



ADVANCING INTEGRATED HEALTHCARE

Demographic Data Collection Pilot Baseline Needs Assessment & Train the Trainer Webinar Series

Presentation to HIT Steering Committee
07/20/2023

Care Transformation Collaborative of RI

Assessment & Train the Trainer Webinar Series

- **Background**

- Financed by the Rhode Island Department of Health (RIDOH)/Executive Office of Health and Human Services (EOHHS) and the Center for Disease Control and Prevention (CDC)
- Part of National Initiative to Address COVID-19 Health Disparities to improve health outcomes with priority given to increasing and improving demographic data collection and reporting

- **Goal**

- To increase capacity of primary care provider organizations to collect high quality data and report it effectively, with a focus on populations experiencing a disproportionate burden of COVID-19 infection including
 - Medically underserved,
 - BIPOC (Black, indigenous and People of Color) community members, and people living in rural communities,
 - Groups that are more effectively served in a language other than English,
 - Veterans,
 - People who are unhoused or housing insecure,
 - The LGBTQ+ community and
 - People living with disability.

Benefits

- Identify “current state” practice workflows around collecting and reporting demographic data information and obtaining recommendations that can be used by practice/system of care to improve care.
- Improve staff understanding of the importance of collecting Race, Ethnicity and Language (REAL) demographic data to identify, understand and mitigate health disparities.
- Improve patient understanding of the importance and connection of REAL data to their health care.
- Improve ability of the practice to accurately collect, report, and stratify demographic data by quality and access to care measures and identify and address gaps in care.
- Improve ability of the practice and system of care to improve quality of care for all patients.

Demographic Data Planning Committee

Susanne Campbell, CTC-RI

Yolanda Bowes, CTC-RI

Nijah Mangual, CTC-RI

Sue Dettling, CTC-RI

Michelle Mooney, CTC-RI

Pano Yeracaris, CTC-RI

Linda Cabral, CTC-RI

Elaine Fontaine, Consultant

Kerri Costa, Consultant

Amy Zimmerman, Consultant

Jocelyn Roman, EOHHS

Olivia King, EOHHS

Adrian Bishop, Advocates Human Potential

Jeff Cumplido, Coastal

Emily Cooper, Health Centric Advisors

Tricia Stewart, IMAT

Christin Zollicoffer, Lifespan

Richard Gillerman, Lifespan

Garry Bliss, Prospect

Leigh Nyahe, Prospect

Jenneifer Etue, Providence CHC

Natasha Viveiros, Providence CHC

Katie Murray, Rhode Island Foundation

Elena Nicolella, RI Health Center Assoc.

Stephanie Grenier, RIPCPC

Neil Sarkar, RIQI

Kim Morgan, Tufts

Christine West, United Healthcare

Stacy Aguiar, United Healthcare

Stephanie DeAbreu, Care New England

Nicole Paliotti, RIDOH

Sheila DiVincenzo, RIDOH

& Key Informant Interviews Summary Report – Kerri Costa

- Key Considerations
 - People
 - Processes
 - Technology
 - Metrics and Outcomes
 - Overarching Lessons Learned
 - Develop Baseline Practice Needs Assessment
 - Inform Development of Webinar Series

Summary Report

Thank you to the individuals and organization that provided interviews

Provider Organizations

Open Door Health, an initiative of the Rhode Island Public Health Institute

- Amy Nunn, Executive Director
- Yelena Malyuta, Director of Evaluation

Coastal Medical

- Jeffrey Cumplido, MD, Physician and Associate Medical Director
- Debra Reakes, Director of Quality

Providence Community Health Center

- Jennifer Etue, Integrated Behavioral Health Manager
- Natasha Viveiros, Director of Site Operations & Special Projects

NYU School of Medicine

- Stella Yi, MPH, PhD, Department of Population Health Section for Health Equity

Lifespan

- Christin Zollicoffer, Vice President Chief Belonging and Equity Officer
- Richard Gillerman, MD, Vice President Chief Medical Information Officer (CMIO)

Quality Improvement Support Organizations

Health Begins

- Sadena Thervarajan, JD, Managing Director
- Taleen Yepremian, MHA, Training Program Manager
- Vince Panucci, MPH, Health Equity Project Coordinator
- Rishi Machanda, MD, MPH, CEO

John Snow Incorporated / Health Information Technology, Evaluation, and Quality (HITEQ) Center

- Jillian Maccini, MBA, PCMH CCE, Project Director, JSI Research & Training

National Committee for Quality Assurance (NCQA)

- Jeni Soucie, Manager, Product Management
- Elizabeth Ryder, Assistant Director, Product Development
- Rachel Harrington, PhD, Senior Research Scientist, Health Equity

