

WE ASK BECAUSE WE CARE

By asking about your race, ethnicity and preferred language, we're better able to deliver health care to you — and to all patients.

As a system, we continue to work toward better understanding our patients. This work helps us provide exceptional care so we can fulfill our mission: Help everyone in our communities be their best. One way we are doing this is through reliable and accurate collection of patient Race, Ethnicity, and preferred Language (REAL) information.

WHY REAL DATA IMPROVEMENT?

We Ask Because We Care. Knowing the Race, Ethnicity, and preferred Language of our patients, allows us to:

1. Use preferred language to **improve communication, understanding,** and **build better relationships** between patients and caregivers
2. Ensure that we are providing high-quality care and/or results for all of our patients. When opportunities to improve are found, we will seek to:
 - a. **Improve care** through **clinical improvements**
 - b. **Improve health** through **partnerships with community organizations**

HOW DO WE USE IT?

We are currently using race and ethnicity information to identify areas to focus our clinical quality improvement work, including:

- Screening rates for breast cancer, colorectal cancer, and cervical cancer
- Maternal health
- Readmissions to the hospital
- Frequent visits to the emergency departments
- Flu vaccination

We are currently using preferred language information to update our services and agreements with the Language Line, our vendor who now provides translation services across the system.

FORWARD TOGETHER