Collecting Race, Ethnicity, and Language Data
At Cincinnati Children’s Hospital Medical Center

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Background Information
• In 2009, Cincinnati Children’s was selected as one of nine hospitals across the U.S. to participate in the Aligning Forces for Quality: Language Quality Improvement Collaborative, an initiative of the Robert Wood Johnson Foundation that focused on improving programs for hospital language services for families that have Limited English Proficiency.

• In 2010, Greater Cincinnati hospitals implemented systematic methods for collecting R/E/L data directly from their patients. The purpose of this project was to ready the Greater Cincinnati Health Council member hospitals to identify and improve existing health disparities in their systems.

Cincinnati Expecting Success
• Greater Cincinnati hospitals are collecting standardized race, ethnicity, and language data because:
  • We want to ensure we have the accurate data needed to determine if health disparities exist in our communities.
  • We want to ensure that all patients receive high-quality care.
  • We want to link patient race and ethnicity data with clinical information to identify and examine any healthcare disparities.
  • We want to create interventions targeted to patients based on their cultural norms.

What were Cincinnati Children’s challenges with developing R/E/L training?
• Structure – not all registration areas are centralized
• Finding the best way to include satellite locations and Scheduling Center staff
• Approximately 450 staff needed training
• Requests were received for web-based training instead of classroom training
• Do we make training mandatory?
• “We’re already collecting this data”

Cincinnati Children’s Approach to R/E/L Training
• Moment of Truth (Opening Dialogue)
• Overview of Aligning Forces for Quality
• R/E/L Pre-Assessment
• “Guess My Race and Ethnicity” Game
• “Speaking Together” Video
• R/E/L Role Play
• Discussion and Review of Pre-Assessment
• Training Feedback – Participant Survey
• Distribution of registrar script and R/E/L tip sheet

R/E/L Categories at Cincinnati Children’s

<table>
<thead>
<tr>
<th>Race</th>
<th>Ethnicity</th>
<th>Language Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>Hispanic</td>
<td>English</td>
</tr>
<tr>
<td>Asian</td>
<td>Non-Hispanic</td>
<td>Other</td>
</tr>
<tr>
<td>American</td>
<td>Patient Refused*</td>
<td>Other</td>
</tr>
<tr>
<td>Indian</td>
<td>Unknown*</td>
<td>Unknown</td>
</tr>
<tr>
<td>Alaska</td>
<td>White or</td>
<td></td>
</tr>
<tr>
<td>Native</td>
<td>Caucasian</td>
<td></td>
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</tbody>
</table>

*This designation indicates a variation to the OMB R/E categories
Where We Are Today?

- R/E/L Refresher Training is completed annually by registrars and managers
- We're working to put a system in place to validate that our R/E/L data is accurate