



*Agency for Healthcare Research and Quality*

*Advancing Excellence in Health Care*

[www.ahrq.gov](http://www.ahrq.gov)

# Linking Quality, Disparities Reduction, & Cultural Competence

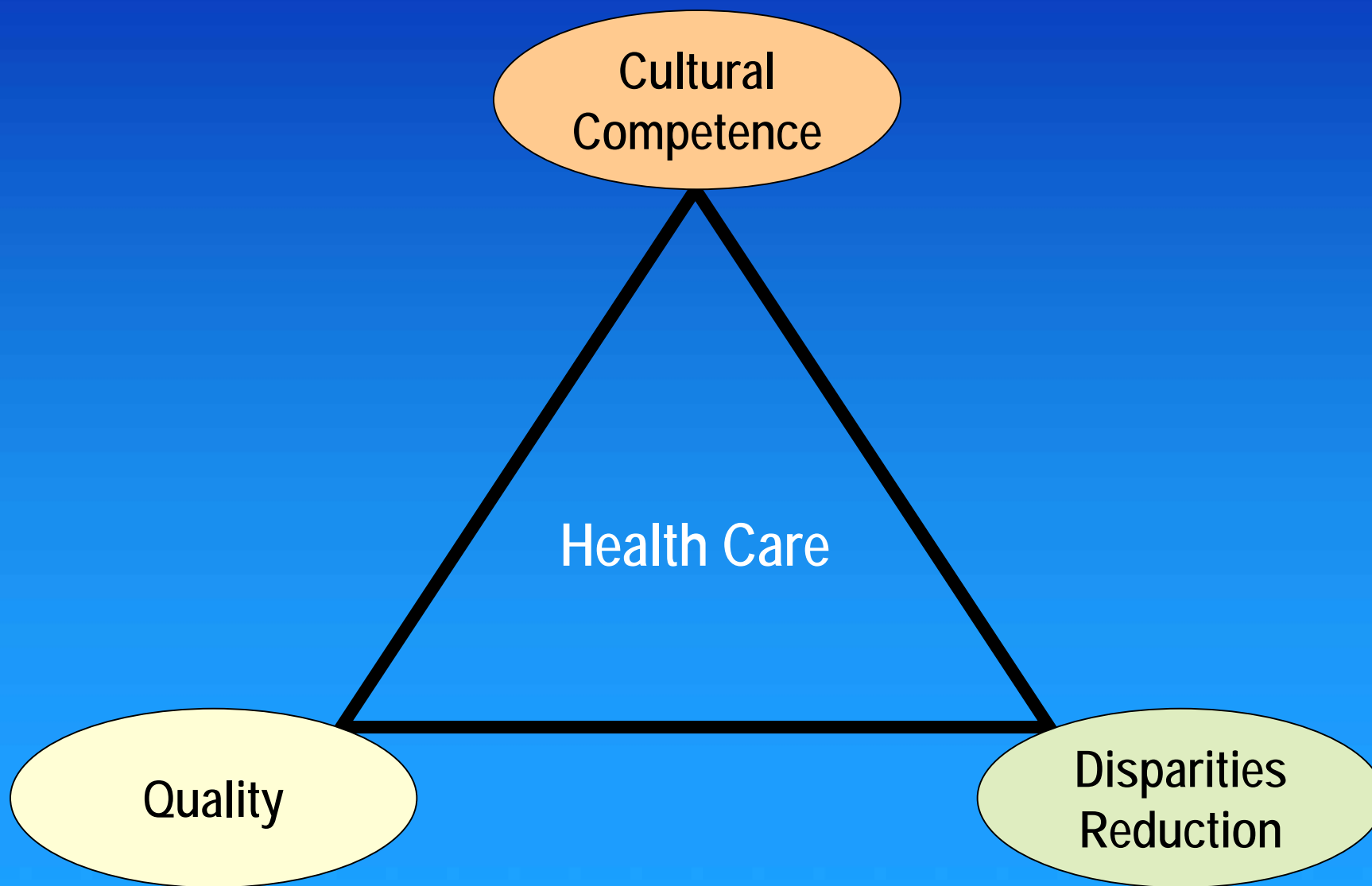
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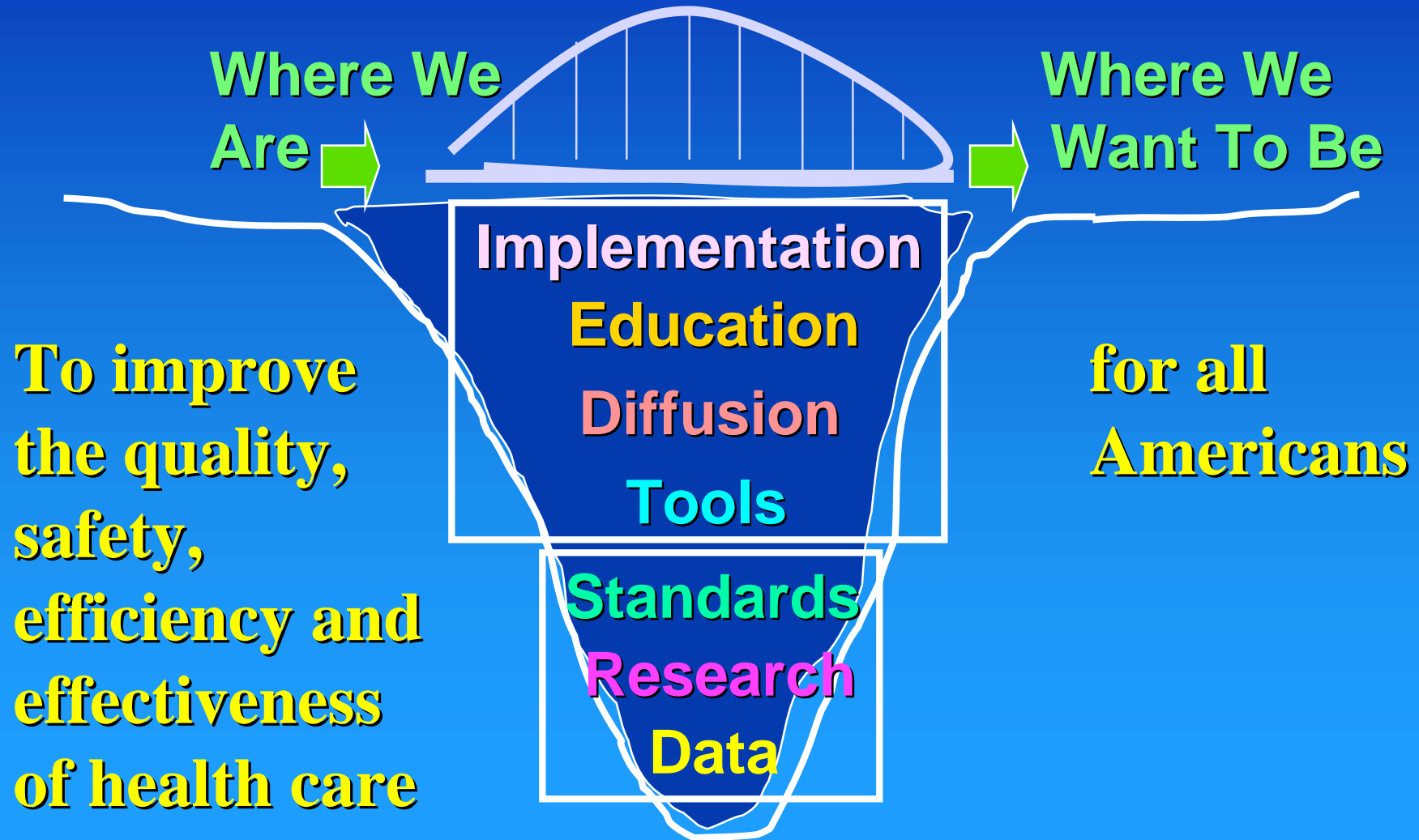
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# Essential Links



