Cal MediConnect 2017

Cultural Competency
Agenda

• Background
• Diversity in the Los Angeles County
• Regulations and Guidelines
• Definitions: Culture & Cultural Competency
• Core Competencies
• Exercises: Self-Awareness
• Five Steps to Cultural Competency
• Case Study
• Cross Cultural Communication Skills & Considerations
• Language Assistance Services
Diversity of Los Angeles County

- The largest concentration of Filipinos outside of the Philippines
- The largest population of Thai people outside of Thailand
- The largest Spanish-speaking population outside Latin America/Spain
- The largest population of Koreans outside of Korea
- The largest population of Armenians in the world outside of Armenia
- The largest concentration of Chinese outside of China
- The largest population of Cambodians outside of Cambodia
Diversity of L.A. Care Membership Race/Ethnicity

As of July 1, 2017

- Hispanic/Latino: 54.0%
- White: 15.4%
- Others: 10.4%
- Asian: 9.5%
- Black: 10.6%
- Filipino: 1.9%
- Chinese: 2.8%
- Pacific Islander: 1.5%
- Korean: 1.4%
- Vietnamese: 1.0%
- Asian Indian: 0.5%
- Cambodian: 0.4%
- Samoan: 0.1%
- Others: 10.4%
Diversity of L.A. Care Membership Language

As of July 1, 2017

- English: 58.9%
- Spanish: 30.7%
- Other: 10.4%
- Armenian: 3.0%
- Cantonese: 2.3%
- Korean: 1.0%
- Vietnamese: 0.7%
- Farsi: 0.6%
- Russian: 0.4%
- Tagalog: 0.3%
- Cambodian: 0.2%
- Arabic: 0.2%
- Other: 1.7%

As of July 1, 2017
Culture

- Race
- Language
- Socioeconomic
- Religion
- Gender
- Age
- and many more

Culture and many more
Cultural Differences Relevant to Delivery of Health Care

Culture of Bio-Medicine

Culture of Health Care Institution

Health Care Encounter

Provider’s Culture

Interpreter’s Culture

Member’s Culture

Adapted from Industry Collaboration Effort
2017 Cultural Competency and Patient Engagement
Cultural Competency

To be culturally competent doesn’t mean you are an authority in the values and beliefs of every culture.

It means you hold a deep respect for cultural differences and are eager to learn, and willing to accept, that there are many ways of viewing the world.

Okokon O. Udo PhD
Integrative Health and Wellness
Northwestern Health Science University
Core Competencies

- Self-Awareness
- Knowledge
- Skills

Source: Cross Cultural Health Care Program (CCHCP)
Self-Awareness
Exercise 1
Self-Awareness
Your Views and Emotions

• Become aware of your own views, values, and belief systems and others
  • Realize that our viewpoint may not be the only one.
  • Accept and acknowledge without judgment that there are many ways of viewing the world.

• Incompatible views could evoke strong emotions
  • Keep your emotions in check before it expressed in negative tone and mannerism.
  • Take every encounter is an opportunity to learn more about other cultures and gain knowledge and build your cultural competent skills.
Self-Awareness Exercise 2
Self-Awareness Assumptions

- Become aware of your assumptions and biases about other people
- Assumptions are not always accurate
- Keep assumptions and biases in check
Five Steps to Cultural Competency

1. Awareness of Self and the Other
2. Acknowledgement
3. Honest Validation
4. Negotiation
5. Action: Choices and Options

Source: Cross Cultural Health Care Program (CCHCP)
Application of Five Steps

Dr. George Bermudez
Licensed Clinical Psychologist
Specialized in Multicultural Clinical Psychology
Case Study

Mr. Jones negotiated with his boss and has managed to take a day off from work to take his son to a medical appointment at the clinic. The trip to the clinic took over a couple hours because complicated bus route and a several transfers.

Upon arrival at the clinic, a staff member looked at Mr. Jones’ son’s documents and determines that several components are missing. She informs him that they must return the next day with these papers.

Mr. Jones knows that his job is in jeopardy and he cannot take any more time off. He becomes frustrated and raises his voice and demands a better alternative suited for his situation.

The clinic is very busy and the staff member does not offers any solutions and disengage from discussion with him.

Mr. Jones leaves with his son and without seeing a doctor.
Case Study

• How do you think the people involved in the situation feel?

• Using the Five Step to Cultural Competency, how would you navigate the situation posed in this case study?
  
  • Awareness of Self and the Other
  • Acknowledgement
  • Honest Validation
  • Negotiation
  • Action: Choices and Options
Cross Cultural Communication Skills

- Build awareness of yourself and knowledge of the other.
- Keep biases in check.
- Ask open-ended questions.
- Listen with empathy.
- Practice attentive, active and affirmative listening.
- Be open to new information.
- Explain your own perceptions and knowledge.
- Treat people as individuals.

Adapted from CCHCP, 2012
Cross Cultural Considerations

- Beliefs about Health and Illness
- Navigating Healthcare System
- Health Literacy Level
- Language Barriers
Understanding Language Barriers
Importance of Culturally and Linguistically Appropriate Services

- Ensure equal and meaningful access to health care services
- Improve quality of care which leads to better health outcomes
- Increase members' satisfaction
- Decrease unnecessary procedures and lower the cost of medical services
- Reduce the risk of liability and malpractice lawsuits
- Be compliant with the state and federal regulations
Regulations & Guidelines

• Federal & State Regulations
  • Title VI of the 1964 Civil Rights Act
  • Americans with Disabilities Act
  • Affordable Care Act Section 1557
  • Title 22 and 28, California Code of Regulations
  • DHCS All Plan Letters and Policy Letters
  • Contracts (DHCS, Cal MediConnect)

