

Simple Strategies for Collecting REAL Data

Think About It!

Collecting patient demographic data and language helps you better understand your patient. You will be able to tailor care based on their need and improve their outcomes. Meeting the minimum standards of race, ethnicity and language (REAL) data, builds a foundation for improving quality of care and effectively identifying health care disparities.

For Basic & Intermediate Action Items:

Refer to the REAL Data Collection Script:

- [REAL Data Collection Script and Definition](#) and
- [CMS Demographic Language Collection](#)

For Advanced Action Items:

Use this Resource as a guide for sexual orientation:

- [Gay & Lesbian Medical Association](#) and

Refer to Section 4 of :

- [Sociodemographic Domain Measures](#) and
- [AHC Health Needs as guides for social questions](#)

Basic and Intermediate Levels

Collect Data on Race

- The Office of Management and Budget (OMB) advises collecting race and ethnicity using two questions, with ethnicity being collected first.



Ask about Language

- In addition to race and ethnicity, include a question to capture english proficiency and optional questions for language spoken at home.
 - Example: "Is english your primary language? If not, what is your primary language? How well do you speak english?"

Verify Frequently

Verify patient information frequently throughout the service of care to ensure accurate data (ie. before appointment, upon registration, upon discharge).

Advanced Level

Consider adding additional questions beyond REAL data for your intake form. Changing your process to add more sociodemographic questions allows your team to understand patient population and helps to tailor a more patient-centered intervention. Consider adding questions in the following areas to your patient registration workflow:

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