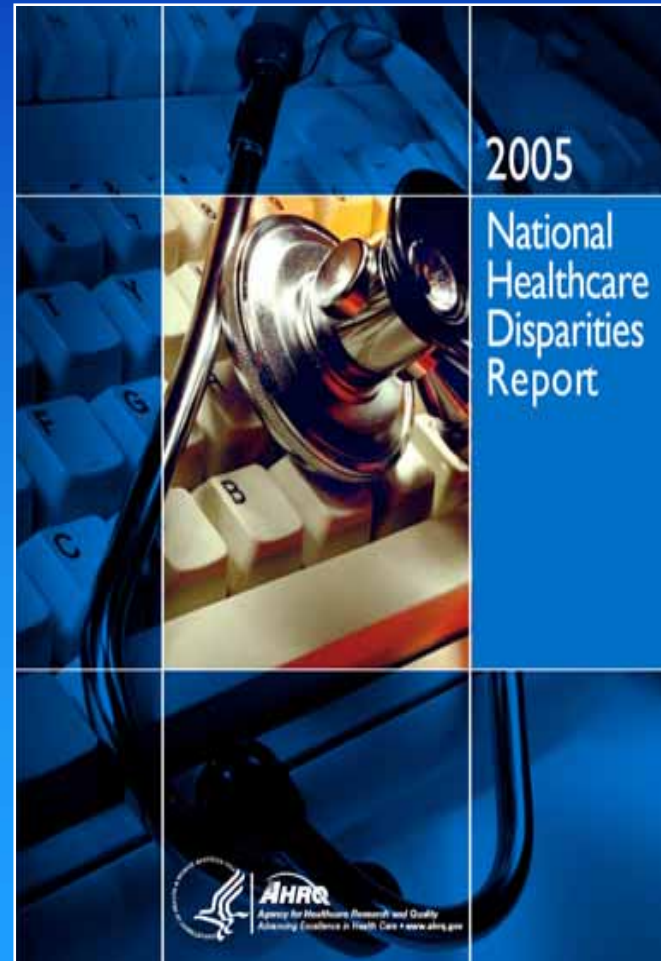
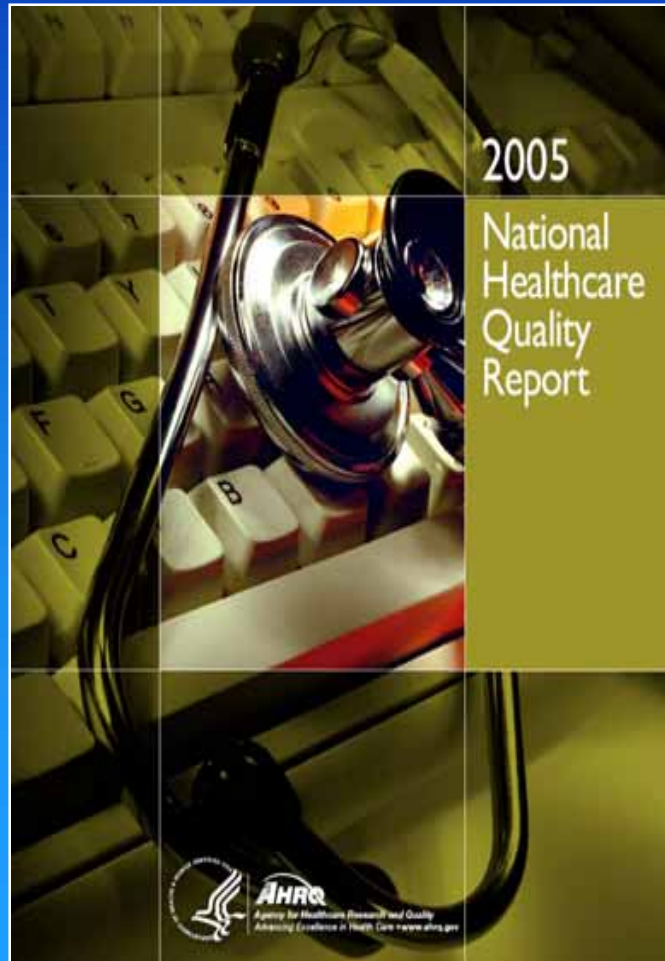


