

## B3

### Research to Improve Cultural and Linguistic Competence

**Presenter:** Margaret J. Gunter, PhD, Lovelace Clinic Foundation

**Panelists:** David Nerenz, PhD, Michigan State University  
Diego Osuna, MD, Kaiser Permanente Colorado

This concurrent 1.5 hour session will use the format of a moderator and a panel of three presenters (including the moderator), followed by active audience participation. The purpose of the session is to equip researchers to conduct research to improve health care for minority (multi-ethnic) populations. Key methodological, ethical, and practical issues will be addressed. Specifically, the session presenters will address the following topics:

Results of a national project to assess the feasibility of identifying racial and ethnic disparities in health plan populations and to develop health plan indicators of relevance to minority populations:

- Description of a new initiative to implement and evaluate managed Medicaid interventions to reduce disparities in six states.
- A discussion of the key ethical issues involved in using race/ethnicity data in research, with case examples to illustrate ethically appropriate approaches to such research.
- A presentation and discussion of tools and approaches to guide the improvement of cultural and linguistic competence in health plans, based on national research to identify models of excellence in the managed care community.

A significant portion of the session will be devoted to interaction between the panel and researchers in the audience, to facilitate the sharing of insights, methods, and tools derived from a variety of managed care-based studies in the area of cultural and linguistic competence.

## C3

### **HMO-Based Research Directions: The Perspective from the Federal Agencies**

Irene Fraser, PhD, AHRQ

Martin Brown, PhD, NCI

Richard Dixon, MD, CDC

No abstract provided.

## C4

### Chronic Illness Management Research

**Moderator:** Elizabeth Bayliss, MD, Kaiser Permanente Colorado

**Speakers:** Ed Wagner, MD, MPH, Group Health Cooperative

MacColl Institute for Health Care Innovation

Russ Glasgow, PhD, Kaiser Permanente Colorado

This session will feature 2 leading researchers in the field of chronic illness management. Each will describe his recent research, the conclusions drawn and what he sees as potential directions for future research. Following the 30-minute presentations, there will be a 30-minute discussion with the audience on crosscutting issues.

Dr. Wagner will discuss his group's experiences in implementing and evaluating the Robert Wood Johnson Improving Chronic Illness Care Breakthrough series, a program designed to implement the evidence-based Chronic Care Model across different illnesses and types of health care systems and also the other research projects funded and ongoing under this national program. Discussion points will include the future of quality improvement collaborative and research on the chronic care model.

Dr. Glasgow will describe his experiences in integrating chronic illness self-management strategies into primary care in three recent research projects. These projects each followed a different approach to providing self-management support and to linking this support to the rest of the patient's primary care. Related issues to discuss will include the relative merits of behavior change interventions conducted within primary care offices vs. more centralized approaches, and the types of research that are needed to advance the science of self-management support.

**Learning Objectives:**

1. Describe the structure of Improving Chronic Illness Care Breakthrough series quality improvement collaborative and the results they have produced.
2. Describe which aspects of the chronic care model are generally most challenging to implement, and characteristics of health care systems that most benefit from such approaches.
3. Describe different research approaches to integrating self-management support into primary care and the strengths and limitations of each.
4. Discuss what is needed at the current time to advance the science of chronic illness self-management.

**Discussion Questions:**

How does one integrate regular assessments (upon which to base intervention or counseling) into the different primary care arenas?

Should the physician be the primary motivator and/or behavior change agent, or should nurse case managers or other personnel do this?

What is the future of interactive computer technology for chronic illness care?

What feedback has there been from patients and physicians in situations/practices where these models have been implemented?