

# Ensuring Equitable Access to Care: How well do you know your patients?

Join us for the entire series:

January 11, 2022 | January 18, 2022 | January 25, 2022

**Target Audience:** COO, Front Desk Staff, Nurses, Medical Assistant and Quality Improvement Staff

**January 11 | 1:00 - 2:30 PM**

## **Data Collection Strategies for SDOH, SOGI, HIV, Race & Ethnicity**

This session will focus on identifying the who, what, how, & when of data collection related to SDOH, SOGI, HIV status, race and ethnicity....

**Who** should be collecting the data? Do we have the appropriate team member(s) collecting the data - and have they received adequate training related to this aspect of their role?

**What** data is being collected? Are we asking the right questions?

**How** is the data collected? Is it being captured or documented in a standardized way in order to facilitate the necessary follow up?

**When** in the workflow is the data collection occurring? Are we ensuring privacy, confidentiality and demonstrating cultural competence in our processes?

**Participants will obtain an understanding of:**

1. The importance of having a clearly defined process related to collection and documentation of SDOH, SOGI, and other PHI
2. Considerations for training and competencies related to demonstrating and eliciting trust and mutual respect with patients regarding PHI (ie: motivational interviewing, etc)
3. The significance of maintaining privacy and confidentiality throughout the process

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**January 18 | 1:00 - 2:30 PM**

## **Motivational Interviewing Techniques to Support SDOH, SOGI, and Race & Ethnicity**

This session will focus on fostering a high trust environment, demonstrating an understanding of population specific terminology and using communication to decrease barriers.

**Participants will obtain an understanding of:**

1. Concepts and principles of motivational interviewing to promote a high trust environment for patients and their support systems
2. Increasing staff skills and comfort level related to providing culturally competent care
3. Population specific terminology to ensure a safe, affirming, and engaging environment for all patients

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**January 25 | 1:00 - 2:30 PM**

## **Meaningful Data Utilization - Going beyond data collection and data entry**

This session will focus on utilizing essential data meaningfully in order to improve health equity, inclusion, and diversity of services.

**Participants will obtain an understanding of:**

1. Definitions and differences between equity and equality, inclusivity, diversity and disparity – and the role of the health center in providing services consistent with diversity, equity and inclusion
2. HRSA mandated expectations related to utilization of patient reported data and needs assessments as a driver of service provision
3. The criticality of assessing patient reported data and using it meaningfully to trigger actions and workflows targeted at meeting patient needs, mitigating risk factors, and improving outcomes

**Presenter:** Jennifer Calohan, RN, TQMP, SOLC, LSSBB Principal Owner/Consultant CURIS Consulting, LLC

**Optional Session pre-work:** Become familiar with your health center's reported UDS patient characteristics, paying careful attention to the unreported line. You will not be asked to share this information, however reviewing this information ahead of the webinar series will give you a better understanding of the importance of capturing this data.

The WVPCA is accredited as a provider of Continuing Nursing Education by the West Virginia Board of Nursing (WVPBRN Provider #50-26228). CE credit hours will be available pending final approval.