# Quality - Disparities: AHRQ Mission





# Quality - Disparities: National Healthcare Reports





# Quality - Disparities: National Standards

NHQR	NHDR
Snapshot of quality of health care in America	Snapshot of disparities in health care in American
Quality	Quality + Access
Variation across states	Variation across populations





# Quality - Disparities: Neighborhood Solutions





# State Snapshots 2005

FROM THE  
National Healthcare Quality Report



**AHRQ**  
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## Snapshot Navigation

Introduction

### View the National Map

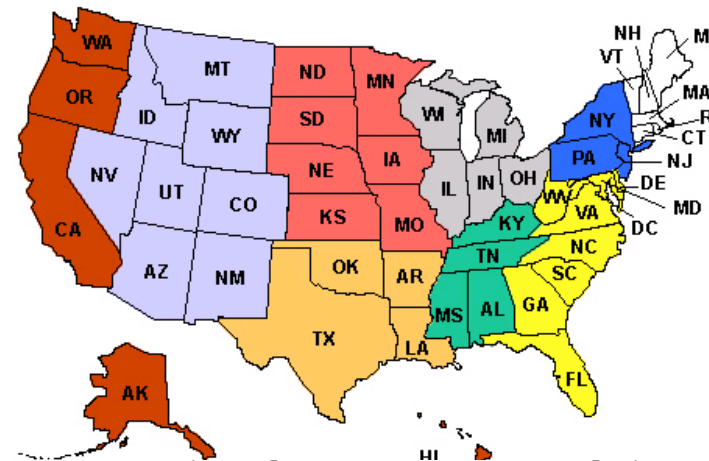
- New England States
- Middle Atlantic States
- East North Central States
- West North Central States
- South Atlantic States
- East South Central States
- West South Central States
- Mountain States
- Pacific States
- Methods
- Technical Assistance
- Return to Quality
- Tools Homepage

## Where would you like to start?

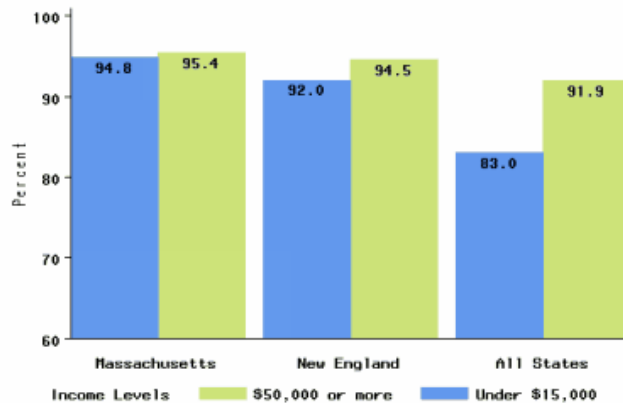
Click on a State (or select from the box below) to view its NHQR/NHDR Snapshot.

Or, select a region on the left menu to see the States in the region and select a State.

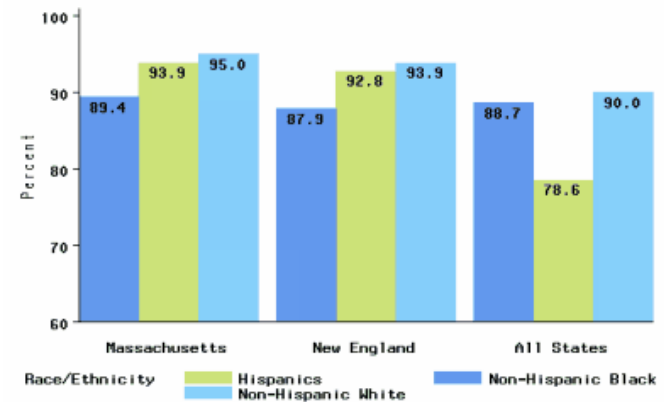
Select a State



Percent of People With Diabetes Who Had an HbA1c Test, by Income, 2002–2004



Percent of People With Diabetes Who Had an HbA1c Test, by Race/Ethnicity, 2002–2004



