

American Society of Healthcare Risk Management Equity of Care Assessment Tool

The American Society of Healthcare Risk Management has created this Equity of Care Assessment Tool to help determine your organization's cultural competency; to assist in identifying potential gaps in equity of care and to help focus efforts on work that will enhance healthcare risk management.

This tool is not a complete listing of all actions needed to address cultural diversity or cultural competence within organizations, but is a good first step in conducting an equity of care gap analysis.

Introduction

Socioeconomic and racial inequity exists in health care quality. The Institute of Medicine (IOM) 2001 report, [Crossing the Quality Chasm](#), identified equity of care as one of the six pillars of quality healthcare. The [Equity of Care: A Toolkit for Eliminating Health Care Disparities](#) defines equity of care as provision of care that does not differ by geographic location, socioeconomic status, gender, ethnicity, and other patient characteristics. In 2002 the IOM released [Unequal Treatment](#) which identified multiple factors which may contribute to health care disparities. It is important to note cultural diversity and culturally competent care are different; although closely related.

What Is Cultural Diversity In Health Care?

Cultural diversity is the inevitable variety in customs, attitudes, practices, and behavior that exists among groups of people from different ethnic, racial, or national backgrounds who come into contact.¹

What Is Cultural Competence In Health Care?

Culture is often described as the combination of a body of knowledge, a body of belief and a body of behavior. It involves a number of elements, including personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups. For the provider of health information or health care, these elements influence beliefs and belief systems surrounding health, healing, wellness, illness, disease, and delivery of health services. The concept of cultural competency has a positive effect on patient care delivery by enabling providers to deliver services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients.²

1. www.medilexicon.org.

2. www.nih.gov/clearcommunication/culturalcompetency.htm

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How to Use the Tool

This tool allows you to evaluate whether your organization is addressing areas that contribute to providing equitable care for all patients. This is not a complete listing of all actions needed to address cultural diversity or cultural competence within organizations, but is a good first step in conducting an equity of care gap analysis. You can use the right-hand column to make notes on the degree of completion or success for each item and possible steps that could be taken to make improvements if necessary.

Discovery Questions		Notes and Action Steps
Is data being collected on race?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is data being collected on ethnicity?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is data being collected on language preference?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is there a working group that is focused on health care disparities within your organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is data being collected regarding diversity and inclusion?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, are the following data being collected so they can be stratified by race, ethnicity and/or language preference:		
quality and safety?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
regarding language services?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
admitting and registration?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
compliance?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
community outreach?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is data analytics from the above data collections being utilized?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Has a priority metric been selected to identified to best serve your patient population?	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Additional Resources #2 and #3 for more information.

If yes, a priority metric has been selected:		
Accuracy: Is data self-identified by patient or identified by registration staff?	<input type="checkbox"/> Patient <input type="checkbox"/> Registration staff	
Is categorization the same throughout data sources?	<input type="checkbox"/> Consistent categorization <input type="checkbox"/> Inconsistent categorization	
Completeness: Are race, ethnicity and language data captured for all services areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you capture the percentage of unknown, declined or other data?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Uniqueness: Is each patient only represented once in data collection?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are there multiple points where the data can be collected from patients?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are the data points consolidated?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Timeliness: How current is the data?	<input type="checkbox"/> Updated each admission/visit <input type="checkbox"/> Updated infrequently <input type="checkbox"/> Never updated once collected	
Consistency: Does the data collection address the specifics of the community you serve?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Stratification		
Is stratification possible in the metric selected?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Determine reason why stratification is not possible:		
data inconsistently collected?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
data pool too small?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
poor data tool utilization?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
technology barrier?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other?		
If stratification is not possible, what actions should be taken:		
Staff training for data collection?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Redefinition of area data collection?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Change data collection tool?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Identification of barriers?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Education of patients (including importance of data)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Increase data pool?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Determine the tool you will use to stratify the selected data:		
Dashboard?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Display data trends?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other?		
Is cultural competency training offered in your organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes does the training include:		
Patient representatives?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Social workers?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Discharge planners?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Financial counselors?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Language resources?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Food Service?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Chaplain?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Senior management?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Management?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Volunteers?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Communication and patient services (i.e. telephone operator)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other?		
Patient resources		
Is the building signage in multiple languages?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are written communications for patients available in multiple languages?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are patient portals and other communication modalities available in multiple languages?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Are languages used reflective of your patient population?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Culturally competent disease management		
Do you track diseases/conditions prevalent in your minority population?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you have programs to address these minority disease/conditions?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do your programs identify barriers to treatment for your populations?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Diversity in the workforce		
Is a mentoring program in place to develop existing organizational talent?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you measure diversity of current workforce?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do recruiters seek qualified diverse candidates?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are there strategies in place to attract and reach out to racial and ethnic minorities in the communities you serve?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the diversity of your workforce reflect your patient population?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Involvement of the community		
Do you work with community organizations to improve population health?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you work with:		
Schools?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Churches?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Business?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Publications?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other?		
Senior Leadership		
Has leadership made cultural competency an institutional priority?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Has the board set goals on improving organizational diversity, providing culturally centered care eliminating disparities in care delivered at your organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is training in diversity awareness and cultural competence mandatory for:		
Senior management?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Management?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Volunteers?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other?		

Note: This tool is not a complete listing of all actions needed to address cultural diversity or cultural competence within organizations, but is a good first step in conducting an equity of care gap analysis.

Additional Resources:

1. [Equity of Care: A Toolkit for Eliminating Health Care Disparities](#). January 2015. Institute for Diversity in Health Management, American Hospital Association.
2. [Improving Health Equity through Data Collection AND Use: A Guide for Hospital Leaders](#). March 2011. AHA, HRET
3. [A Framework for Stratifying Race, Ethnicity and Language Data](#). October 2014. Hospitals in pursuit of Excellence
4. [Reducing Health Care Disparities: Collection and Use of Race, Ethnicity and Language Data](#). August 2013. Hospitals in pursuit of Excellence
5. [Building a Culturally Competent Organization: The Quest for Equity in Health Care](#). June 2011. . Institute for Diversity in Health Management, HRET
6. [Becoming a Culturally Competent Health Care Organization](#). June 2013. . Institute for Diversity in Health Management, HRET.
7. [Eliminating Health Care Disparities: Implementing the National Call to Action Using Lessons Learned](#). February 2012. AAMC, American College of Healthcare Executives, American Hospital Association, CHA, National Association of Public Hospitals and Health Systems.
8. [Role of the Chief Diversity Officer in Academic Health Centers](#). November 2012. Institute for Diversity in Health Management, AAMC.

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