

Ethnicity data protocols



- Scenarios
- Ethnicity Data Protocols
- Training Package
-

Contents



Trainers' notes	1
Aim	1
Objectives	1
Method	1
Feedback	1
Scenario A Standard and simple response	2
Scenario B Standard response	3
Scenario C Standard response by phone	4
Scenario D Standard response by proxy for an adult	5
Scenario E Standard response by proxy for a child	6
Scenario F	7
Scenario G	8
Scenario H	9
Scenario I	10
Scenario J	11
Scenario K	12
Scenario L	13

Trainers' notes



Aim

- To increase the confidence of staff who collect ethnicity data.
- To enable participants (in the training session) and staff to practice collecting ethnicity data in a standardised way.

Objectives

By the end of the session the participants (in the training session) will:

- be able to show staff how to collect ethnicity information from health care consumers
- be able to show staff how to deal with questions and concerns about ethnicity data collection.

Method

- Separate the training session participants into small groups of two to four people; one will play the health provider staff member, one will play a patient, others will observe and comment on effectiveness.
- The people playing a staff member and patient will be given scenarios. They will set the scene. Allow a few minutes for them to become familiar with their role.

Feedback

Once the scenarios and role plays are completed, ask the participants:

- How did it feel to be asked about ethnicity?
- Did it raise any issues?
- Did it highlight any problems?
- How were these overcome?
- Are there any questions arising from the exercise?

Scenario A

Standard and simple response



Step 1: Choose one person to play the health provider staff member, and one to play the patient.

Step 2: For the patient

Get into the role of a person who has arrived at a hospital for care and who is able to fill out a form.

Step 3: For the staff member

You notice the 'ethnicity' question has been left blank. Ask if they realise it is blank and if they would like some help filling it in.

Step 4: For the patient

Tell the staff member you will fill it in yourself.

Step 5: Well done. Now get yourselves 'out of role'.

Scenario B

Standard response



Step 1: Choose one person to play the health provider staff member, and one to play the patient.

Step 2: For the patient

Get into the role of a person who has arrived at a hospital for care and who is able to fill out a form.

Step 3: For the staff member

You notice the 'ethnicity' question has been left blank. Ask if they realise it is blank and if they would like some help filling it in.

Step 4: For the patient

Tell the staff member you do not understand what ethnicity means.

Step 5: For the staff member

Briefly explain what ethnicity means and offer them the patient brochure.

Step 6: For the patient

Tell the staff member you understand but still do not know how to classify yourself.

Step 7: For the staff member

Ask them to look at the form with the level 2 ethnicity descriptions and to select the most appropriate ethnicity.

Step 8: For the patient

Tell the staff member you are not sure which code is yours but you consider yourself to be 'Kurdish'.

Step 9: For the staff member

Ask them to write down what their ethnicity is on the form (You will code it later).

Step 10: Well done. Now get yourselves 'out of role'.

Resources needed: Patient brochure

Scenario C

Standard response by phone



Step 1: Choose one person to play the health provider staff member, and one to play the patient.

Step 2: For the staff member

Before calling, decide at what point you will ask for the patient's ethnicity.

Explain that you need to collect some information for administrative purposes.

Explain that the information helps to develop services and policies for everyone, and ensures everyone's needs are being met.

When you get to the ethnicity question ask the 'standard ethnicity question' as it is on the form.

Explain that they may choose more than one ethnicity.

Step 3: For the patient

Say that you do not know what ethnicities to choose.

Step 4: For the staff member

Read all the level 2 categories, in the order they appear on the form.

Step 5: For the patient

Respond by selecting at least three ethnicities.

Step 6: For the staff member

Record **all** responses made. Code later.

Step 7: Well done. Now get yourselves 'out of role'.

Scenario D

Standard response by proxy for an adult



Step 1: Choose one person to play the health provider staff member, and one to play the patient's next of kin.

Step 2: For the patient's next of kin

Get into the role of a person who has arrived at a hospital with your relative who is unable to fill out a form or answer a question.

You have filled out a form for the relative.

Step 3: For the staff member

You notice the 'ethnicity' question has been left blank. Ask the patient's next of kin if they realise it is blank and if they would like some help filling it in.

Step 4: For the patient

Tell the staff member you will fill it in yourself.

Step 5: Well done. Now get yourselves 'out of role'.

Scenario E

Standard response by proxy for a child



Step 1: Choose one person to play the health provider staff member, and one to play the patient's next of kin.

Step 2: For the patient's next of kin

Get into the role of a person who has arrived at a hospital with your daughter who is three years old.

You have filled out a form for her.

Step 3: For the staff member

You notice the 'ethnicity' question has been left blank. Ask the patient's next of kin if they realise it is blank and if they would like some help filling it in.

Step 4: For the patient

Tell the staff member you are not sure what to put.

Step 5: For the staff member

Ask them to look at the form with the level 2 ethnicity descriptions and to select the most appropriate ethnicity.

Step 6: Well done. Now get yourselves 'out of role'.

Scenario F



Step 1: Choose a partner. One of you will play the health provider staff member, and one of you will play the patient.

Step 2: For the patient

Get into the role of a person who has suffered from discrimination in the past, and who is suspicious of the process. You fear that by giving the information, it may jeopardise your care.