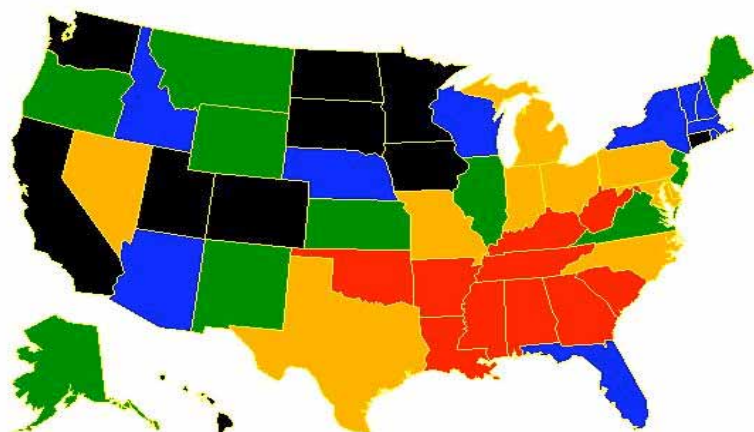


# Quality - Disparities: Targeting Initiatives



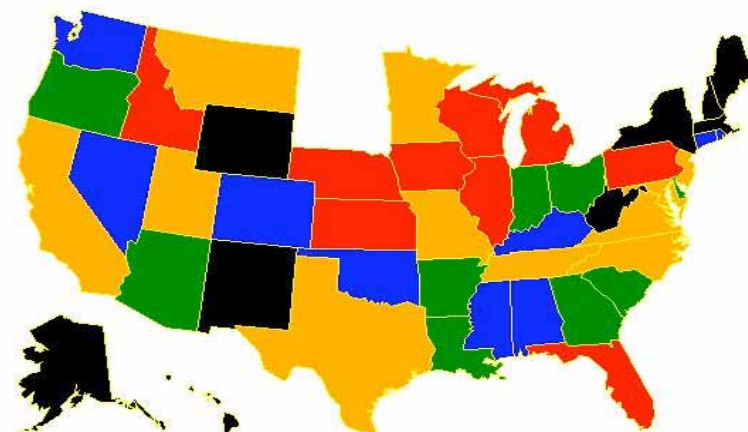


# Quality - Disparities: Designing Strategies



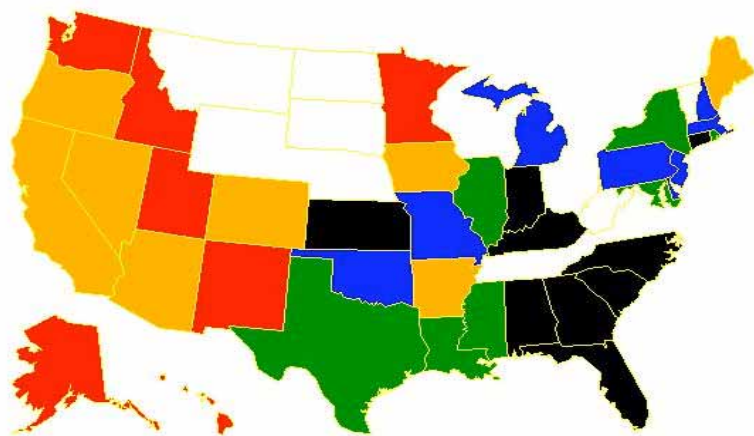
Death Rate

Black	660.1 - 792.3	Blue	795.3 - 811.7
Green	815.0 - 867.0	Yellow	872.2 - 920.2
Red	952.5 - 1035.5		



Black-White RR

Black	0.62 - 1.12	Blue	1.14 - 1.23
Green	1.24 - 1.29	Yellow	1.30 - 1.34
Red	1.35 - 1.91		



Asian Pacific Islander-White RR

Black	0.34 - 0.45	Blue	0.46 - 0.47
Green	0.49 - 0.56	Yellow	0.58 - 0.65
Red	0.66 - 0.95		



Hispanic-Non-Hispanic White RR

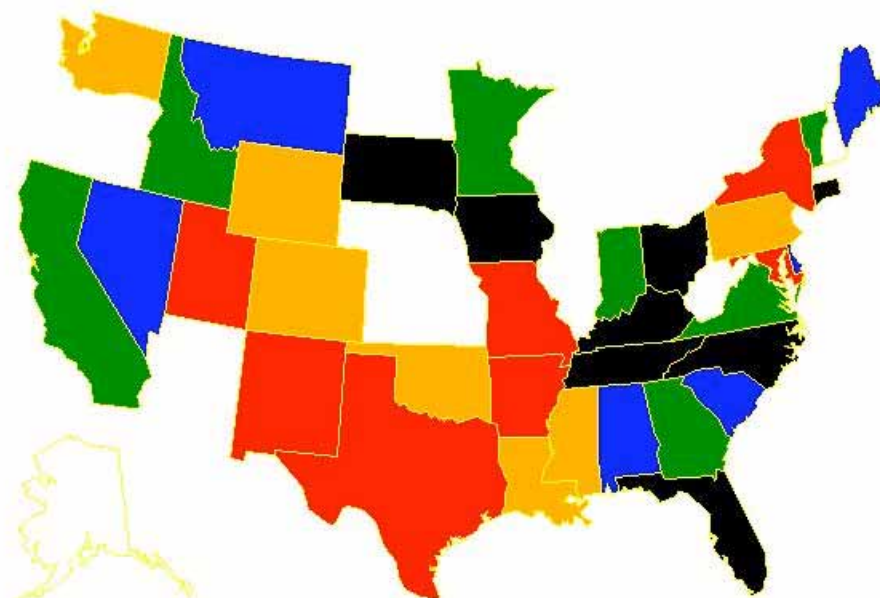
Black	0.00 - 0.33	Blue	0.34 - 0.57
Green	0.59 - 0.72	Yellow	0.75 - 0.82
Red	0.84 - 1.64		



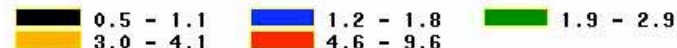
# Quality - Disparities: Designing Strategies



