



# Hospitals, Language, and Culture

PROJECT UPDATE

May 2008

## HLC Staff Contacts:

**Amy Wilson-Stronks, MPP, CPHQ**

Principal Investigator  
(630) 792-5954

Awilson-stronks@jointcommission.org

**Tina Cordero, PhD, MPH**

Senior Research Associate  
(630) 792-5845

tcordero@jointcommission.org

**Karen Lee, MS**

Senior Research Associate  
(630) 792-5936

klee@jointcommission.org

**April Kopp, MA**

Consultant  
(630) 792-5267

akopp@jointcommission.org

**Isa Rodriguez**

Senior Secretary  
(630) 792-5957

irodriguez@jointcommission.org

*Hospitals, Language, and Culture: A Snapshot of the Nation* is a research study of The Joint Commission funded by a grant from The California Endowment

## New Research Report — *One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations*



The Joint Commission's *Hospitals, Language, and Culture* (HLC) study just released a new research report providing a framework for hospitals to develop and employ practices for meeting diverse patient needs. The HLC study is a cross-sectional qualitative study, funded by The California Endowment, designed to explore how 60 hospitals across the country provide health care to culturally and linguistically diverse patient populations. The thematic framework presented in this latest report was derived from current practices that hospitals are employing to provide care and services to diverse patients.

As the current practices mentioned in the report illustrate, there is no “one size fits all” solution, and the road map to cultural competence is unique for each organization. However, based on data gathered from the HLC study, this report recommends that organizations:

- Identify the needs of the patient population being served and assess how well these needs are being met through current systems
- Bring people across the organization together to explore cultural and language issues by sharing experiences, evaluating current practices, discussing barriers, and identifying gaps
- Make assessment, monitoring, and evaluation of cultural and language needs and services a continuous process
- Implement a range of practices spanning all four themes in a systemic manner aligned with patient needs and organizational resources

To help health care organizations tailor initiatives to meet the needs of their diverse patient populations, this report includes a self-assessment tool that organizations can use to initiate discussions about the needs, resources, and goals for providing the highest quality care to every patient served.

**The report is available for download for FREE at [www.jointcommission.org/PatientSafety/HLC/](http://www.jointcommission.org/PatientSafety/HLC/)**

*Each issue of the HLC Update will feature project-specific updates and other information related to cultural and linguistic competency. We welcome your comments, which can be addressed to [hlc-info@jointcommission.org](mailto:hlc-info@jointcommission.org).*

### Inside this Issue:

Sixth National Conference on Quality Health Care for Culturally Diverse Populations	2
Resource Update	3
Of Interest...	4
The Disparities Solution Center Web Seminar Series	4

*Interested in providing feedback on Joint Commission standards related to behavioral health, laboratory, and long-term care accreditation programs?*

*See page 4 for details.*

## **REGISTER NOW**

### **THE SIXTH NATIONAL CONFERENCE ON QUALITY HEALTH CARE FOR CULTURALLY DIVERSE POPULATIONS**

**September 21-24, 2008 — Minneapolis, Minnesota**

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

We invite you to register online now for the Sixth National Conference on **Quality Health Care for Culturally Diverse Populations**: Partnerships for the future: Supporting practitioners and advancing the field through innovation, policy and research at [www.DiversityRxConference.org/registration](http://www.DiversityRxConference.org/registration).

The Quality Health Care for Culturally Diverse Populations conference, held biennially since 1998, is one of the most respected and well-supported meetings on improving health service delivery to minority, immigrant, and indigenous populations, and focuses on how to enhance the cultural responsiveness of health care organizations to reduce health inequalities. Co-produced by the Drexel University Center for Health Equality, Resources for Cross Cultural Health Care, and the US DHHS Office of Minority Health, this meeting attracts over 600 attendees from North America and around the world. It features over 100 presentations during pre-conference workshops, plenary panels, round-table sessions, and concurrent workshops, and includes a film festival and a resource center with exhibits and poster presentations.

It is a privilege to hold the 2008 conference in the Twin Cities area of Minnesota, a region with a long tradition of welcoming refugees and immigrants, and home to many innovative programs and policies for delivering healthcare in culturally and linguistically appropriate ways.

The 2008 conference will focus on strengthening networks to support practitioners and advance the field through innovation, policy and research. Starting with a look at the national and global trends in health care and migration, the conference will use plenary sessions, workshops and moderated dialogues with conference participants to:

- Address the issues that affect day-to-day practice of culturally appropriate care at the clinical, organizational and community levels
- Continue the integration of cultural competence/disparity reduction in mainstream health priorities
- Develop a vision for advancing the field

Based on the record response to our call for presentation proposals this year, we expect that attendee numbers will be high. We strongly encourage you to register early, as space will be limited.

You can register online at [www.DiversityRxConference.org/registration](http://www.DiversityRxConference.org/registration).

If you would like a printed registration brochure, email [ccconf@drexel.edu](mailto:ccconf@drexel.edu).

## Resource Update

*Creating Equity Reports: A Guide for Hospitals.* Weinick RM, Flaherty K, Bristol SJ. 2008. *The Disparities Solutions Center, Massachusetts General Hospital.*

This resource can help your staff develop an equity report. The Guide provides practical information on how to collect data on race, ethnicity, language, and socioeconomic status – and how to use those data to develop an equity report that will allow your hospital to take action. This resource is now available for download at [www.massgeneral.org/disparitiessolutions/resources.html](http://www.massgeneral.org/disparitiessolutions/resources.html).

