Process Flow for Collecting Data on Patient Race & Ethnicity

Using institution's / sample language *to collect race and ethnicity data, L&D or admission staff obtain patient reported race & ethnicity data

Patient self reports race & ethnicity data?

Yes

Patient declines

Staff respect patient's hesitancy and document "Declined" in the record

Clinical staff should:

- Continue to build trust and rapport with patient
- Offer an additional opportunity for patient to self report race and ethnicity once relationship is established and as appropriate for patient.

Staff can accurately document in provided categories?

Unsure

Yes

Staff clarifies terms describing race/ethnicity as needed:

- People of African descent have varying ways of identifying themselves, including Black or African American.
- People who identify as American Indian, Alaska Native, or Indigenous have varying preferences regarding terminology, including tribal affiliation.
- People may identify themselves as "Hispanic," while others may prefer "Latinx," "Latino/a," or other terms.

Staff document patient's self-reported data into the EMR

*Sample Language to Request Patient Race and Ethnicity Data

Sample 1:

“We want to make sure all patients are getting the best care possible, can you tell us what you consider your race, your ethnicity, and your preferred language?”

(ILPQC Focus Groups)

Sample 2:

“<Insert hospital name> is committed to giving you and all of our patients the best care possible. In order to do this we ask you to tell us how you would describe your race, your ethnicity and your preferred language. If you would like to tell us your country of origin, we would be interested in that, too.”

(Health Partners)

Sample 3:

"We want to make sure that all our patients get the best care possible. We would like you to tell us your racial/ethnic background so that we can review the treatment that all patients receive and make sure that everyone gets the highest quality of care."

(American Hospital Association)

Use PDSA cycles to test out a few versions to find the language that best fits your institution and patients' preferences.