Diabetics w/o HbA1c

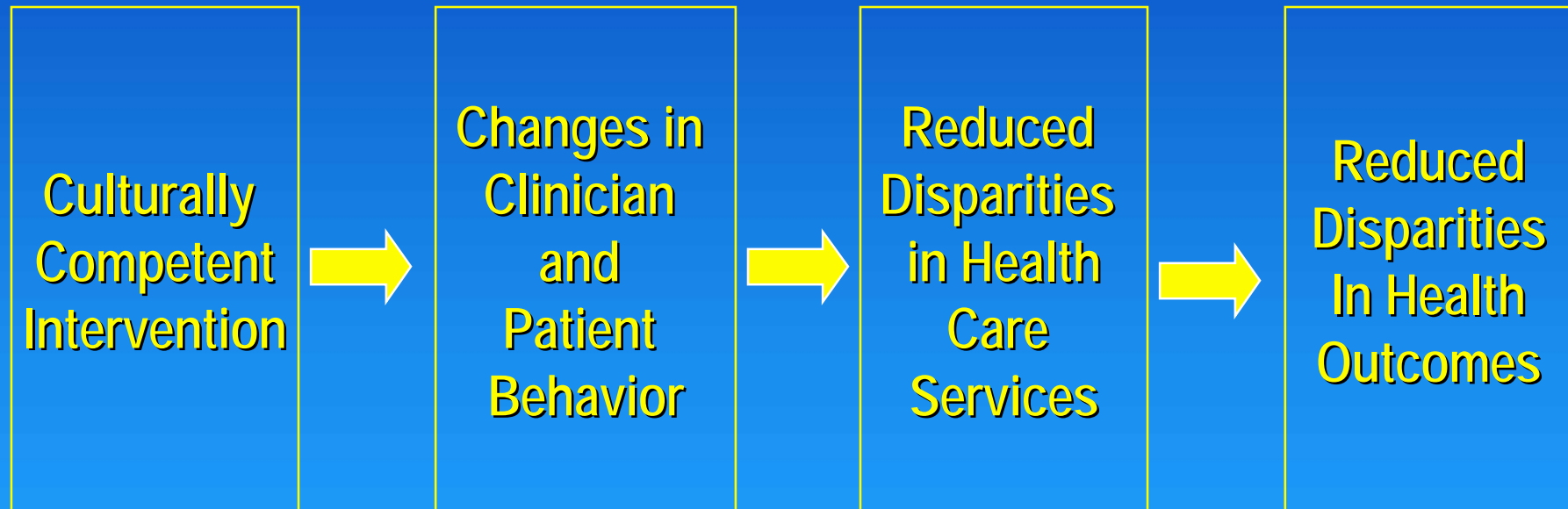


Poor-Rich RR



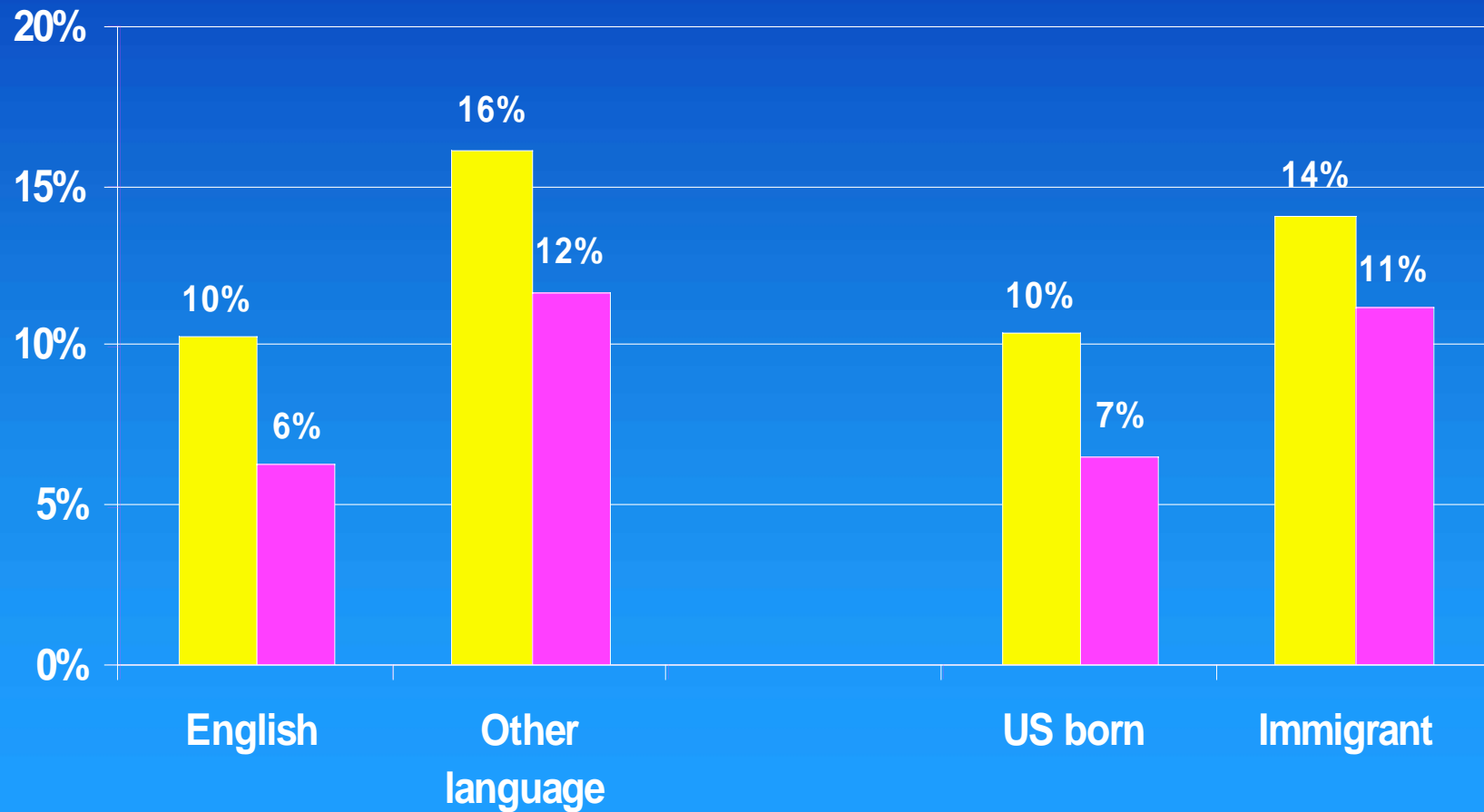


# Cultural Competence - Disparities Reduction





# Competence – Disparities in Provider Communication

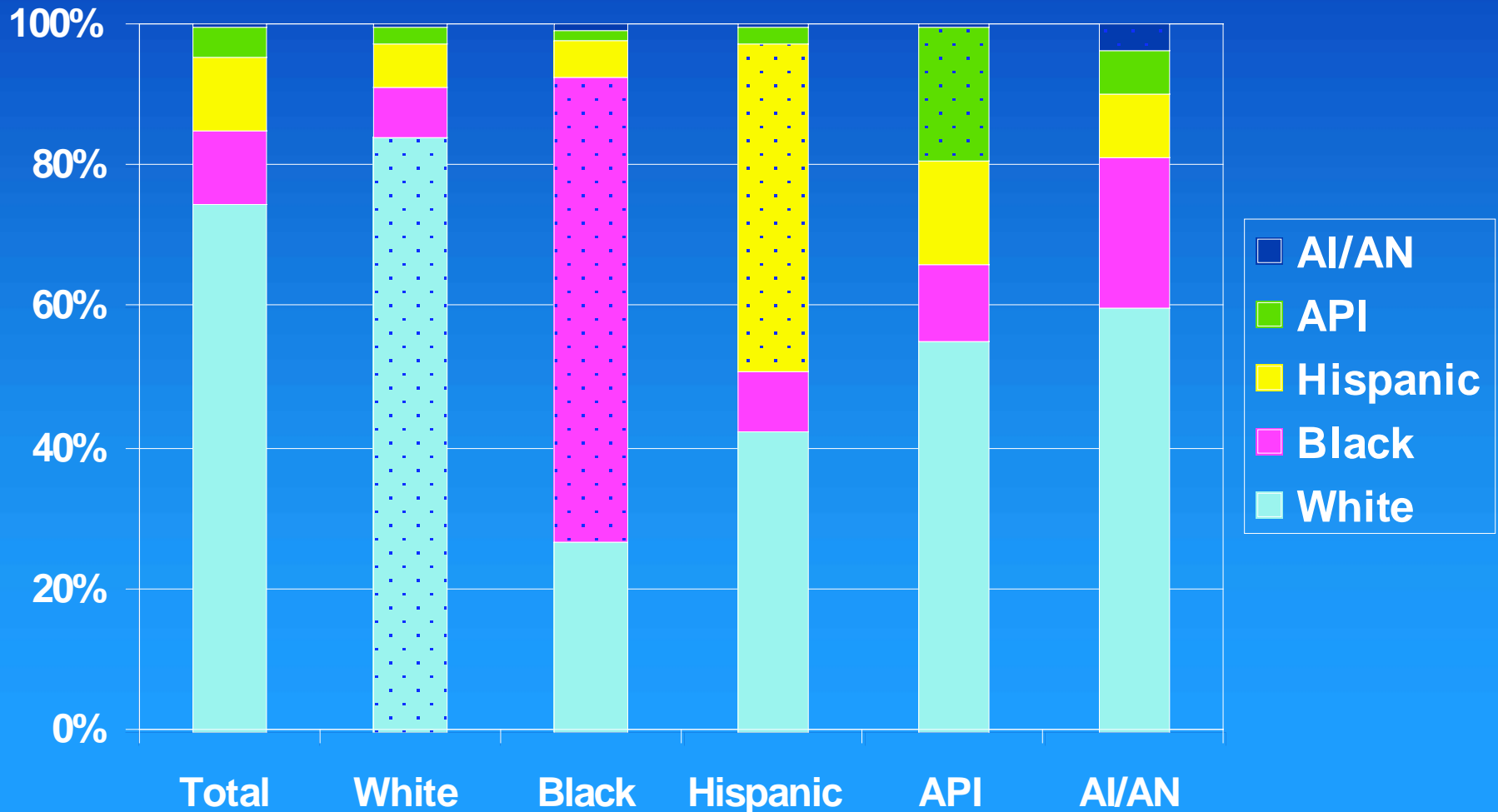


Source: MEPS

■ Adults ■ Children

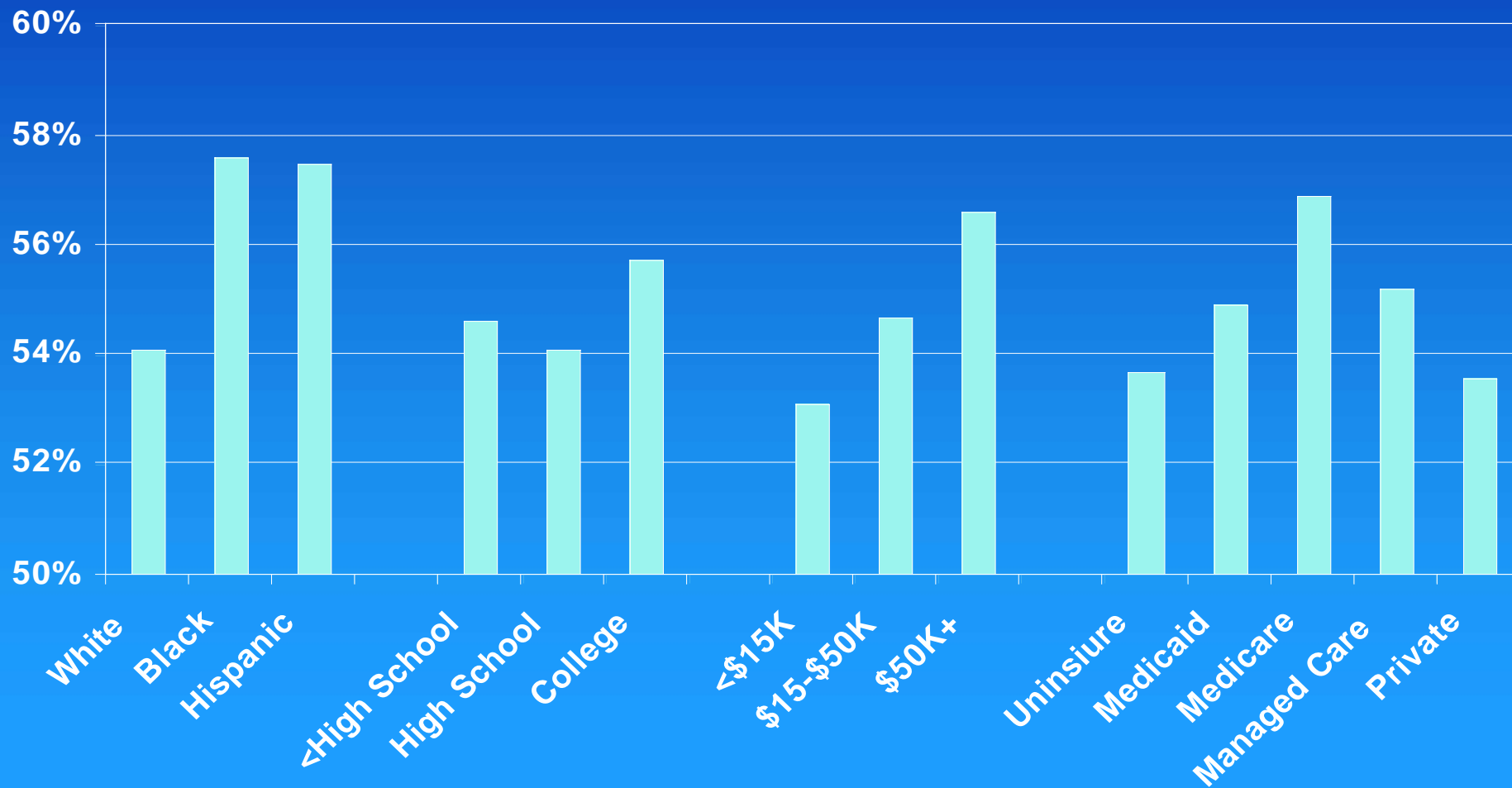


