

Cultural and Linguistic Competence Steering Committee (CLCSC)

CLC Framework for Improving Effective Communication, Cultural Competence, and Patient-Centered Care across the Care Continuum

Elements	Applied CLC Framework: Collection of Race, Ethnicity, Sexual Orientation and Gender Identity (SOGI) and Preferred Language Data
Goal	Cancer Center has developed standard operating procedures for collecting and reporting accurate race, ethnicity, preferred language, and Sexual Orientation and Gender Identity (SOGI) patient data.
Policies	<p>External</p> <ol style="list-style-type: none"> 1. Department of Health and Human Services (HHS), Title VI Regulations (1964) 2. Section 504 of the Rehabilitation Act (1973) 3. Americans with Disabilities Act (1990) 4. <i>Health Insurance Portability and Accountability Act (1996)</i> 5. HHS Inclusion Policy (1997) 6. Office of Management and Budget (OMB) Revised Standards (1997) 7. Consumer Bill of Rights and Responsibilities (1997) 8. Initiative to Eliminate Racial and Ethnic Disparities in Health (1998) 9. Department of Health and Human Services (HHS) Data Council Working Group on Racial and Ethnic Data, HHS Plan to Improve the Collection and Use of Racial and Ethnic Data (1999) 10. Report of US Commission on Civil Rights, <i>The Health Care Challenge: Acknowledging Disparity, Confronting Discrimination, and Ensuring Equality</i> (1999) 12. HHS, Office of Minority Health, <i>Culturally and Linguistically Appropriate Services</i> (2000) 13. Benefits Improvement and Protection Act (2000) 14. Executive Orders 13166 “Improving Access to Services for Persons with Limited English Proficiency” and 13125 “Improving the Quality of Life of Asian Americans and Pacific Islanders” (2000) 15. Minority and Health Disparities Research and Education Act of 2000 16. National Quality Forum, <i>National voluntary consensus standards for ambulatory care—measuring health care disparities</i> (2008) 17. National Committee for Quality Assurance, <i>Multicultural Health Care Standards</i> (2009) 18. <i>Healthy People 2020</i> 19. The Joint Commission, <i>Effective Communication, Cultural Competence, and Patient- and Family-Centered Care</i> (2010) 20. HHS Data Council Activities (ongoing) 21. National Committee on Vital Health Statistics (ongoing) <p>Internal</p> <p>ADM-088: Language and Communication Assistance Policy</p>
Structures	<ul style="list-style-type: none"> • Patient registration system and Standard operating procedure (SOP) which requires the collection race, ethnicity, and preferred language from all patients • SOP providing patients with the ability to disclose SOGI • Patient medical records include a data field where race, ethnicity, preferred language, and SOGI data is documented • On-demand report is available outlining patient demographics by race, ethnicity, preferred language and SOGI
Practices	<ul style="list-style-type: none"> • Team members are educated on process for collecting and documenting race, ethnicity, and preferred language data in patient records • Team members are educated on process for documenting SOGI data in patient records • Patient demographic report is distributed to cancer center leadership and CLC Steering Committee • Demographic data is monitored by leadership and CLC Steering Committee at specific intervals for accuracy and changes in overall composition
Behaviors	<ul style="list-style-type: none"> • Demographic data utilized for identifying and document equitable outcomes and care where disparities customarily exist • Demographic data utilized to identify, document, and remedy disparities in care and outcomes • Demographic data utilized in organizational strategic planning processes

Attitudes	<ul style="list-style-type: none"> • Knowledge of patient demographic composition • Knowledge of equity in care and outcomes • Knowledge of disparities in care and outcomes
Measures	<ul style="list-style-type: none"> • 100% of new patients have assigned race and ethnicity (not including Unknown) • 100% of patients have a correctly assigned preferred language • LGBT patient have ability to disclose SOGI data • SOGI data is documented in medical records of patients who have disclosed this information • Dashboard to monitor progress in addressing documented disparities are patient care, outcomes and experience
Owners	<ul style="list-style-type: none"> • Information Technology; Planning; Moffitt Diversity; New Patient Appointment Center; Nursing
Opportunities	<ol style="list-style-type: none"> 1. Data Collection: (People, Quality) <ul style="list-style-type: none"> ○ Standard operating procedure is established to collect data from patients wishing to disclose SOGI data ○ Team members are educated on process for documenting SOGI data in patient records 2. Reporting: <ul style="list-style-type: none"> ○ Report with patient demographics including SOGI is developed ○ Report with patient demographics including preferred language is developed ○ Report with patient demographics including SOGI is developed ○ Patient demographic report is distributed to cancer center leadership and CLC Steering Committee ○ Demographic data is distributed and monitored to leadership and CLC Steering Committee at specific intervals for accuracy and changes in overall composition, as well as, for strategic planning. 3. Utilization: <ul style="list-style-type: none"> ○ Demographic data utilized for identifying and documenting equitable outcomes and care where disparities customarily exist ○ Demographic data utilized for identifying and documenting disparities in care and outcomes ○ Demographic data utilized in the planning and execution of the patient experience and care

CLC Framework Elements

Policies - Documented policies, rules, mandates, standards, guidelines, and/or requirements external to or within Moffitt

Structures - Departments, positions, dedicated resource, facilities, and advisory bodies

Practices - Institutional, departmental, and programmatic processes designed to meet the cultural and linguistic needs of patients, families, and the workforce

Behaviors - Roles and responsibilities, methods and approaches in the provision of care and service delivery

Attitudes - Beliefs and values, and the acquisition of the values, knowledge, skills and attributes to operate effectively in cross cultural situations

Measurement - Instruments which may be used to measure the impact and/or quality of program or service

Owners - Functional areas responsible for aspects of the framework