- Environmental Scan: Current and Anticipated Standards Requirements
- Environmental Scan: Baseline RI Demographic Data Collection Performance Assessment Report
- Plan to review all reports at a future HIT Steering Committee meetings

June Planning Committee Survey

- Priority
- Barriers/Training Needs

- **What Level of Priority Does Your Organization Place on Improving Demographic Data Collection?**
 - **High** - plans for improving demographic data collection is a regular topic of discussion at the management level **(57%)**
 - **Medium** - the importance of improving demographic data collection has been acknowledged at the management level but there are currently no plans **(29%)**
 - **Low** - Demographic data collection is not a topic of discussion at the management level. **(0%)**

* *14% not applicable*

June Planning Committee Survey

- Priority
- Barriers/Training Needs

- **What supports do you need to make this a high priority in your organization?**
 - Practice Incentives
 - Include in job description/performance evaluation
 - Clarity on standards
 - Reporting clinical outcomes based on demographic data
- **What are barriers to improving accuracy and completeness**
 - Staff discomfort asking the questions
 - Patient trust re: how information will be used
 - Staff & Patient understanding of REL categories
 - Staff time to collect information
 - Patient privacy
 - EMR capabilities
- **What are your main areas of concern?**
 - Staff comfort with asking patients for REL information
 - Percentage of unknown
 - Staff understanding of purpose of collecting REL data
 - Ability of EMR to capture data and aggregate to OMB standards
 - Ability of EMR to stratify clinical outcomes by demographics
 - Ability of EMR to share data with QRS

Call For Applications

- Launched 7/11/23
- Capacity for 15 Participating Practices/System of Care
- Applications Due 7/28/23
- Selected Practices Notified 8/7/23
- Link to Apply:

<https://www.surveymonkey.com/r/HQP7T3D>

Part I: Baseline Practice Needs Assessment

Part II: Train the Trainer Webinar Series

Baseline Practice Needs Assessment

To be Completed 8/16 – 9/15

- Practice Survey – Assessment of current state of demographic data collection in the practice
- Patient Survey – A survey for patients to share their experience being asked for their demographic information
- Staff Survey – A survey for practice staff to share their experience asking patients for their demographic information and recording it in the EMR
- Walkaround Tool - Simulate patient experience/office process collecting REL.

6 Sessions (monthly) – October through March

Potential Topics:

- Systemic Racism, health inequities, SOGI, and implicit bias
- Cultural sensitivity and awareness of the populations served in the community.
- Scripting to improve staff and patient comfort and confidence in asking for and providing sensitive demographic information.
- Workflow considerations to support complete, accurate, confidential, and respectful collection of demographic data, including recognition of challenges for patients posed by language, literacy, and ability.
- Changing national and local standards for collection of race, ethnicity, and language, as well as consideration for granular data collection that can be aggregated to required national reporting standards.

6 Sessions (monthly) – October through March

Potential Topics Continued

- Electronic Health Record modifications to support granular data collection and re-aggregation to national standards.
- Use of demographic data for quality improvement activities to reduce health disparities.