# Patient-Provider Racial Concordance





# Few disparities in what providers do



Source: Data from Asch SM, et al., NEJM 2006, 354:1147-56.



# Competence – Disparities: Evidence Reports

- Strategies for Improving Minority Healthcare Quality: Effectiveness of cultural competence training
  - Improves provider knowledge, attitudes, and skills (B)
  - Improves patient satisfaction (B)
  - Improves patient adherence or outcomes (D)
- Literacy and Health Outcomes
  - Interventions for people with low literacy reduce disparities? No studies.

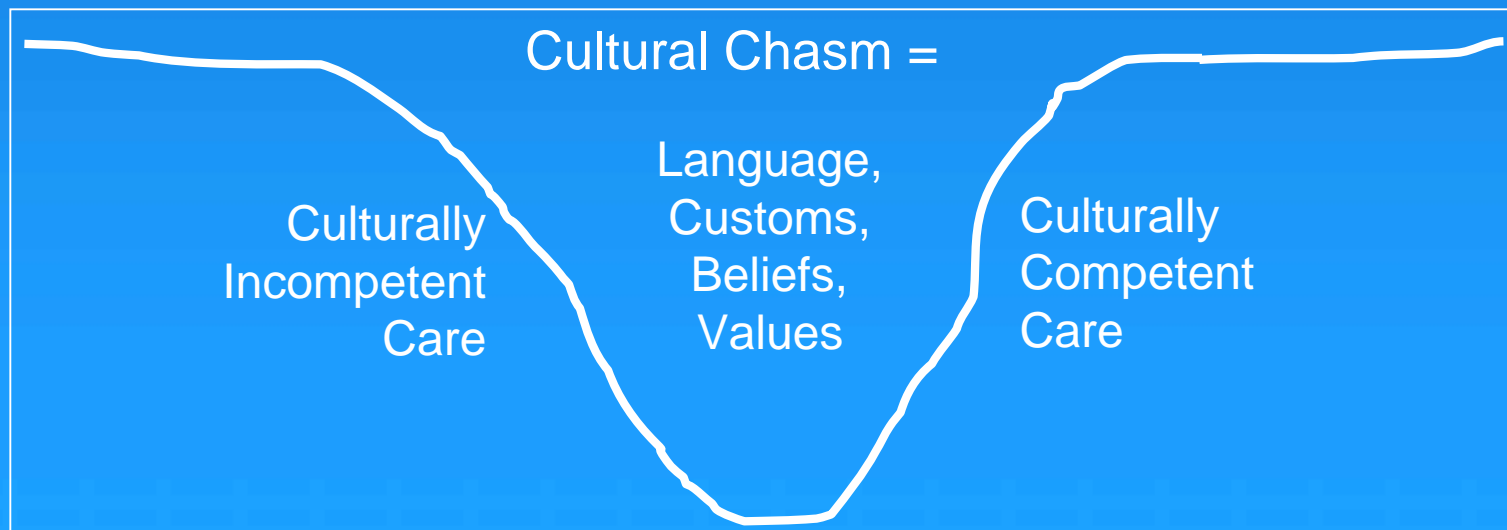
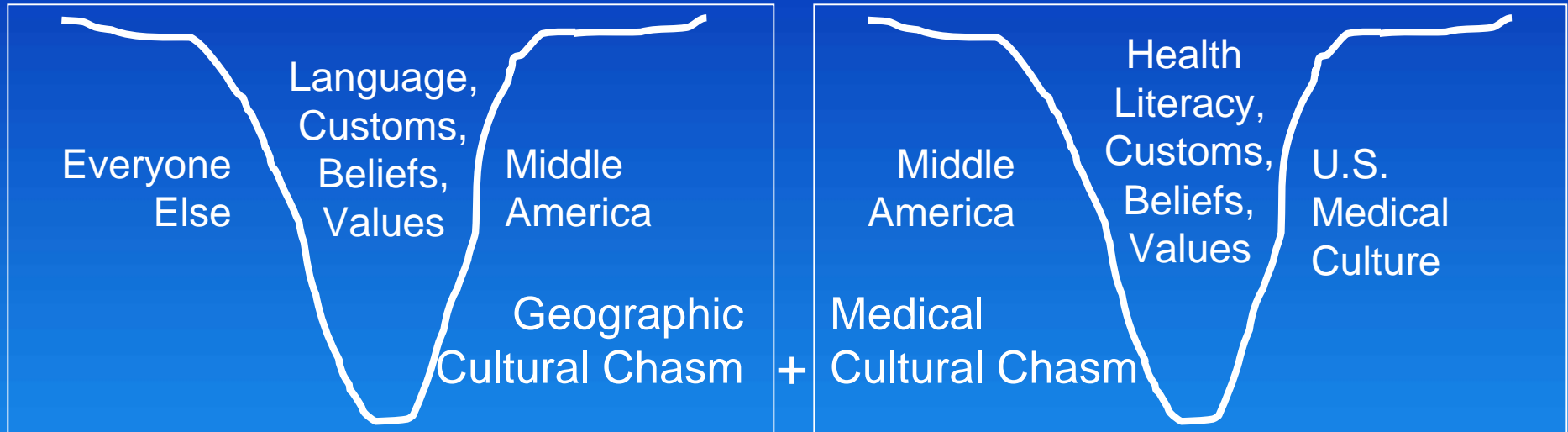


