicians. Shinohara, Rosemary. Anchorage Daily News.

It is becoming more difficult for beneficiaries of Alaska Medicare to find primary care physicians. Reasons cited include a growing physician shortage and low federal reimbursements rates.

<http://www.adn.com/life/health/story/8651348p-8543150c.html>

**Panel Discussion:** Is the U.S. Making Progress in Reducing Disparities in Health Care Access and Quality? This discussion provides an overview of the vital findings in the 2006 National Healthcare Disparities Report.

<http://www.kaisernetwork.org/todaysttopics/02mar07>

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The UQIOSC would like to congratulate all QIOs on a successful recruitment effort. Nationally, over 1800 practice site have been recruited. GREAT job!

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.