

Simple Strategies for Data Collection Training

Why it is Important

Organizations need to **invest in training staff** to ensure that data are collected accurately and consistently.

Include IT staff in the discussion of collecting race, ethnicity and language data so your current systems can be updated.

Periodic trainings with staff will help them feel more comfortable with protocols and comfortable implementing it. It is also necessary so the training can be current with the changing demographics of how people self-identify.

To ease any uncertainty that patients may feel, providers should **share why** the data is being collected prior to asking about race and ethnicity. Staff should **practice as a team** how you want to approach data collection and how you want to address concerns from patients.

Action Items:

Sign up for [Learning Modules](#) for strategies in collecting sexual orientation and gender identity data. [Foundations of LGBTQIA +Health: For administrators](#) is a great start (sign up to view).

Watch [scenario videos](#) related to collecting SOGI data to see examples of how to speak with patients.

Review [Ready-Set-Go](#) (start on page 9) for tools on how to collect data and ways to address concerns.

Use AHA's resource for guidance on [coding social needs](#) in your EHR.

Basic and Intermediate Levels

Registration and Admission staff are key to collecting accurate data. Because they are often the first point of contact, it's important to feel comfortable and confident asking for this information so patients can respond positively as well.

Research has shown that racial and ethnic disparities in health

care and their root causes have an impact on quality, safety, cost, and risk management.

As a healthcare system, we must be focused on providing care that does not vary in quality by personal characteristics, such as gender, ethnicity, geographic location, and socioeconomic status.

Action Items:

Use scripts & role play from [this toolkit](#) (section IV, resource/tools start on page 39). Engaging in role play with staff members empowers the hospital team with addressing various scenarios in collecting patient data. There are also tools for questionnaires that can be used for data collection.

Review a list of [frequently asked questions](#) to be prepared for patient concerns

Consider these flyers from [New York](#) and [New Mexico](#) to engage the community in data collection. Modify as needed.

Review modules periodically and part of onboard training to stay current and understand more about the importance of data collection: Here are examples of [Webinars](#): Look under the activities tab - [Collecting the Data](#) and the [Nuts and Bolts](#) are great places to start.

Advanced

Provide education and training that empowers faculty and staff to incorporate social determinants of health into patient care.

Staff must be trained to effectively and respectfully communicate with patients the reasons for

collecting SOGI data.

Feeling comfortable asking questions and receiving annual training will give the clinical care team the confidence to collect patient reported demographics in a meaningful way that improves health outcomes and reduces costs.

Build on the basic/intermediate and incorporate asking patient self-reported demographic data such as:

- Sexual Orientation
- Self-Identification
- Education
- Gender
- Disability
- Employment