

UQIOSC e-news

September 2007

In This Issue You Will Find:

Announcements.....	1
Strategic Planning Tool and Cover Letter.....	1
UPIN Corrections Template	1
OMH Module Completion	1
SDPS Memo	2
Westat Satisfaction Survey	2
QIONet	2
QNet Quest.....	3
MedQIC	3
Underserved CoP	4
CLAS Implementation.....	4
Calendar of Events and Conferences	4
Articles/Resources.....	5

Announcements

Strategic Planning Tool and Cover Letter

The UQIOSC and the Florida QIO collaborated on a tool to assist practitioners/practice sites with implementation of the National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS), Standard 8. The tool and introductory letter are below.

The Strategic Planning Tool:

http://qsource.org/uqiosc/Strategic%20Planning%20Tool_.doc

Strategic Plan Cover Letter:

http://qsource.org/uqiosc/Strategic%20Plan%20Cover%20Letter_.doc

UPIN Corrections Template

Please submit completed corrections template to Susie Joe at IFMC's SDPS Analytic Team via QualityNet Exchange (QNE) by October 1, 2007.

http://qionet.sdps.org/sdps_memos/sdps_memos_2006/06508po.htm

OMH Module Completion

Reminder: Wednesday October 31, 2007 is the last day for which the completion of the OMH modules by CLAS IPG members will count towards the QIO evaluation. Please see SDPS Memo number 07-162-PO for more information.

http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07162po.pdf

SDPS Memo

SDPS MEMO NUMBER:07-335-RP

Release of Program Progress Reports

http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07335rp.pdf

Data for four Task 1d2 PARTner Management Reports have been updated. See below.

Management Reports

1. 9990602/10040601: Task 1d2- CLAS IPG OMH Theme Completion (Themes 1 and 2). Data within this report has been updated with Q2, 2007.

2. 9990603/10040602: Task 1d2- CLAS IPG OMH Theme Completion (Themes 3). Data within this report has been updated with Q2, 2007.

3. 9990604/10040603: Task 1d2- CLAS IPG OMH Completion UPIN Exception. Data within this report has been updated with Q2, 2007.

4. 9990605/10040604: Task 1d2- CLAS IPG OMH Completion Percentages. Data within this report has been updated with Q2, 2007.

SDPS MEMO NUMBER:07-321-CO

Clarification Letter Concerning Issuance of List of 8th SOW Changes in the Upcoming All QIO Alignment Modification - Contracting Officer's Clarification Letter #39

http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07321co.htm

Westat Satisfaction Survey

Below is a recently received QIO question and answer in regard to the Westat Survey.

Question: SDPS Memo 07-110-GN provides clarification on the number of contacts needed for the statewide component and what to do if you do not have the minimum number of contacts. The issue that exists for this QIO is that they did submit contacts for the statewide component. The QIO is concerned that the contacts they listed may not complete the statewide survey. Will the QIOs only be evaluated on the number who complete the survey?

Answer: The scores will only be based on those who respond to the Westat survey.

QIONet

QIONet is a great resource for many 1d2 materials. Please visit the QIONet for task related postings.

Press Release Sample:

Physician Recognized for Promoting Cultural Proficiency

http://qionet.sdps.org/commclhouse/underserved/VA_VAPhyRecognizedCultProf.doc

QNet Quest

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

Question: For 1d1, is there a scoring penalty for not having our target number of underserved practices not complete the remeasurement OSS?

Answer: For 1d2, there is no penalty for dropping below the underserved requirement. There was never any aspect of this incorporated into the evaluation. Underserved is not part of 1d1 evaluation.

The UQIOSC encourages you to visit this site regularly where you will find the most current responses to QIO questions for Task 1d2:

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.

