

CULTURAL COMPETENCY TRAINING

Together, all the way.®

H8423_MCDTX_17_53342_PR Approved



Training Goals

- Define culture and cultural competence
- Benefits of clear communication
- Person-centered planning
- Address health care for refugees and immigrants
- Reflect on strategies when working with seniors and people with disabilities



CULTURE AND CULTURAL COMPETENCE



Defining Culture and Cultural Competence

- **Culture** refers to integrated patterns of human behavior that include the language, thoughts, actions, customs, beliefs, values, and institutions that unite a group of people.
- Adapted from <http://minorityhealth.hhs.gov>
- **Cultural competence** is the capability of effectively dealing with people from different cultures.
- Adapted from <http://minorityhealth.hhs.gov>



How does Culture Impact the Care that is Given to Patients?

- Culture informs:
 - concepts of health and healing
 - how illness, disease, and their causes are perceived
 - the behaviors of patients who are seeking health care
 - attitudes toward health care providers

Adapted from: <http://minorityhealth.hhs.gov>



Culture Impacts Health Care Goals

- Culture defines health care expectations:
 - who provides treatment
 - what is considered a health problem
 - what type of treatment
 - where care is sought
 - how symptoms are expressed
 - how rights and protections are understood

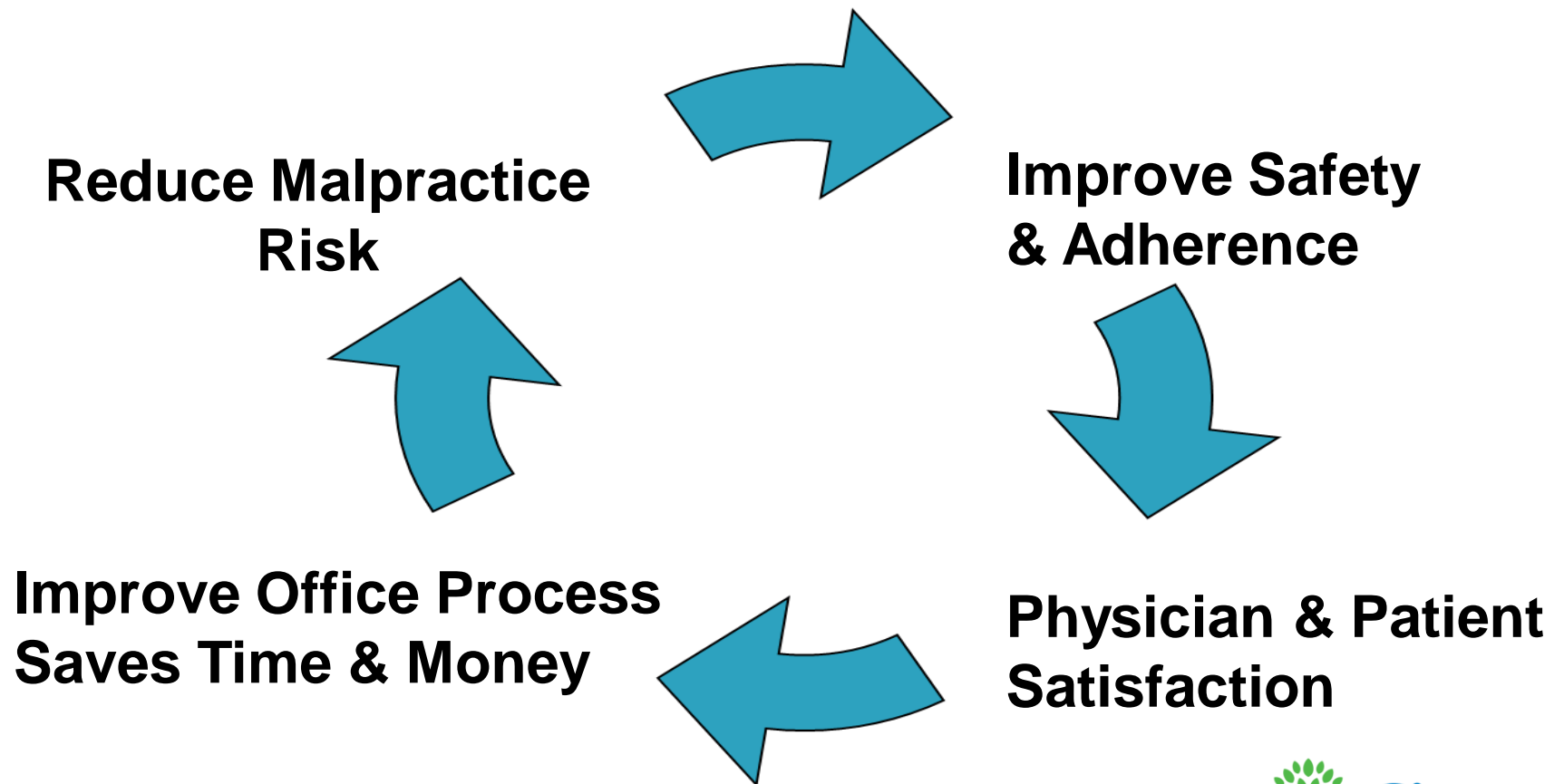


CLEAR COMMUNICATIONS: THE FOUNDATION OF CULTURALLY COMPETENT CARE



Clear Communication Benefits

There are many benefits to have clear communications with patients. The diagram below indicates the improvements and positive results of clear communication.



Interpreter Tips

Below are techniques to effectively communicate with your patients and/or their family members:

- Inform the interpreter of specific patient needs
- Hold a brief introductory discussion
 - Your name, organization and nature of the call/visit
 - Reassure the patient about confidentiality
- Allow enough time for the interpreted sessions
- Avoid interrupting during interpretation
- Speak in the first person
- Speak in a normal voice, try not to speak fast or too loudly
- Speak in short sentences
- Avoid acronyms, medical jargon and technical terms
- Face and talk to the patient directly
- Be aware of body language in the cultural context



Person-Centered Planning

