Healthcare Disparities and Cultural Competency Steering Committee
February 23-24, 2012

National Quality Forum
The Executive Building
1030 15th Street, NW
9th Floor Conference Room
Washington, DC 20005
(202) 783-1300

PUBLIC AGENDA

Dial-in Information
Participant Dial-In Number: 1-877-545-1407

Event Confirmation Code: 7163484

Event Title: Healthcare Disparities and Cultural Competency Steering Committee Meeting

Day 1 –February 23, 2012 8:00 AM-5:00 PM ET

8:30 am  Continental Breakfast
9:00 am  Welcome
Dennis Andrulis (co-chair)
Denice Cora-Bramble (co-chair)
Nicole McElveen, MPH, Senior Project Manager

9:10 am  Introductions and Disclosure of Interest
Ann Hammersmith, JD

9:30 am  Project Introduction and Overview of Evaluation Process
Nicole McElveen

9:45 am  Consideration of Candidate Standards
Leadership, Workforce, and Data
- 1881: Data collection domain of Communication Climate Assessment Toolkit (AMA)
11:15 am **Public and Member Comment**

11:30 am **Consideration of Candidate Standards**

*Communication Assessment / Engagement*

- 1886: Community engagement domain of Communication Climate Assessment Toolkit (AMA)
- 1892: Individual engagement domain of Communication Climate Assessment Toolkit (AMA)
- 1894: Cross-cultural communication domain of the Communication Climate Assessment Toolkit (AMA)
- 1896: Language services domain of Communication Climate Assessment Toolkit (AMA)

12:45 pm **Lunch Break**

1:45 pm **Consideration of Candidate Standards**

*Health Literacy / Cultural Competency*

- 1898: Health literacy domain of Communication Climate Assessment Toolkit (AMA)
- 1902: CAHPS Item Set for Addressing Health Literacy (AHRQ)
- 1904: CAHPS Cultural Competence Item Set (AHRQ)

3:00 pm **Break**

3:15 pm **Consideration of Candidate Standards**

*Interpreter Services*

- 1821: L2 - Patients receiving language services supported by qualified language services providers (GWU)
- 1824: L1A - Screening for preferred spoken language for health care (GWU)
- 1828: L3 - Patient wait time to receive interpreter services (GWU)
- 1831: L5 - The percent of work time interpreters spend providing interpretation in clinical encounters with patients and providers (GWU)
4:45 pm  Public and Member Comment
5:00 pm  Adjourn

Day 2 – February 24, 2012  8:30 AM-2:00 PM ET

8:30 am  Continental Breakfast

9:00 am  Welcome, Recap of Day 1  
Dennis Andrulis (co-chair)  
Denice Cora-Bramble (co-chair)  
Nicole McElveen, MPH, Senior Project Manager

9:15 am  Related & Competing Measures

10:15 am  Measure Gaps

11:00 am  Public and Member Comment

11:15 am  Lunch Break

12:15 pm  Disparities-sensitive Measures Assessment Process  
Nicole McElveen  
Robyn Y. Nishimi, PhD, NQF Consultant

1:45 pm  Next Steps / Timeline for Project

2:00 pm  Adjourn