Step 3: For the staff member

You notice the 'ethnicity' question has been left blank. Ask if they realise it is blank and if they would like some help filling it in.

Step 4: For the patient

Ask why this information is being asked for.

Step 5: For the staff member

Explain that the information helps to develop services and policies for everyone, and ensures everyone's needs are being met. Offer them the patient brochure.

Step 6: For the patient

Ask who will see this information.

Step 7: For the staff member

Explain that the information they provide is protected by privacy rules and will only be shared if necessary for their care.

Explain that if they wish they can ask to see their information and make corrections.

Offer them the brochure if they do not already have it.

Step 8: For the patient

Give your classification.

Step 9: Well done. Now get yourselves 'out of role'.

Resources needed: Patient brochure.

Scenario G



Step 1: Choose a partner. One of you will play the health provider staff member, and one of you will play the patient.

Step 2: For the staff member
You notice the 'ethnicity' question has been left blank. Ask if they realise it is blank and if they would like some help filling it in.

Step 3: For the patient
Ask if this will have any effect on the standard of treatment you receive and continue to refuse to co-operate until you receive an adequate explanation of what the information is to be used for.

Step 4: For the staff member
Say, 'no' it will not have any effect on the standard of treatment they receive and offer them the patient brochure.

Step 5: For the patient
Say you feel this is an invasion of your privacy and not relevant to your accessing health care.

Step 6: For the staff member
Explain that the information they provide is protected by privacy rules and will only be shared if necessary for their care.
Explain that if they wish they can ask to see their information and make corrections.
Offer them the patient brochure if they do not already have it.

Step 7: For the patient
Choose not to fill in the ethnicity question.

Step 8: For the staff member
Accept and move on.

Step 9: Well done. Now get yourselves 'out of role'.

Resources needed: Patient brochure.

Scenario H



Step 1: Choose a partner. One of you will play the health provider staff member, and one of you will play the patient.

Step 2: For the staff member
You notice the 'ethnicity' question has been left blank. Ask if they realise it is blank and if they would like some help filling it in.

Step 3: For the patient
Answer Scottish.

Step 4: For the staff member
Accept and move on.

Step 5: Well done. Now get yourselves 'out of role'.

Resources needed: Patient brochure.

Scenario I



Step 1: Choose a partner. One of you will play the health provider staff member, and one of you will play the patient.

Step 2: For the patient

Tell your partner that you are a 68-year-old woman, and have an Asian appearance.

Step 3: For the staff member

You notice the 'ethnicity' question has been left blank. Ask if they realise it is blank and if they would like some help filling it in.

Step 4: For the patient

Say you do not understand what ethnicity means.

Step 5: For the staff member

Briefly explain what ethnicity means and offer them the patient brochure.

Step 6: For the patient

You do not think it applies to you because although you are from another country, you have lived in New Zealand for 60 of your 68 years.

Then say it is not important and ask the staff member to decide the classification for you.

Step 7: For the staff member

Explain that you are not allowed.

Show them on the form how to classify themselves.

Step 8: For the patient

Go ahead and classify yourself.

Step 9: Well done. Now get yourselves 'out of role'.

Scenario J



Step 1: Choose a partner. One of you will play the health provider staff member, and one of you will play the patient.

Step 2: For the staff member

You notice the 'ethnicity' question has been left blank. Ask if they realise it is blank and if they would like some help filling it in.

Step 3: For the patient

Explain that your parents both emigrated to New Zealand from different parts of the world (mother from Thailand, father from Mauritius).

Continue to say that you were born in New Zealand and don't feel any particular allegiance to either background. You're just 'you' and you don't know how to classify yourself, it's not something you've ever been asked to do before.

Step 4: For the staff member

Explain that they may respond to the question how they wish and offer them the patient brochure.

Step 5: Well done. Now get yourselves 'out of role'.

Resources needed: Patient brochure

Scenario K



Step 1: Choose a partner. One of you will play the health provider staff member, and one of you will play the patient.

Step 2: For the staff member

You notice the 'ethnicity' question has been left blank. Ask if they realise it is blank and if they would like some help filling it in.

Step 3: For the patient

Give your reply as 'Kurdish' saying as it is not there you left it blank. Ask the staff member what ethnicity will be put on your record.

Step 4: For the staff member

Respond to your patient saying Kurdish will be recorded on his file, but the system will show the Level 2 code 'Middle Eastern'.

Step 5: For the patient

As this is not listed on the form you have in front of you, ask for an explanation of the categories, who defined them and how Kurdish would fit in.

Step 6: For the staff member

Explain that the ethnicity question is based on the 2001 Census of Populations and Dwellings.

Explain that the health sector uses these codes because they are consistent and standardised.

Offer them the patient brochure.

Step 7: Well done. Now get yourselves 'out of role'.

Resources needed: Patient brochure

Scenario L



Step 1: Choose a partner. One of you will play the health provider staff member, and one of you will play the patient.

Step 2: For the staff member
You notice the 'ethnicity' question has been left blank.
Ask if they realise it is blank and if they would like some help filling it in.

Step 3: For the patient
Give your reply adamantly as Ngapuhi.

Step 4: For the staff member
Accept and move on. Code this later as Māori. Iwi and hapu affiliation are recorded as 'Māori'.

Step 5: Well done. Now get yourselves 'out of role'.