Closing the Gap: An overview in building a Culturally Competent System of Care

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Welcome
Workshop Objectives

• To understand the compelling reasons for CLAS, and to establish a shared understanding.

• Provide a theoretical framework under the role of Cultural Competency in a System of Care.

• Develop an awareness of the four main barriers to communication in behavioral health care and healthcare.

• Identify tools, strategies, and skills to work effectively in the context of effective cross cultural communication.
What does StarkMHAR do?

**Vision**
People of Stark County live enriched lives through wellness and recovery.

**What we do**
Advance public mental health and addiction prevention, treatment and recovery in Stark County through funding, advocacy and education.

**Mission**
People of Stark County have access to a state-of-the-art mental health and recovery system of care.
Who we serve?

- LA02 reports Local Patient Demographics
Stark MHAR CLC Initiatives

- Monitoring, and development of programs that outreach and serve traditionally underserved populations (youth and families) and provide linkage and support to existing programs.
- SAMHSA System of Care Expansion Planning Grant and System of Care Implementation Grant
- Funding Emotional Wellness Programs. The Grace Initiative
- Promoting and coordinating cultural and linguistic competence within Stark County’s Behavioral Healthcare network;

How does Cultural Competence Impact our Work?
“If you want to move people, it has to be toward a vision that’s positive for them, that taps important values, that gets them something they desire, and it has to be presented in a compelling way that they feel inspired to follow.”

— Dr. Martin Luther King Jr
Self-Assessment Exercise

Earliest Recall of Difference

1. Growing up, what were you taught to value?
2. What was your first experience of feeling different?
3. What are your earliest memories about race, culture, or ethnicity?
VIDEO

I’m Human

https://www.youtube.com/watch?v=IJymVGJ3Eag
COMPELLING REASONS FOR CULTURAL COMPETENCE AND CLAS

- Demographic Changes
- Patient–Centered Care
- Risk Management
- Accreditation Requirements and Title VI
- Quality of Care
What is Cultural Competency?

• *Deep respect* for cultural differences,
• *Eager to learn*,
• *Willing to accept* that...

there are many ways of viewing the world.

- Okokon O. Udo, PhD
Culture

- Ethnicity
- Race
- Life Experiences
- Religion
- Age
- Gender Identity
- Sexual Orientation
- Parents
- And MANY MORE!
Nonelderly Persons Of Color, By State, 2010

U.S. Minority Population = 37% (99 million)

The Changing Face of America...

According to the National Geographic, this is what the average American will look like in the year 2050.
Barriers to Communication in Healthcare

• Systemic Barriers
• Barriers of Register
• Cultural Barriers
• Linguistic Barriers
Systemic Barriers: Organizational Cultural Competence
A Definition

A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables them to work effectively in cross-cultural situations.

--Cross, et. al. 1989; Isaacs and Benjamin, 1991
The CLAS Standards

The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for health and health care organizations.

Themes:
1. Governance, Leadership, and Workforce
2. Communication and Language Assistance (ENFORCEABLE)
3. Engagement, Continuous Improvement, and Accountability
Institute of Medicine 2002 Report

“Racial and ethnic minorities tend to receive lower quality health care than whites do, even when insurance status, income, age, and severity of conditions are comparable.”

- Alan Nelson M.D. Committee Chair March 20, 2002
The Core Paradox

How could well-meaning and highly educated health professionals create a pattern of care that appears to be discriminatory?
Barriers of Register: Health Literacy
Low Literacy

• What are the implications for health and insurance enrollment?
• Where, when, and how do we access health information?
Poll: How many Americans cannot read complex text?

a) 2 million
b) 10 million
c) 25 million
d) 40 million
e) 80 million
40 million Americans cannot read complex text

50% of all American adults have difficulty understanding and acting upon health information.

Source: IOM, 2004
Low literacy may result in the inability to understand:

- Enrollment and eligibility forms
- Doctor’s directions and consent forms
- Written instructions on prescription drug bottles
- Appointment slips
- Medical education brochures
- Ability to navigate complex healthcare system
“Poverty is the worst form of violence.”

- Mahatma Gandhi
Poverty and Health

1. Prevents buying healthy food
2. More likely to smoke
3. Tend to live in regions with worse air quality
4. Economic insecurity has devastating consequences for both physical and mental health

Source:
Cultural Barriers: The Impact of Personal Culture on Communication
Cultural Competence

The state of being capable of functioning effectively in the context of cultural differences.

Terry Cross
NWICWA
The Health Care Encounter

At Least **Five** Diverse Cultures at Work:

- The culture of Bio-medicine
- The culture of the health care institution
- The provider’s culture
- The patient’s culture
- The interpreter’s culture
VIDEO

Empathy
Cleveland Clinic

https://www.youtube.com/watch?v=cDDWvjq_o8
“Every single human interaction is cross-cultural.”

- Ira SenGupta, CCHCP Executive Director
• Biases
• Expectations
• Communication styles
• Personal values
• Incorrect assumptions

Source: Conflict Resolution Across Cultures: From Talking It Out to Third Party Mediation. Myers and Filner, 1997
• A **stereotype** is an ending point.

• A **generalization** is a beginning point.

VIDEO

Fluency PSA
Linguistic Barriers: The Importance of Language Services

Effective Communication, when is it in action?
Health Disparities
Access to Care
Quality of Care
Risk Management
Federal & State Requirements
How does Poor Communication impact Patient/Provider Interactions?

- Creates disruptions
- Reduces loyalty
- Reduces confidence
- Diminishes compliance
Bilingual patients discharged from ER without interpreters are less likely to understand:

- diagnoses,
- prescribed medications,
- special instructions or
- plans for follow-up care.
Language Access

Ad Hoc Interpreters
Extremely high risk for:
• adding material,
• omitting material,
• changing the message,
• giving opinions, and
• entering into long discussions

Bilingual Staff
• Being bilingual does not make one an interpreter
• Specialized skills involved
• Language proficiency recommended
• Training required
Trained Interpreters

• *Minimum* 40 hours of training
  • Code of Ethics
  • Medical Terminology

• National Certification
  • CMI: Certified Medical Interpreter
  • CHI: Certified Healthcare Interpreter
Title VI of the Civil Rights Act of 1964

Prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

Risk Management

• Place: Florida, 1980
• Patient: Willie Ramirez, high school athlete, Spanish speaker
• Issue: No trained or professional interpreter
• Result: Quadriplegic

“intoxicado” ≠ “intoxicated”
How much is one word worth?
$71 Million
How does Effective Communication impact Patient/Provider Interactions?

- Minimizes disruptions
- Enhances loyalty
- Improves confidence
- Improves adherence
Identifying the “Preferred” Language

- “I Speak” cards
- Available on www.lep.gov
- Acknowledge literacy issue
Key Considerations

Depends on institution.

May include:

- Plain Language Initiative
- Cultural Competence Training Initiatives
- Cultural Competency Committee
- Data Collection to evaluate and identify Disparities
- Organizational Self Assessment or Policy Assessment
- Language Access/Interpreter Services
- CLAS Standards Implementation
The Most Compelling Reason

I'VE LEARNED THAT PEOPLE WILL FORGET WHAT YOU SAID, PEOPLE WILL FORGET WHAT YOU DID, BUT PEOPLE WILL NEVER FORGET HOW YOU MADE THEM FEEL.

-Maya Angelou
Questions and Final Thoughts?
Contact

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For more
StarkMHAR.org/CulturalCompetence