Recent postings include:

Weblink: NCQA Health Care Disparities

<http://medqic.org/dcs/ContentServer?cid=1187032062387&pagename=Medqic%2FMQWeblinks%2FWeblinkTemplate&c=MQWeblinks>

Literature: Effective communication and delivery of culturally competent health care

<http://medqic.org/dcs/ContentServer?cid=1187032075432&pagename=Medqic%2FMQLiterature%2FLiteratureTemplate&c=MLLiterature>

News: Health Disparities Conference Addresses Various Health Care Issues

<http://medqic.org/dcs/ContentServer?cid=1187032062216&pagename=Medqic%2FMQNews%2FNewsFeatureTemplate&c=MQNews>

News: USA Today Examines Efforts To Improve Communication Between Physicians, Patients

<http://medqic.org/dcs/ContentServer?cid=1187032061977&pagename=Medqic%2FMQNews%2FNewsFeatureTemplate&c=MQNews>

Underserved CoP

Mark your calendar for the upcoming Underserved CoP Call to be held on Wednesday, September 19, 2007, at 1:00 p.m. CT. The topic will be “Mining the OMH Participant Data.” Representatives from the GA, MN, and TX QIOs will share how they mine their monthly OMH participant data to ensure every practitioner/practice site is accounted for. The call in information is 1.800.369.1540, with a pass code of 95562#.

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 11 Health care organizations should maintain a current demographic, cultural, and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.

This is an activity with which QIOs can readily assist. There are multiple sources of data on catchment area demographics (see links below). Local jurisdictions (county health departments, state government) also maintain registries and census data. Local cultural/ethnic organizations may be repositories of helpful data, including language data. Local hospitals may also have admissions data or other demographic data they collect.

- CDC health facts (look under section “health of...” for population-specific data): <http://www.cdc.gov/nchs/fastats/Default.htm>
- US Census data (click on the file folder for your state and choose the pdf to see a user-friendly summary of census data including ethnicity) ftp://ftp2.census.gov/census_2000/datasets/100_and_sample_profile

Calendar of Events and Conferences

October 2007

Health Literacy Month, celebrated each October, is a time when health literacy advocates around the world promote the importance of understandable health information.

http://www.healthliteracy.com/hl_month.asp

October 21-27, 2007

National Association for Healthcare Quality Week

Please join NAHQ in observing this special week dedicated to the importance of quality in the healthcare arena.

<http://www.nahq.org/calendar/healthcareqw.htm>

QualityNet

October 23-25, 2007

Baltimore, MD

<http://www.qualitynetonline.com>

Breakthroughs in Reducing Health Care Disparities

NCQA

November 12-13, 2007

Washington, DC

<http://app.e2ma.net/app/view:CampaignPublic/id:12795.694509605/rid:ae6f9d03b42a9819556d9f6b0ce1ca71>

Institute for Healthcare Improvement

December 9-12, 2007

Orlando, FL

<http://www.ihl.org/IHI/Programs/ConferencesAndSeminars/19thNationalForumonQualityImprovement.htm>

Articles/Resources

Website: Partnership for Clear Health Communication

<http://www.p4chc.org>

Website: Ask Me 3 for physicians, patients, and other groups

<http://www.askme3.org/>

Weblink: Translated Health Information

<http://www.statehealthfacts.kff.org/comparecat.jsp?cat=9>

Book: Medical Management of Vulnerable and Underserved Patients: Principles, Practice, and Populations

Helen Burstin N. Engl. J. Med. 2007; 357(6): p. 626-627

<http://content.nejm.org/cgi/content/extract/357/6/626?ct=ct>

Tutorial: Race, Ethnicity, and Health Care

<http://cme.kff.org/Key=13008.Jwv.C.C.Dg87hf>

Healthcast: Former Governor Mitt Romney (R-Mass.) Outlines Health Care Plan
Florida Medical Association

<http://www.kaisernetwork.org/healthcast/h08/24aug07>

Healthcast: 2007 Minority Women's Health Summit, Women of Color: Addressing Disparities, Affirming Resilience, and Developing Strategies for Success
Department of Health and Human Services Office on Women's Health
<http://www.kaisernetwork.org/healthcast/hhs/23aug07>

Article: Report Develops New Formula for Determining Medically Underserved Areas; NEJM Perspective Examines Immigrants' Access to Care
http://www.kaisernetwork.org/daily_reports/rep_index.cfm?DR_ID=46791

Article: More Hospitals, Health Clinics Use Picture Boards To Reduce Language Barriers
http://www.kaisernetwork.org/daily_reports/rep_index.cfm?DR_ID=47270

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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 1.800.528.2655.
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