• Guidelines
  • Office of Minority:
    • Health Culturally and Linguistically Appropriate Standards
  • National Committee for Quality Assurance:
    • Multicultural Health Care Distinction
Non-Discrimination

L.A. Care and its providers are NOT allowed to discriminate members on the basis of race, color, creed, religion, ancestry, marital status, sexual orientation, national origin, age, sex, or physical or mental disability.
Removing Language Barriers

Language assistance services must be provided by qualified interpreters and translators at no cost to members

• Interpreting services 24-hour, 7-days a week
• Written member informing materials in member’s threshold language
• Auxiliary services and aids (e.g. TTY, American Sign Interpreter, large print, audio)
Definitions

- **Qualified Bilingual Staff**
  - Is proficient in speaking and understanding both spoken English and at least one other spoken language, including any necessary specialized vocabulary, terminology and phraseology, and
  - Is able to effectively, accurately, and impartially communicate directly with individuals with limited English proficiency in their primary languages.

- **Qualified Interpreters**
  - Adheres to generally accepted interpreter ethics principles, including client confidentiality;
  - Has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language; and
  - Is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology.
L.A. Care’s Policies - Bilingual Staff

• Language proficiency assessment for bilingual staff
  • Job description must require the use of non-English language skills
  • Bilingual staff must be assessed for their language proficiency by HR
  • Bilingual staff must pass the assessment to be qualified and use their non-English language skills on the job

• Activities allowed for qualified bilingual staff
  • Qualified bilingual staff (oral):
    • Communicate directly in a non-English language
  • Qualified bilingual staff (written):
    • Write directly in a non-English language (i.e., respond to member emails)
    • Participate in the glossary committee

• Activities NOT allowed for qualified bilingual staff
  • Interpreting (conversion of one spoken language into another)
  • Translation (conversion of one written language into another)
  • Editing and proofreading of translated documents
  • Large print conversion of translated documents
Provider’s Responsibilities

- Post translated signage regarding no-cost language assistance services at the key points of contact.
- Offer no-cost qualified interpreting services
- Do no imply, request, or require members to provide their own interpreters.
- Assess and qualify bilingual staff if their non-English skills is used to communicate directly with members or used as interpreters.
- Do not rely on:
  - An adult accompanying a member to interpret or facility communication except for in an emergency or member specifically request it.
  - A minor accompanying a member to interpret or facility communication except for in an emergency.
- Document the following information in the medical record.
  - member's preferred language
  - Request or refusal of interpreting services
  - Refer members to culturally and linguistically appropriate community services
L.A. Care’s Responsibilities

- Post translated signage regarding no-cost language assistance services at the key points of contact (FRC, Member Service Reception Area)

- Offer no-cost qualified interpreting services.

- Do no imply, request, or require members to provide their own interpreters.

- Do not rely on:
  - An adult accompanying a member to interpret or facility communication except for in an emergency or member specifically request it.
  - A minor accompanying a member to interpret or facility communication except for in an emergency.

- Refer members to culturally and linguistically appropriate community services
Sensitivity to Cultural Differences Relevant to Delivery of Health Care Interpreting Services

All aspects of members’ culture have impact on their health care expectations and the delivery of interpreting services:

- Member’s cultural norm may affect their comfort level of having an interpreter at medical appointments
- Member’s gender or religion may affect preference for interpreter’s gender
- Member’s familiarity level with technology may affect preference for type of interpreting services
- Members’ geographical location, the size of the county may affect the accessibility and availability of interpreting services
## Language Assistance Services

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<th>Services</th>
<th>Details</th>
<th>How to Access</th>
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| **Face-to-face Interpreting**| • Member medical appointments  
• Meetings (RCAC, ECAC, CCI etc.)  
• Health education workshops | Submit a request via T&I Express  
https://pullman.lacare.org/sso                                                                 |
| **Telephonic Interpreting**  | • Phone communication with members  
• Back up for face-to-face interpreting                            | Dial the telephonic interpreting number for your department.  
Contact CLservices@lacare.org if you need the number.                                             |
| **TTY (California Relay Services)** | • Phone communication with deaf and hard of hearing members          | Dial 711. Provide member telephone number to the operator to be connected                           |
| **Translation**              | • Written member informing materials in threshold languages          | Submit a request via T&I Express  
https://pullman.lacare.org/sso                                                                 |
| **Alternative Format**       | • Written member informing materials in large print (18pt) and audio  | Submit a request via T&I Express  
https://pullman.lacare.org/sso                                                                 |
Resources

• Provider Manual

http://www.lacare.org/providers/provider-resources/provider-manuals

• Toolkit for Serving Diverse Populations

www.lacare.org/sites/default/files/provider-toolkit-serving-diverse-populations.pdf
Tips for Working with Interpreters

• Have a briefing with the interpreter prior to the encounter
• Allow ample time for the interpreted encounters
• Talk to the member directly, not the interpreter
• Speak in a normal voice, not too fast or too loud
• Pause for the interpreter to interpret
• Avoid acronyms, medical jargon, and technical terms
• Don’t ask or say anything you don’t want the member to hear
Cultural Competency
A Practical View

To be culturally competent doesn’t mean that you will never encounter cultural bumps.

What it means is that you will be more aware of how and why cultural bumps happen while skillfully navigating them for best outcomes.

Ira SenGupta, CCHCP
More Information on L.A. Care’s C&L Services

Provider Manual
http://www.lacare.org/providers/provider-resources/provider-manuals

C&L Contact
CLStrainings@lacare.org
C&L Contact

Interpreting Services
InterpretingServicesSpecialist@lacare.org

Translation & Alternative Format Services
TranslationServicesSpecialist@lacare.org

C&L Training & Tools
CLStrainings@lacare.org