Person Centered Planning is an ongoing problem-solving process used to help people with disabilities plan for their future. In person centered planning, groups of people focus on an individual and that person's vision of what they would like to do in the future. This "person-centered" team meets to identify opportunities for the focus person to:

- Develop personal relationships
- Participate in their community
- Increase control over their own lives
- Develop the skills and abilities needed to achieve these goals

These individuals take action to make sure that the strategies discussed in planning meetings are implemented .



Communication Tips with Your Patients

The following slides will help you effectively communicate with your patients; included are examples of patient concerns and how you may better communicate. There are also samples of how to determine what these concerns are and how to address them.

In the sections marked **Here's What Patients Wish Their Health Care Provider Knew...** are examples of behaviors that you may see from patients who may not communicate effectively.

In the sections marked **Here's What Health Care Providers Can Do...** are suggestions to help health care providers improve their communication with their patients.



Clear Communication

Here's What Patients Wish Their Health Care Provider Knew...

- I tell you I forgot my glasses because I am ashamed to admit I don't read very well
- I don't know what to ask and am hesitant to ask you
- When I leave your office I often don't know what I should do next
- I am not able to make important decisions by myself
- I am more comfortable with a female doctor
- Its important for me to have a relationship with my doctor
- I use botanicals and home remedies but don't think to tell you

Here's What Health Care Providers Can Do...

- Use a variety of instruction methods
- Encourage questions & use Ask Me 3™
- Use Teach Back
- Confirm decision making preferences
- Office staff should confirm preferences during scheduling
- Spend a few minutes building rapport
- Ask about the use of home remedies & healers



CULTURAL COMPETENCE: REFUGEES AND IMMIGRANTS



Health Care for Refugees and Immigrants

Refugees and Immigrants may:

- not be familiar with the U.S. health care system.
- experience illness related to life changes.
- practice spiritual and botanic healing or treatments before seeking U.S. medical advice.



Addressing the U.S. Healthcare System

Here's What Patients Wish Their Health Care Provider Knew...