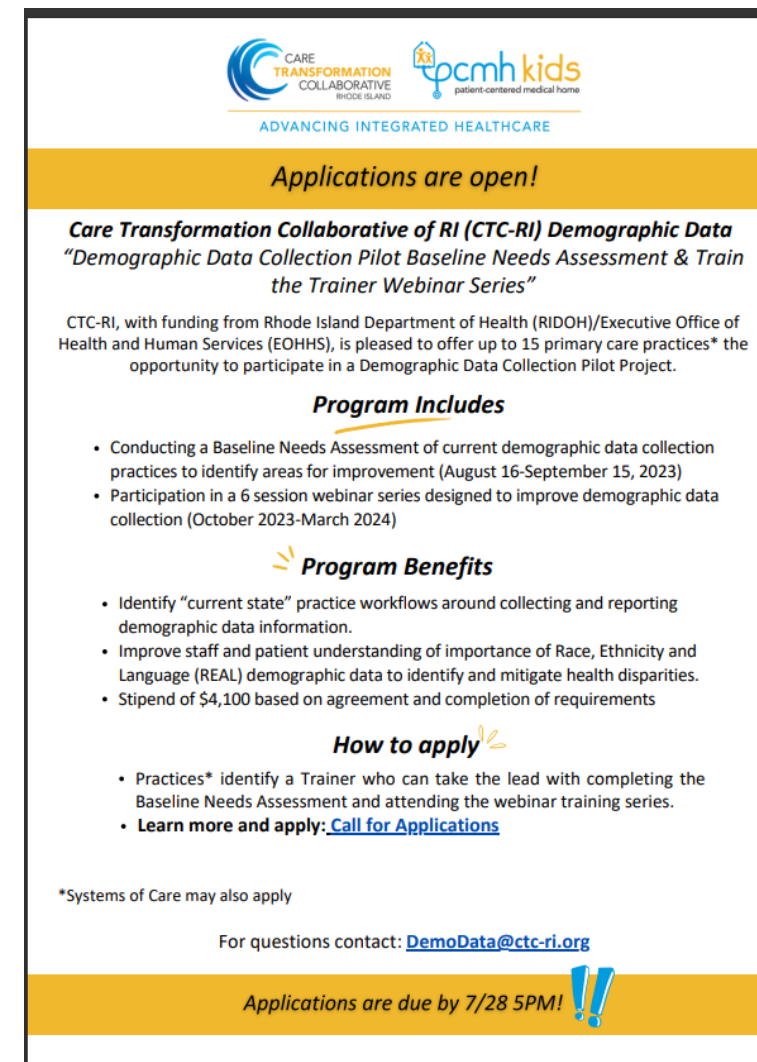


**HOW CAN ORGANIZATIONS MAKE THIS MORE OF A PRIORITY?
WHAT ARE THE MOST IMPORTANT TRAINING TOPICS FROM A LEADERSHIP PERSPECTIVE?**

- **Recommend Practices to Participate – Share Call for Applications**

[LEARN MORE & APPLY](#)

- **Recommend Webinar Speakers/Topics**



The flyer is titled "Applications are open!" and is for the "Care Transformation Collaborative of RI (CTC-RI) Demographic Data 'Demographic Data Collection Pilot Baseline Needs Assessment & Train the Trainer Webinar Series'". It is funded by the Rhode Island Department of Health (RIDOH) and Executive Office of Health and Human Services (EOHHS). The program includes a baseline needs assessment and a 6-session webinar series. Benefits include identifying current practice workflows, improving staff and patient understanding of demographic data, and a \$4,100 stipend. Practices are asked to identify a trainer and apply by July 28, 2023, at 5 PM.

CARE TRANSFORMATION COLLABORATIVE RHODE ISLAND **pcmh kids** patient-centered medical home
ADVANCING INTEGRATED HEALTHCARE

Applications are open!

Care Transformation Collaborative of RI (CTC-RI) Demographic Data "Demographic Data Collection Pilot Baseline Needs Assessment & Train the Trainer Webinar Series"

CTC-RI, with funding from Rhode Island Department of Health (RIDOH)/Executive Office of Health and Human Services (EOHHS), is pleased to offer up to 15 primary care practices* the opportunity to participate in a Demographic Data Collection Pilot Project.

Program Includes

- Conducting a Baseline Needs Assessment of current demographic data collection practices to identify areas for improvement (August 16-September 15, 2023)
- Participation in a 6 session webinar series designed to improve demographic data collection (October 2023-March 2024)

Program Benefits

- Identify "current state" practice workflows around collecting and reporting demographic data information.
- Improve staff and patient understanding of importance of Race, Ethnicity and Language (REAL) demographic data to identify and mitigate health disparities.
- Stipend of \$4,100 based on agreement and completion of requirements

How to apply

- Practices* identify a Trainer who can take the lead with completing the Baseline Needs Assessment and attending the webinar training series.
- **Learn more and apply: [Call for Applications](#)**

*Systems of Care may also apply

For questions contact: DemoData@ctc-ri.org

Applications are due by 7/28 5PM!

NCQA Health Equity Recognition

**CTC-RI Annual Conference October 5, 2023
& NCQA Health Equity Recognition Training**

[CTC Annual Conference and NCQA HE Registration](#)



CTC-RI Annual Conference:
INVESTING IN PRIMARY CARE & HEALTH EQUITY
The Crowne Plaza Hotel - Warwick, RI
Breakfast & Registration at 7:00AM
Event starts at 7:30AM

Thank you to our sponsors:



**OCT
05
23**

NCQA's Health Equity Accreditation gives health care organizations—including health plans, managed behavioral healthcare organizations, health systems, hospitals and wellness and population health programs—an actionable framework for creating the structures and processes to begin working toward addressing health equity.

Seeking partners to fund a Quality Improvement Initiative

Goal – Improve consistency, accuracy, and standardization of demographic data collection. Increase ability to apply REL data to improve quality of care and health equity.

- Customized performance improvement plan
- Focus on reducing the % of unknown
- 6-month time period
- Technical Assistance – quality improvement and IT practice coaching

Questions?

Demographic Data Project Contact Info

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Yolanda Bowes, CTC-RI Program Manager, ybowes@ctc-ri.org

Nijah Mangual, CTC-RI Project Coordinator, nmangual@ctc-ri.org

Jocelyn Roman, EOHHS HIT Specialist, jocelyn.roman@ohhs.ri.gov

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THANK YOU

 www.ctc-ri.org

 [CTC-RI](#)

