Leadership (LD) Chapter

**LD.04.03.08**

Reducing health care disparities for the critical access hospital’s patients is a quality and safety priority.

**Element(s) of Performance for LD.04.03.08**

1. The critical access hospital designates an individual(s) to lead activities to reduce health care disparities for the critical access hospital’s patients.
   
   Note: Leading the critical access hospital’s activities to reduce health care disparities may be an individual’s primary role or part of a broader set of responsibilities.

2. The critical access hospital assesses the patient’s health-related social needs and provides information about community resources and support services.
   
   Note 1: Critical access hospitals determine which health-related social needs to include in the patient assessment. Examples of a patient’s health-related social needs may include the following:
   - Access to transportation
   - Difficulty paying for prescriptions or medical bills
   - Education and literacy
   - Food insecurity
   - Housing insecurity
   
   Note 2: Health-related social needs may be identified for a representative sample of the critical access hospital’s patients or for all the critical access hospital’s patients.
3. The critical access hospital identifies health care disparities in its patient population by stratifying quality and safety data using the sociodemographic characteristics of the critical access hospital’s patients.

Note 1: Critical access hospitals may focus on areas with known disparities identified in the scientific literature (for example, organ transplantation, maternal care, diabetes management) or select measures that affect all patients (for example, experience of care and communication).

Note 2: Critical access hospitals determine which sociodemographic characteristics to use for stratification analyses. Examples of sociodemographic characteristics may include the following:
- Age
- Gender
- Preferred language
- Race and ethnicity

4. The critical access hospital develops a written action plan that describes how it will address at least one of the health care disparities identified in its patient population.

5. The critical access hospital acts when it does not achieve or sustain the goal(s) in its action plan to reduce health care disparities.

6. At least annually, the critical access hospital informs key stakeholders, including leaders, licensed practitioners, and staff, about its progress to reduce identified health care disparities.

Record of Care, Treatment, and Services (RC) Chapter

**RC.02.01.01**

The medical record contains information that reflects the patient's care, treatment, and services.

**Element(s) of Performance for RC.02.01.01**

25. For critical access hospitals that elect The Joint Commission Primary Care Medical Home option: The medical record contains the patient’s race and ethnicity.

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