My expectations do not align with U.S. managed care



I'm bewildered by requirements to visit multiple doctors



I wonder why I have diagnostic testing before a prescription is written

Here's What Health Care Providers Can Do....



Inform patients they may need follow up care



Explain why a patient may need to be seen by another doctor



Emphasize the importance of medication adherence



Common Office Expectations

Here's What Patients Wish Their Health Care Provider Knew...



I have different expectations about time



I prefer to have someone of the same gender



I'm going to bring friends or family. They want to help make decisions

Here's What Health Care Providers Can Do....



Upon arrival, inform patient about the wait time



Accommodate a doctor or interpreter of same gender



Confirm decision makers at each visit



How to Address Confidentiality

Here's What Patients Wish Their Health Care Provider Knew...

I've had different experiences in refugee camps

My experiences have caused me to be suspicious

I fear my health information will be released to the community

Here's What Health Care Providers Can Do...

Explain confidentiality

Ensure that staff adhere to your policies

Make HIPAA forms easy to understand, in preferred languages



CULTURAL COMPETENCE: SENIORS AND PEOPLE WITH DISABILITIES

Disease & Multiple Medications

Here's What Patients Wish Their Health Care Provider Knew...

- Neuro-cognitive processing ability impaired
 - Pain
 - Stroke
 - Hypertension, Diabetes
 - UTI, Pneumonia
- Medications: can affect cognition
 - Pain medication
 - Anti-depressants
 - Interactions

Here's What Health Care Providers Can Do...

- Be aware
 - Slow down
 - Speak clearly
 - Use plain language
 - Recommend assistive listening devices
- Obtain thorough health history



Caregiver Burden / Burnout

Here's What Patients Wish Their Health Care Provider Knew...



12% of active caregivers may have their own limitations



16% of working seniors are also caregivers



Caregivers report more stress, higher likelihood of depression

Here's What Health Care Providers Can Do...



Ask about caregiver responsibilities and stress levels



Offer caregiver support services



Cognitive Impairment & Mental Health

Here's What Patients Wish Their Health Care Provider Knew...



Patients with dementia may need caregiver



Older adults suffer more losses

- May be less willing to discuss feelings
- High suicide rates for 65+

Here's What Health Care Providers Can Do...



Communicate with patient & caregiver



Assess for depression, dementia/
cognitive ability

Visual Impairment

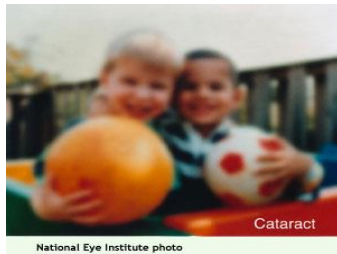
Macular degeneration:



Diabetic retinopathy:



Cataract:



Glaucoma:

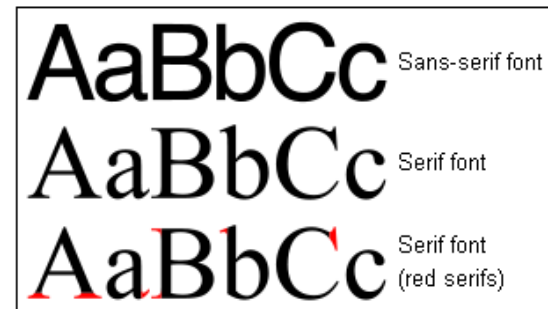


Problems

- reading, depth perception, contrast, glare, loss of independence

Solutions

- decrease glare
- bright indirect lighting
- bright, contrasting colors
- LARGE, non-serif fonts



Hearing Impairment

Here's What Patients Wish Their Health Care Provider Knew...



Presbycusis: Gradual, bilateral, high-frequency hearing loss

- Consonant sounds are high frequency
- Word distinction difficult
- Speaking louder does NOT help

Here's What Health Care Providers Can Do...



Face patient at all times



Speak slowly and enunciate clearly

- Do not use contractions



Rephrase if necessary



Do not cover your mouth



Reduce background noise

- Air conditioner, TV, hallway noise etc.
- Audible Solutions-offer listening devices



Physical Impairment

Here's What Patients Wish Their Health Care Provider Knew...

