Providing Culturally Appropriate Care Coordination

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Name Confusion

- Cultural Competence
- Cultural Competency
- Cultural Humility
- Cultural Fluency
- Culturally Affirmative Practice
- Cultural Proficiency
HRSA Uses: “Cultural Competence”

“Cultural competence is a set of attitudes, skills, behaviors, and policies that enable organizations and staff to work effectively in cross-cultural situations.”

*HRSA Care Action Bulletin 2002*

Overall Goal:

The best care we know how to give,
for every patient,
at every site,
eyevery day.
Using QI to Improve Cultural Competence

- Getting Cultural Competence on the quality agenda. We know it’s a problem, but is it our problem?
- Deciding on an Aim
  What are we trying to accomplish?
- Defining Measures
  How Will We Know a Change is An Improvement?
- Planning and Testing Changes
  What change can we make that will result in improvement?
What might make organizations put cultural competence on the Quality Agenda?

- National data showing disparities in care and outcomes.
- Local complaints or concerns
- Formal baseline assessment of your organization’s cultural competence
- Federal requirements: National Standards for Culturally and Linguistically Appropriate Services (CLAS Standards)
  
  www.omhrc.gov/assets/pdf/checked/finalreport.pdf
Local Complaints and Concerns

- patient complaints of different treatment based on race or primary language.
- staff complaints of culturally-based conflict.
- concerns about demographic mismatches between staff and clients.
- different rates of retention in care between groups.

Have you seen any red flags like this in your program?
Culturally and Linguistically Appropriate Services (CLAS) Standards

- Assessing the racial and ethnic diversity of its population
- Assessing the language needs of its population
- Providing interpretation or bilingual services to meet the language needs of its population
- Providing printed materials in the language of its population
Formal Baseline Assessments of Cultural Competence

- Organizational Self-Assessment
  - Knowing the community you serve
  - Ability to collect data on race, ethnicity and primary language
  - Hiring and training policies
  - Translation and interpretation services
  - Assessing and addressing health beliefs

- Patient Input
  - Survey, focus groups
Evaluating Oneself

- Honest desire not to allow biases to keep from treating every individual with respect.

- Honest assessment of our positive and negative assumptions about others.

- Learning to evaluate our own level of cultural competency must be part of our ongoing effort to provide better health care.
Deciding on an Aim Question for the Group

What would look different about your programs after 3 or 4 (or 20?) years of work on improving their cultural competence?
Deciding on an Aim
What Do We Want to Accomplish?

- Reduce disparities in health outcomes
- Improve retention in care
- Access to care
- Satisfaction with care
- Strengthening organizational cultural competence infrastructure
What Domains for Change Are You Working In?

- Outreach/getting people into services
- How care sites look and feel to patients
- How enrollment and intake are organized
- Better communication with clients
- Involvement of families and other supporters
- How families are involved in their care and in design of care,
- How phone translations are conducted
- Where care facilities are located,
- Who might provide care: skill mix/experience
- Who your programs would partner with.
Example: Patient Satisfaction Survey Cultural Competence Questions

In the 2008 client satisfaction survey in Oakland, these questions were included:

- I got services in the language I wanted.
- The staff asked about my health beliefs during my visits.
- The waiting room has materials that show people from my racial or ethnic group.
- The staff at the clinic show respect for my religious beliefs.
- I was asked about my use of traditional or alternative treatments.
Given that many important aspects of care aren’t practical to measure, what kind of measurements would you find believable clues to how well your program is doing serving patients?
Defining Measures

How Will We Know a Change is An Improvement?

Look for overall improvement AND narrowing of racial and ethnic gaps in:

- % of clients with broken appointments, by race and ethnicity
- % of patients satisfied with the language services they received
Putting it All Together: Testing and Implementation

- What are we trying to accomplish?
- How will we know that a change is an improvement?
- What change can we make that will result in improvement?
Ways to improve your cultural fluency

- Ask, and 'really' listen. Allow your respect for another culture to shine through your questions.

- Be conscious of your own perceptions and world views.

- Understand you have a 'cultural background' also. Not everyone follows your ways. Your background is not universal.

- Have empathy. Try and see the world through another person's eyes.
Ways to improve your cultural fluency

- Be conscious of your body language and other messages you may be sending out.
- Allow others to speak in their own languages.
- Learn to pronounce unfamiliar sounding names correctly. Be patient and trust your skills to do so.
- Accept contradictions and ambiguity. You don't have to be in control all the time.
- Have a sense of humor!
Cultural Competence Pointers

- “Check our own pulse”
- Understand barriers to care
- Challenge and confront isms
- There is no one way to treat any racial and ethnic group
- Diversity is often greater within groups than between them
In Summary

- Life-long commitment to continuous learning
- Open-mindedness and respect for all
- Quality improvement efforts can address most aspects of care
PROVIDER PERSPECTIVE

M. Leon Sears II, M.D.
References

- The providers guide to Quality and Culture
- Hassoun, Rosina "Preface on Medical Anthropology: Anthropological Medicine" Guide to Arab Culture: Health Care Delivery to the Arab American Community Authors: Adnan Hammad, Ph.D., Rashid Kysia, MPH, Raja Rabaj, MD, Rosina Hassoun, Ph.D. Michael Connelly, BA, BS, April, 1999
General Cultural Competence Resources

- Cultural Competence Resources for Healthcare Providers
  [http://www.hrsa.gov/servicedelivery/default.htm](http://www.hrsa.gov/servicedelivery/default.htm)

- Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile

- AIDS Education and Training Centers, Guiding Principles for Cultural Competency
  [http://www.aidsetc.org](http://www.aidsetc.org)

- A Guide to Addressing Cultural Competence as a Quality Improvement Issue in HIV Care
  [http://www.ihi.org/IHI/Topics/HIVAIDS/HIVDiseaseGeneral/Tools/AGuidetoAddressingCulturalCompetenceQIinHIVCare.htm](http://www.ihi.org/IHI/Topics/HIVAIDS/HIVDiseaseGeneral/Tools/AGuidetoAddressingCulturalCompetenceQIinHIVCare.htm)