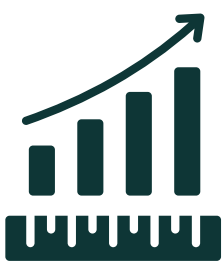


Self-Reported Patient Demographics

Outcomes data, stratified by REaL (Race, Ethnicity and Language) data is a cornerstone of improvement in healthcare equity. The first step for use of such data is a strategy to collect accurate self-reported patient demographics. There are well-documented practices and resources that can support this work.



Measurement

The recommended measure to monitor your progress is the % of missing patient demographics. This includes the categories of missing, unknown and declined to answer.

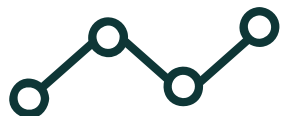
Best Practices: Asking the Questions:

- Electronic or paper surveys should have an explanation included. Following is an example:
 - “Research has shown that a person’s health and their risk for certain medical problems may be influenced by many factors, including their race and ethnicity. The more we know about our patients, the better care we can provide! Please let us know if you have questions.”
- Scripts are a helpful tool for registration and clinical staff. Following is an example to test and adapt for your comfort and in your words:
 - “I’m going to ask about your background. These questions will allow you to tell us more about you and your family. We ask these questions of everyone so we can provide the best experience for every patient and family.”
 - “What language do you usually speak at home?”
 - “Thank you, and what ethnic background do you identify with? Do you identify as Hispanic or Latino?”
 - “Thank you, and finally, what racial group do you identify with?”



Best Practices: Categories to Collect

- [Race and Ethnicity Minimum Categories defined by Office of Management & Budget](#)
- Race and ethnicity should be separate categories
- Language categories should be determined by those most requested by interpretive services
- Order of categories is important: language, ethnicity, then race
- Granular race and ethnicity categories should be added to reflect the diversity of your population



Best Practices: Data Collection

- Competency training at orientation and annually for registration and clinical staff
- Training Resource: [What is REaL?](#)
- Collect data at point of registration
- Require a response for REaL data entry before registration can be completed
- Validate data by asking every patient, every time or at least annually

Additional Resources

The following resources were used in developing this content.

- [Addressing Health Equity Children's Hospital Association Session 2023.pdf](#)
- [IHI_ImprovingHealthEquity_BuildInfrastructureGuide.pdf](#)
- [Commission to Help End Healthcare Disparities: Collecting and Using Race, Ethnicity, and Language Data in Ambulatory settings](#)
- [Joint Commission Health Care Equity Standards: Use Data to Identify Disparities Across Patient Groups](#)
- [More Inclusive Healthcare](#)
- [National Network of Perinatal Quality Collaboratives TA Call February 2023 Slides.pdf](#)
- [Race, Ethnicity, and Language Data: Standardization for Health Care Quality Improvement](#)
- [We All Count: Project for Equity in Data Science](#)
- [What is REaL?](#)