



MedStar Family
Choice

Knowledge and Compassion
Focused on You

MedStar Family Choice
Introduction to
Cultural Diversity
2016

What is Cultural Diversity?

- **Cultural diversity**

- noun 1. the cultural variety and cultural differences that exist in the world, a society, or an institution: Dying languages and urbanization are threats to cultural diversity.
- 2. the inclusion of diverse people in a group or organization: to embrace cultural diversity in the workplace.

- Dictionary.com Unabridged
Based on the Random House Dictionary, © Random House, Inc. 2016.

- **Contemporary definitions for cultural diversity**

- noun
- ethnic, gender, racial, and socioeconomic variety in a situation, institution, or group; the coexistence of different ethnic, gender, racial, and socioeconomic groups within one social unit

- Dictionary.com's 21st Century Lexicon
Copyright © 2003-2014 Dictionary.com, LLC

Why Does Cultural Diversity Matter?

- We are all human and entitled to be treated with dignity and respect
- There is no set definition of what defines dignity and respect across cultures
- Every patient should receive the same quality and level of care as every other patient

MFC Purpose/Scope/Policy

- Our Purpose is to Ensure that: All members receive equitable and effective treatment in a culturally and linguistically appropriate manner.
- The Scope: All MedStar Family Choice Participating Providers
- Policy: MFC encourages all providers treating our members to provide culturally and linguistically appropriate services that improve the quality of care and health outcomes, and contribute to the elimination of racial and ethnic health disparities.

Medstar Family Choice Goals

- Improve communication to and for members for whom cultural and/or linguistic issues are present
- Decrease health care disparities in the populations we serve
- Improve our associates' understanding and sensitivity to cultural diversity
- Improve services, care and health outcomes for members (improved understanding leads to better adherence and satisfaction)

MedStar Family Choice Offerings

- Translation Services
 - Documents, including
 - Member Materials
 - Early Intervention Treatment Plans
- Interpreter Services
 - Language Line
 - Telephonic
 - In Person
 - Provider Location

Promoting Cultural Competency

- Training of Staff and Providers
- Provider Newsletters
- Cultural Competency Resources
- Arranging translation and interpreter services
- Member materials in Spanish and English
- Oral and Written interpretive services for members

How Would You Respond

Imagine for a moment the following scenario:

You are on vacation (or living) in a foreign country and have been there for less than a week. You don't speak the language, don't have a form of transportation, and you don't understand the healthcare delivery system in the region. You look physically different and/or dress differently than the locals, you eat/drink different substances, you have trouble navigating from point A to point B on the map, you don't understand the customs, you are unsure how to respond to their gestures, and all of a sudden you or one of your family members is seriously injured or sick.

- How would you feel?
- What would you do?
- How would you effectively communicate?
- What would your concerns/apprehensions be?
- How would you want/expected to be treated?

How Does Cultural Diversity Impact Your Practice

Every aspect of the patient experience is impacted including:

- ❖ Finding a provider
- ❖ Making an appointment
- ❖ Locating the building
- ❖ Entering the establishment and navigating to the front desk
- ❖ Signing in and completing the upfront paperwork
- ❖ Waiting to be called in for services
- ❖ Meeting with the provider or having a procedure
- ❖ Understanding the diagnosis
- ❖ Understanding any recommended treatments
- ❖ Checking out, paying, obtaining referrals/RXs, setting up a future appointment
- ❖ Claim reconciliation, understanding benefits, appealing adverse decisions
- ❖ Follow up contacts and surveys

What Does This Mean For You and Your Staff?

- The time to change and prepare is NOW
- Shift your focus outward to your patients
- Pay attention to details, small things really do matter
- Take advantage of the multitude of resources available, some are free, some have a nominal cost, some come with learning credits, all have a huge return on your investment

Resources

- U.S. Department of Health & Human Services' Office of Minority Health
 - A Physician's Practical Guide to Culturally Competent Care
 - Culturally Competent Nursing Care: A Cornerstone of Caring
 - National CLAS Standards (Culturally and Linguistically Appropriate Services)

National CLAS Standards

- In 2000, the Office of Minority Health published the first National Standards for Culturally and Linguistically Appropriate Services in Health Care (National CLAS Standards), which provided a framework for all health care organizations to best serve the nation's increasingly diverse communities.
- 15 Standards covering:
 - Governance, Leadership and Workforce
 - Communication and Language Assistance
 - Engagement, Continuous Improvement, and Accountability

References

- Physicians: <https://cccm.thinkculturalhealth.hhs.gov/>
- Nurses: <http://ccnm.thinkculturalhealth.hhs.gov>
- CLAS Standards: <https://www.thinkculturalhealth.hhs.gov>
- Specialty Education & CLAS Modules: <https://www.thinkculturalhealth.hhs.gov/>

More References

- www.minorityhealth.hhs.gov
- <https://xculture.org/cultural-competency-programs/cultural-competency-training/>
- <https://www.aamc.org/initiatives/tacct/>
- www.iceforhealth.org
- <https://learn.uvm.edu/blog-health/cultural-diversity-in-healthcare>
- <http://www.nursingworld.org/MainMenuCategories/ANAMarketplace/ANAPeriodicals/OJIN/TableofContents/Volume82003/No1Jan2003/AddressingDiversityinHealthCare.aspxThank>
- http://www.medscape.com/viewarticle/564667_3

Requirements/Legislation

| JURISDICTION | LOCATION | TITLE |
|------------------|---------------------|---|
| Washington, D.C. | C.4.5 | At least quarterly Contractor shall supply all Providers and Enrollees with notification of availability of language access that includes a minimum of the following: |
| Washington, D.C. | C.4.5.1 | Notification of Enrollees right to an Interpreter and/or translated documents; and |
| Washington, D.C. | C.4.5.2 | Provider responsibility to ensure upon request an Interpreter is present in person or telephonically for all medical visits with LEP/NEP Enrollees; and |
| Washington, D.C. | C.4.5.3 | Process for obtaining Interpreter services free of charge through the Contractor; and |
| Washington, D.C. | C.4.5.4 | Process for Enrollee to file a Complaint or Grievance if an Interpreter is not provided at a medical visit when requested. |
| Washington, D.C. | C.4.5.5 | Notification shall be provided in all prevalent languages. |
| Maryland | COMAR 10.06.65.02 | Conditions of Participation |
| Maryland | COMAR 10.09.66.01 | Access Standards |
| Maryland | COMAR 10.09.65.04 B | Individuals with Special Needs |
| Maryland | COMAR 10.09.71.02 | Internal Complaint Process for Enrollees |
| JURISDICTION | LOCATION | TITLE |