



**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)



- 1888: Workforce development domain of Communication Climate Assessment Toolkit (AMA)
- 1901: Performance evaluation domain of Communication Climate Assessment Toolkit (AMA)
- 1905: Leadership commitment 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**