# Competence - Disparities: Implementation

- National Health Plan Learning Collaborative to Reduce Disparities and Improve Quality
  - 9 national health insurers
  - Focus on diabetes
  - Solutions: In one market,
    - Develop standardized disparities definitions
    - Adopt cultural competence training
    - Share translator line



# Cultural Competence - Quality

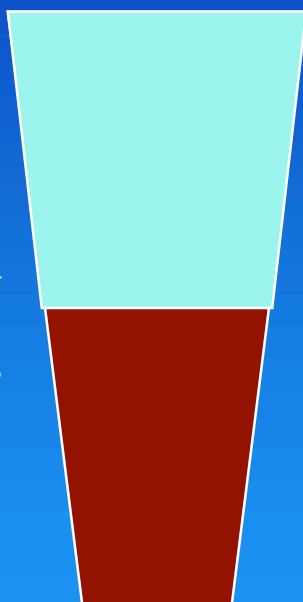




# Cultural Competence - Quality

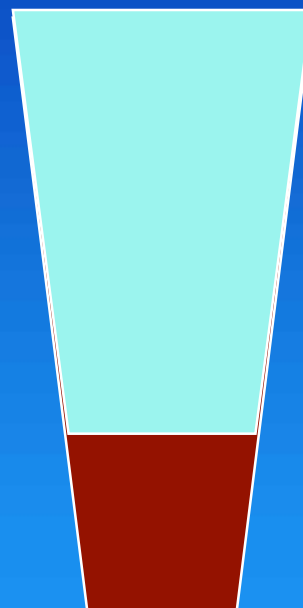
Middle America also face a cultural chasm.

High quality health care is not universal.



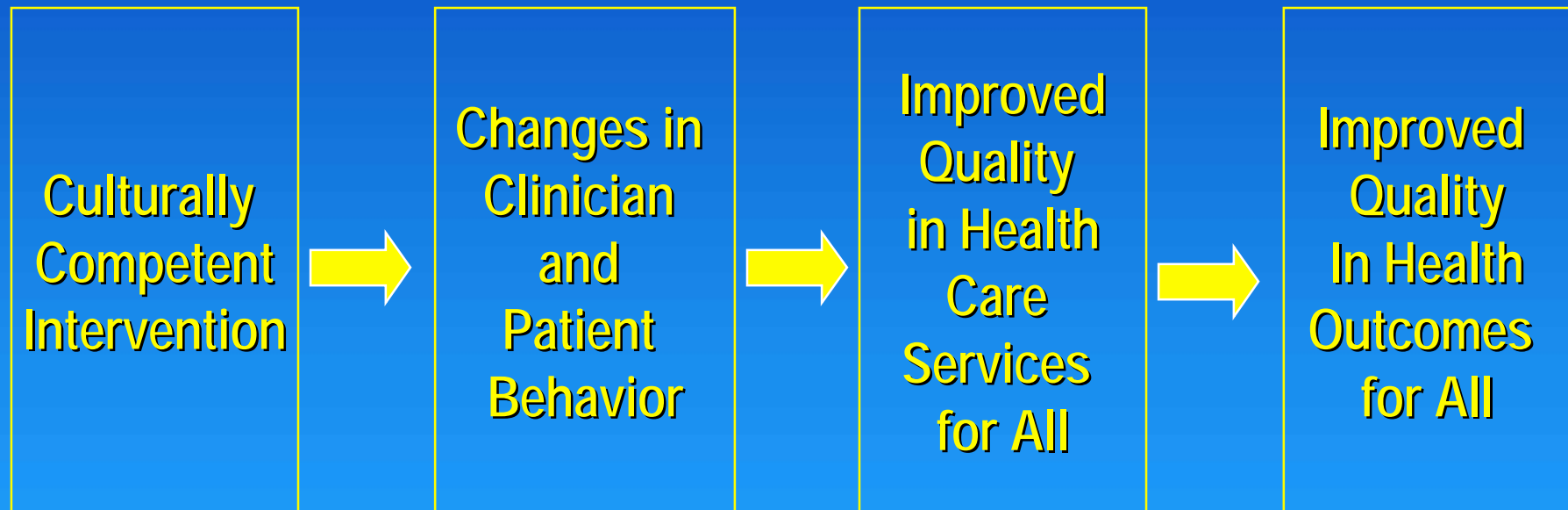
Minorities face a large cultural chasm.

Disparities in health care are pervasive.





# Cultural Competence - Quality





# Cultural Competence - Quality

- Quality Health Care for Culturally Diverse Populations
  - Reducing the cultural chasm between Middle America and Everyone Else's cultures
  - Reducing the cultural chasm between U.S. Medical and U.S. Non-Medical cultures

# Summary