*Resident Physicians' Preparedness to Provide Cross-Cultural Care: Implications for Clinical Care and Medical Education Policy.* Betancourt JR, Weissman JS, Kim MK, Park ER & Maina AW. May 2007.

The National Center for Cultural Competence (NCCC) (<http://www11.georgetown.edu/research/gucchd/nccc>) developed a unique approach to Continuing Medical Education (CME) to address racial and ethnic disparities in the diagnosis and treatment of depression. The model uses self-assessment as a learning tool for providers to: (1) heighten awareness, (2) influence attitudes toward practice, and (3) motivate the development of knowledge and skills to incorporate cultural and linguistic competency into the diagnosis and treatment of depression. This CME is designed for a broad array of primary care providers that includes, but is not limited to, Family and Community Medicine, Pediatrics and Adolescent Medicine, Obstetrics & Gynecology, Internal Medicine, and Gerontology. The CME is also appropriate for psychiatrists seeking to add to their base of knowledge on cultural and linguistic competence. NCCC is currently conducting a study to assess the impact and usefulness of this CME approach. To access the CME visit [www.gucchdgeorgetown.net/I3D/](http://www.gucchdgeorgetown.net/I3D/).

*Improving Communication – Improving Care. Ethical Force Program, American Medical Association . 2008.*

Illness, fear, low literacy, foreign languages and cultures, and many other factors can make it difficult for your staff to communicate with patients. *Improving Communication — Improving Care* is a new performance measurement toolkit from the Ethical Force Program® at the American Medical Association (AMA) designed to assist your organization in meeting the needs of a diverse patient population. This one-of-a-kind resource can help you assess how effectively your organization communicates and target resources for improvement exactly where they're needed. The toolkit includes: 1) surveys and cover letters to gather feedback from your health care organization's leaders, staff and patients; 2) a handy user's guide; 3) templates to help you enter and analyze survey results; 4) an analysis guide; 5) model PowerPoint® presentations and other promotional materials to present your survey results to staff and leaders. To access the toolkit visit [www.ama-assn.org/ama/pub/category/18225.html](http://www.ama-assn.org/ama/pub/category/18225.html).

*Health Research and Educational Trust Disparities Toolkit.* Hasnain-Wynia R, Pierce D, Haque A, Hedges Greising C, Prince V, Reiter J. 2007.

Version 2.0 of the *Disparities Toolkit for Collecting Patient Race, Ethnicity, and Primary Language Data* is now available free of charge! The leadership at Health Research and Educational Trust (HRET) and the American Hospital Association fully supported removing the cost associated with using the Toolkit to provide easy access to it. The Toolkit has an updated look, is more streamlined, easier to navigate, and contains new and updated material. We believe it will serve as a great resource to the field as hospitals, health systems, health plans, community health centers, and physician practices focus on reducing disparities and improving quality of care for their patients. To access the toolkit visit [www.hretdisparities.org](http://www.hretdisparities.org).

***Stay tuned  
for the  
updated  
HLC  
website  
with  
easier to  
navigate  
pages,  
additional  
resources,  
and more!***

***Coming  
Soon!***



## *Of Interest...*

### **Tell Us What You Think About Joint Commission Standards for Behavioral Health Care, Laboratory, and Long-Term Care**

As part of the Standards Improvement Initiative (SII), The Joint Commission is asking you to tell us about your experiences with understanding and implementing the current standards and elements of performance for the **Behavioral Health Care, Laboratory, and Long-Term Care** accreditation programs.

To comment, please visit [www.jointcommission.org/Standards/SII](http://www.jointcommission.org/Standards/SII).

At this site, you will:

1. Select the program you represent (you may provide comments for more than one program, but you will need to repeat this process for each program you select).
2. Read the current standards.
3. Follow the instructions for providing comments via mail, email, or online survey.

Thank you in advance for your time and thoughtful comments!

**Comments on these chapters will be gathered from May 6, 2008 to June 17, 2008.**

### **FREE Web Seminar Series:**

#### **The Disparities Solution Center at Massachusetts General Hospital offers free web seminars addressing racial and ethnic disparities**

##### **UPCOMING SEMINAR: "Using Multi-Disciplinary Teams to Address Disparities: Navigators, Health Coaches and Community Health Workers"**

On **May 22nd, from 3-4:30PM EST**, join The Disparities Solutions Center as we continue our Robert Wood Johnson Foundation sponsored web seminar series with an event launching "*Using Multi-Disciplinary Teams to Address Disparities: Navigators, Health Coaches and Community Health Workers*." Our guest speakers are **Dr. Alexander Green**, Associate Director of the Disparities Solutions Center at Massachusetts General Hospital, **Dr. Heidi Behforouz**, Executive Director of the PACT Project at Brigham and Women's Hospital, and **Dr. Kevin Fiscella**, Associate Professor of Family Medicine and Community & Preventive Medicine at University of Rochester School of Medicine & Dentistry. The 90-minute, interactive, web-based seminar is free and open to the public. More information on this web seminar, including registration links, is available on our website at [www.massgeneral.org/disparitiessolutions/web.html](http://www.massgeneral.org/disparitiessolutions/web.html).

The Disparities Solutions Center at Massachusetts General Hospital is dedicated to the development and implementation of strategies that advance policy and practice to eliminate racial and ethnic disparities in health care. For more information on The Center and our work, visit us on the web at [www.mghdisparitiessolutions.org](http://www.mghdisparitiessolutions.org).