

# CULTURAL COMPETENCY TRAINING

# 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

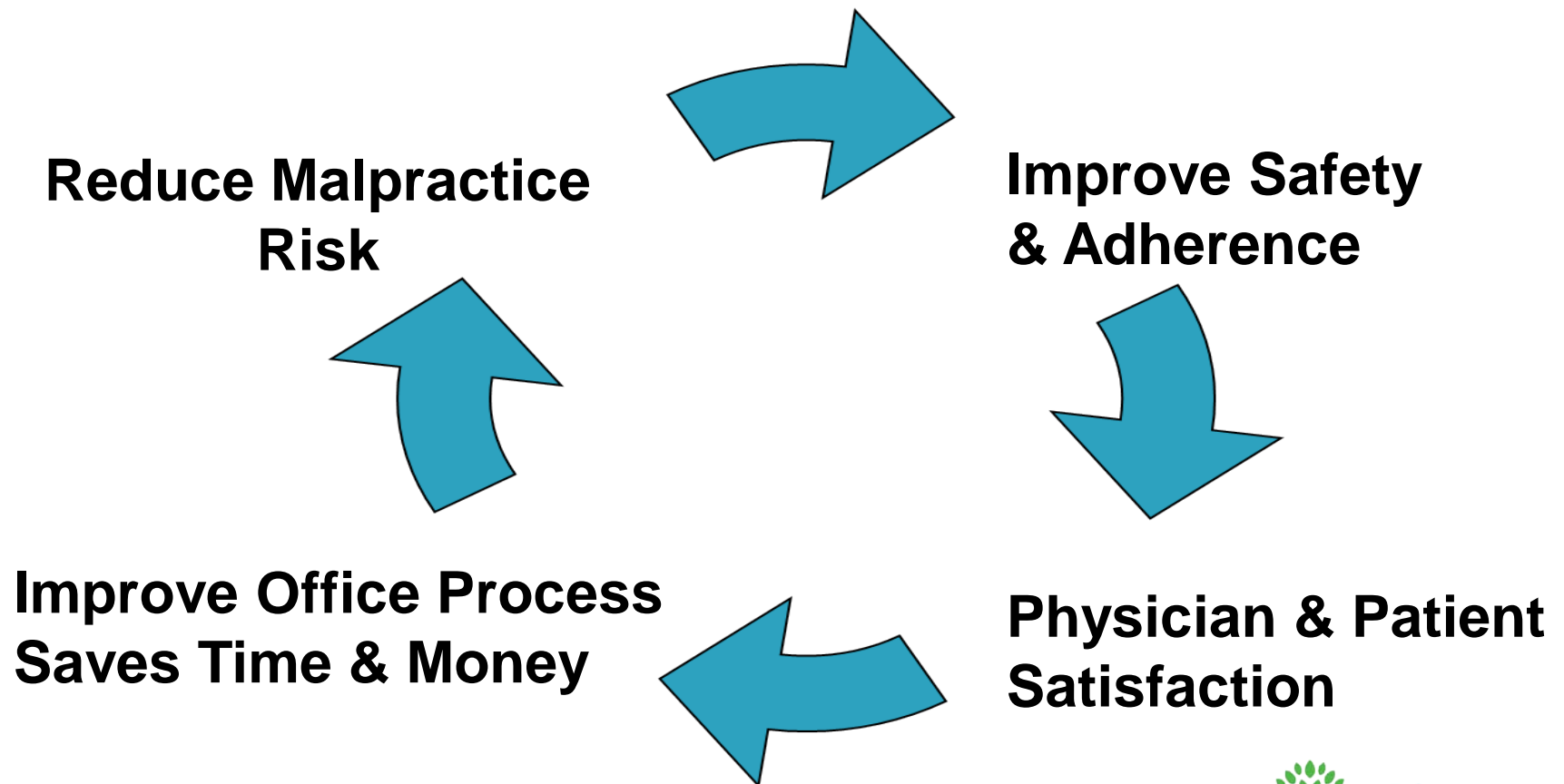


# CLEAR COMMUNICATIONS: THE FOUNDATION OF CULTURALLY COMPETENT CARE



# 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



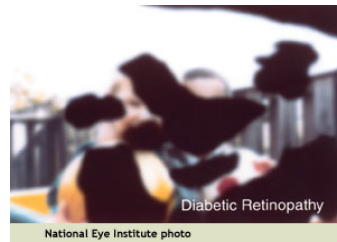
Assess for depression, dementia/  
cognitive ability

# 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





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# 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.



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