

# 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 data analytics or population health** staff in the discussion of collecting race, ethnicity and language data so your current systems can be updated.

**Periodic Training** will help staff feel more comfortable with protocols and implementing them. It is also necessary so the training can be current with 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 for leadership (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:

Engaging in role play with staff members empowers the health care 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 this flyer from [New Mexico](#) to engage the community in data collection. Modify as needed.

Provide periodic cultural competency training for leaders, providers, and staff to stay current and understand the benefits of clear communication. Click [HERE](#) to read an example from Cigna.

### 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 items and incorporate asking patient self-reported demographic data such as:

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