Ten hospitals with racially and ethnically diverse patient populations participated in Expecting Success: Excellence in Cardiac Care, a program of the Robert Wood Johnson Foundation aimed at improving quality of cardiac care while reducing racial, ethnic and language disparities. All 10 hospitals improved the quality of care being provided to their heart failure and heart attack patients. This toolkit provides tips for hospitals on improving the quality of care and reducing disparities. Several chapters of the toolkit include steps for collecting patient race, ethnicity and language data.