

Chapter 6 – Resource Section

- A. The Institute of Medicine report *Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care*. [Http://www.iom.edu/?id=16740](http://www.iom.edu/?id=16740)
- B. *HRET Disparities Toolkit: A Toolkit for Collecting Race, Ethnicity and Primary Language from Patients*. <http://www.hretdisparities.org/>
- C. *Creating Equity Reports: A Guide for Hospitals*. <http://www2.massgeneral.org/disparitiessolutions/resources.html>
- D. The Joint Commission’s *Hospital, Language and Culture: A Snapshot of the Nation* study. <http://www.jointcommission.org/PatientSafety/HLC/>
 - a. *One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations*
 - b. *Exploring Cultural and Linguistic Services in the Nation’s Hospitals: A Report of Findings*
- E. The Office of Minority Health. www.omhrc.gov
- F. The Office of Minority Health’s Final Report on *National Standards for Culturally and Linguistically Appropriate Services in Health Care*. <http://www.omhrc.gov/assets/pdf/checked/finalreport.pdf>
- G. *Assuring Healthcare Equity: A Healthcare Equity Blueprint*. <http://www.naph.org/Template.cfm?Section=Home&Template=/ContentManagement/ContentDisplay.cfm&ContentID=9428>
- H. National Quality Forum. <http://www.qualityforum.org/>
- I. The MGH Disparities Committee at Massachusetts General Hospital. www.mghdisparities.org
- J. The MGH Disparities Dashboard at Massachusetts General Hospital. <http://qualityandsafety.massgeneral.org/measures/equitable.aspx?id=4>
- K. *Hablamos Juntos*, which has the latest information on interpreter services. www.hablamosjuntos.org
- L. Robert Wood Johnson Foundation’s *Speaking Together: National Language Service Network Toolkit* <http://www.rwjf.org/qualityequality/product.jsp?id=29653>. This toolkit provides advice to hospitals on improving quality and accessibility of language services.
- M. Robert Wood Johnson Foundation’s *Expecting Success: Excellence in Cardiac Care* <http://www.expectingsuccess.org/> aimed at improving quality of cardiac care while reducing racial, ethnic and language disparities and their toolkit available at <http://www.rwjf.org/pr/product.jsp?id=28433>
- N. Robert Wood Johnson Foundation’s *Finding Answers: Disparities Research for Change* awards and manages research grants totaling \$6 million to healthcare organizations implementing interventions aimed at reducing disparities. <http://www.solvingdisparities.org/>
- O. **Hospitals interviewed for this guide**
 - a. Baylor Health Care System – www.baylorhealth.com
 - b. Contra Costa Health Services – www.cchealth.org
 - c. Cooper Green Mercy Hospital – www.coopergreenmercyhospital.org
 - d. Duke University Health System – www.dukehealth.org
 - e. Henry Ford Health System – www.henryfordhealth.org
 - f. Los Angeles County and University of Southern California Healthcare Network – www.lacusc.org
 - g. Massachusetts General Hospital – www.massgeneral.org
 - h. Montefiore Medical Center – www.montefiore.org
 - i. Seattle Children’s Hospital – www.seattlechildrens.org
 - j. University of Mississippi Medical Center – www.umc.edu

- P. The Disparities Solutions Center’s Archived Web Seminars
<http://www.massgeneral.org/disparitiessolutions/web.html>
- a. *Improving Quality and Achieving Equity: A Guide for Hospital Leaders*
 - b. *Getting Started: Building a Foundation to Address Disparities through Data Collection*
 - c. *Getting it Right: Navigating the Complexities of Collecting Race/Ethnicity Data*
 - d. *Collecting Race and Ethnicity Data is Not Enough: Measuring and Reporting Disparities*
 - e. *Creating Equity Reports: A Guide for Hospitals*
 - f. *Using Multi-Disciplinary Teams to Address Disparities: Navigators, Health Coaches and Community Health Workers*
 - g. *QI and the EMR: Identifying and Addressing Disparities in Chronic Disease Management*
 - h. *Improving Quality and Addressing Disparities: Accreditation Standards, Market-Strategies and Levers for Action*
- Q. **PowerPoint presentations** (See Appendices B, E and F)
- a. *Improving Quality and Achieving Equity: A Guide for Hospital Leaders*
 - b. *Disparities and Quality: Why Now and What Are We Doing About It?*
 - c. *Leading Change*
- R. **Peer-reviewed Articles** (See Appendix G)