- Pain & reduced mobility is common due to:
 - Osteoarthritis
 - Changes in feet, ligaments and cushioning
 - Osteoporosis
 - Stroke

Here's What Health Care Providers Can Do...

- Keep hallways clear
- Lower exam tables
- Add grab bars/railings
- Use exam rooms nearest waiting area
- Offer assistance – transfers, opening sample bottles, etc.
- Recommend in home accessibility assessment



References

Culture and Cultural Competency

U.S. Department of Health and Human Services (n.d.). *The Office of Minority Health*. Retrieved from <http://minorityhealth.hhs.gov/>

Clear Communication: The Foundation of Culturally Competent Care

Health Industry Collaboration Effort, Inc. (2010, July). *Better communication, better care: Provider tools to care for diverse populations*. Retrieved from http://www.iceforhealth.org/library/documents/ICE_C&L_Provider_Tool_Kit.10-06.pdf

Molina HealthCare, & California Academy of Family Physicians (2004, April). *Medical jargon & clear communication*. Retrieved from www.familydocs.org/assets/Multicultural_Health/MedicalJargon.pdf

U.S. Department of Health and Human Services, Office of Minority Health (n.d.). Handouts: Theme 1: BATHE Model (1.3). In *The facilitator's guide: Companion to: A physician's practical guide to culturally competent care* (pp. 145-145). Retrieved from https://www.thinkculturalhealth.hhs.gov/includes/downloadpdf.asp?pdf=Physicians_QIO_Facilitator_GuideMEDQIC.pdf

Weiss, B. D. (2007). *Health literacy and patient safety: Help patients understand; Manual for clinicians* (2nd ed.). Chicago, IL: American Medical Association Foundation. Retrieved from <http://www.ama-assn.org/ama1/pub/upload/mm/367/healthlitclinicians.pdf>

Cultural Competence: Refugees and Immigrants

Administration for Children and Families, Department of Health and Human Services (2012). *Office of Refugee Resettlement*. Retrieved from <http://www.acf.hhs.gov/programs/orr/>

Cultural Competence: Seniors and People with Disabilities

California Caregiver Resource Centers (2005). *California Caregiver Resource Centers*. Retrieved from <http://www.cacrc.org/californiacrc/jsp/home.jsp>

Family Caregiver Alliance (FCA) (n.d.). Retrieved from <http://www.caregiver.org/caregiver/jsp/home.jsp>



Acknowledgements

- The ICE Cultural and Linguistic Cultural Competency Training Work Group would like to acknowledge the individuals listed below for the knowledge they shared in the creation of the materials for the training. Each member contributed their time, experience and skills to the process of developing and testing the resources contained in this training.
- Terri Amano, Wellpoint, Inc.
- Darcie Babyak- Children's Physicians Medical Group
- Diana Carr, Health Net of California
- Crystal Duran, Cigna
- Dao Fang, Health Net of California
- Robin Lowney Lankton, AIDS Healthcare Foundation
- Jill McGougan, Molina Healthcare of California Workgroup Co-Lead
- Cheryl Meronk, SCAN Workgroup Co-Lead
- Peggy Payne, Cigna
- Jyll Stevens, AIDS Healthcare Foundation
- Rhonda West-Peters, Western Health Advantage



Training Completion

Thank you for reviewing the Cigna-HealthSpring CarePlan and STAR+PLUS Provider Cultural Competency Training.

If you are ready to take the quiz and acknowledge completion click [CONTINUE](#).

If you would like to review the training again prior to taking the quiz, then review the presentation again from the beginning slide.



Thank you for reviewing the Cultural Competency In-Service Training.

If you are ready to take the quiz and acknowledge completion click [CONTINUE](#).

If you would like to review the training again prior to taking the quiz, then review the presentation again from the beginning slide.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including HealthSpring Life & Health Insurance Company, Inc. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. Cigna-HealthSpring CarePlan is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.

H8423_15_31176_PR Approved © 2017 Cigna. Some content provided under license.

