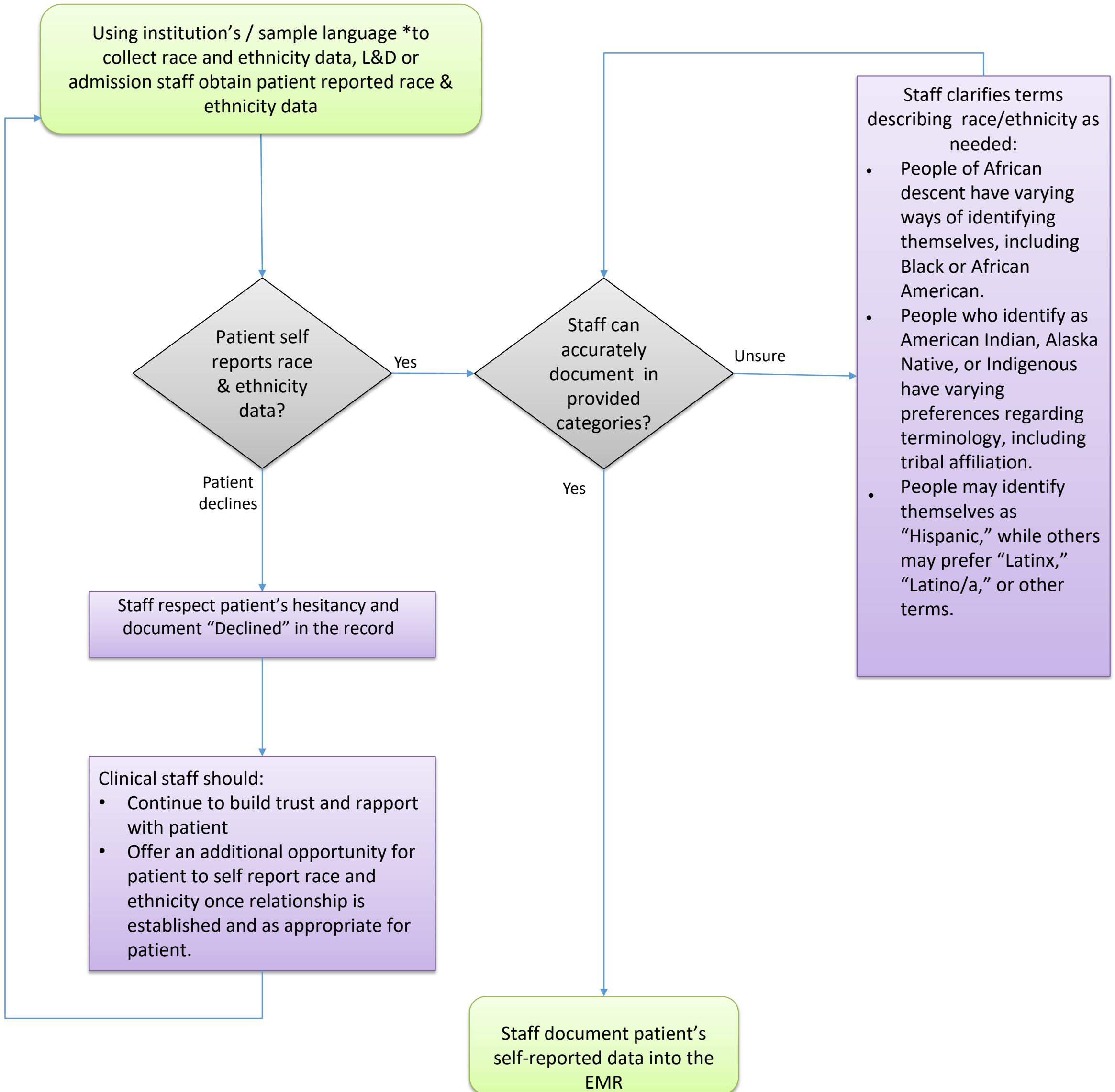


## Process Flow for Collecting Data on Patient Race & Ethnicity



## \*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.