Health Options understands that in order to best improve the quality of life of our members, we must be cognizant of their cultural and linguistic differences. For this reason we have made a commitment to address racial and ethnic disparities. A collaborative and trusting patient-provider relationship is the key to reducing the gaps in health care access and outcomes.

Health Options has assembled a list of resources and web-based tools to assist you and your office staff in providing care that is sensitive to the cultural and linguistic differences of your patients.

**Links to current articles and events:**

- More Screenings May Explain Higher Chlamydia Rates Among Minorities
- Race Plays Role in Weight-Related Counseling among Obese Patients
- Physician Performance Ranking Tied to Patient Traits
- IOM Demographic Changes, a View from California
- Grading and Reporting Health and Health Disparities
- The Role of Public Health in Addressing Racial and Ethnic Disparities in Mental Health and Mental Illness
- Suburban Poverty and the Health Care Safety Net

Additional articles on disparities found at PubMed:


  Michael V. Maciosek, Ashley B. Coffield, Thomas J. Flottemesch, Nichol M. Edwards, and Leif I. Solberg. “Greater Use Of Preventive Services In U.S. Health Care Could Save Lives At Little Or No Cost.” *Health Affairs* 29(9): 1656-


### Facts about Health Care Disparities

A report by the Institute of Medicine in 2002, confirmed the existence of racial and ethnic disparities in health care. *Unequal Treatment* found racial differences in the type of care delivered across a wide range of health care settings and disease conditions, even when controlling for socioeconomic status factors such as income and insurance coverage.

**Key Facts on Race, Ethnicity and Health Care in the U.S.**

- Racial/ethnic disparities in health persist today even when comparing groups of similar socioeconomic status. For example, the infant mortality rate for college educated Black women is higher than that for White women with similar education (11.5 vs. 4.2 per 1,000 live births).
- The rate of new AIDS cases in 2003 was 3 times higher among Hispanics and 10 times higher among African Americans than among Whites (26 and 75 per 100,000 vs. 7 per 100,000).
- Black and Latino adults are less likely to rely on a private physician for their medical care than White adults (62% and 44% vs. 77%).
- African American children have a rate of hospitalization for asthma that is 4 to 5 times higher than the rate for White children (527 per 100,000 vs. 144 per 100,000).
- Disparities in quality of care are not getting smaller. Over time, the gap between Whites and African Americans, Hispanics, Asians, and AI/ANs has either remained the same or worsened for more than half of the core quality measures being tracked.

### Additional Resources to learn more about health care disparities:
Click here to view the AHRQ National Healthcare Disparities Report
Click here to view the IOM Unequal Treatment Report

What you can do:

Assessment tools for evaluating your practice:

Cross-cultural clinical practice implementation resource guide for Medicaid practitioners
Office of Minority Health Cross Cultural Clinical Practice Guidelines

Cultural Competence Health Practitioner Assessment Tool
Click here to be linked to the National Center For Cultural Competence

Communication Regulations and resources:

TITLE VI of the Civil Rights Act of 1964 Practitioners are expected to comply with Title VI of the Civil Rights Act of 1964 that prohibits race, color or national origin discrimination in programs receiving Federal funds. Practitioners are obligated to take reasonable steps to provide meaningful access to services for members with limited English proficiency, including provision of translator services as necessary for these members.

Access and Interpreters for Disabled Members Practitioner offices are expected to address the need for interpreter services in accordance with the Americans with Disabilities Act (ADA). Each practitioner is expected to arrange and coordinate interpreter services to assist members who are hearing impaired. Health Options will assist practitioners in locating resources upon request. Health Options offers the Member Handbook and other Health Options information in large print, Braille, on cassette tape, or computer diskette at no cost to the member. Please instruct members to call Member Services at 844-325-6251 to ask for these other formats.

Practitioner offices are required to adhere to the Americans with Disabilities Act guidelines, Section 504, the Rehabilitation Act of 1973 and related federal and state requirements that are enacted from time-to-time.
Practitioners may obtain copies of documents that explain legal requirements for translation services by contacting Health Options’ Provider Services Department at 1-844-325-6251.

**Better Communication, Better Care: Provider Tools to Care for Diverse Populations** from the Industry Collaborative Effort (ICE)

**Health Care Language Services Implementation Guide** from the Office of Minority Health, to better serve patients with limited English proficiency

**Index of CMS Resources by Languages** CMS provided by Office of Minority Health (CMS/OMH), is a webpage for language resources

Healthy Roads Media provides health information in many languages and multiple formats including handouts, audio, multimedia, web-video, and iPod video.

**Using Bilingual Staff Members as Interpreters** Jul/Aug 2004-Family Practice Management

**Appropriate Use of Medical Interpreters** October 2014

**Incorporating Medical Interpretation Into Your Practice** May-Apr 2014

**Health Literacy:**
Ask Me 3 from the Partnership for Clear Health Communication is a tool for improving communication between providers and patients.

Click here to be linked to the Ask Me 3 Tool


The Center for Health Care Strategies, Inc. produces a series of nine fact sheets created for those who are designing patient education materials for patients with low health literacy skills. The sheets define health literacy, describe its impact on health outcomes, provide strategies to prepare appropriate educational materials to assist low-literate consumers, and provide resources for additional health literacy information and publications.

Click here to link to CCHHS Health Literacy Fact Sheets

Learn more about the cultures you serve:

Information on selected cultural groups, available in the Provider’s Guide to Quality & Culture from the Management Sciences for Health

Click here to view Provider’s Guide to Quality & Culture

US Census Bureau

Click here to visit the US Census Bureau website

Web-based modules for continuing education credit:

A Physician’s Practical Guide to Culturally Competent Care from the U.S. Department of Health & Human Services’ Office of Minority Health (9.0 CMEs)

Click here to visit Think Cultural Health Physician’s Guide to Culturally Competent Care
Quality Interactions for Physicians from Manhattan Cross Cultural Group (MCCG) is accredited by Tufts University School of Medicine (2.5 CME). There are also similar courses designed for non-clinical staff, nurses, and care managers.

Click here to learn more about the Quality Interactions Course

Diversity Rx offers webinars on various topics that will help your practice meet the cultural and linguistic needs of your practice. In addition, Diversity Rx provides information on models of practice, legal issues and policies.

Click here to visit DiversityRx Website

Disease Specific Interventions:

The Department of Health and Human Services (HHS) has selected six focus areas in which racial and ethnic minorities experience serious disparities in health access and outcomes. Learn more about promising interventions and management strategies:

OMHD About Eliminating Disparities