

Culturally and Linguistically Appropriate Services in Health Care

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Overview

- HHS Office of Minority Health
- Health Disparities
- Cultural and Linguistic Competency
 - What is it?
 - Why is it important?
- CLAS Standards
 - CLAS Concepts
 - Enhancement Initiative
 - CLAS and Health Care Reform
- OMH's Think Cultural Health



HHS Office of Minority Health

Mission: To improve the health of racial and ethnic minority populations through the development of health policies and programs that will eliminate health disparities



Health Disparities

"Minorities and low income Americans are more likely to be sick and less likely to get the care they need"

– HHS Secretary Sebelius

- African American adults are twice as likely than non-Hispanic white adults to have been diagnosed with diabetes by a physician.
- American Indian/Alaska Native adults are 1.3 times as likely as White adults to have high blood pressure.
- Hispanic females have almost 5 times the AIDS rate as non-Hispanic white females.
- In 2009, Asian Americans were 2.5 times more likely to contract Hepatitis A, as compared to Whites.
- The infant mortality rate is 1.7 times greater for Native Hawaiians than for non Hispanic Whites.

What is Cultural Competency?

“Cultural and Linguistic competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations. Culture refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups. ‘Competence’ implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs of presented by consumers and their communities.” (Adapted from Cross, 1989)



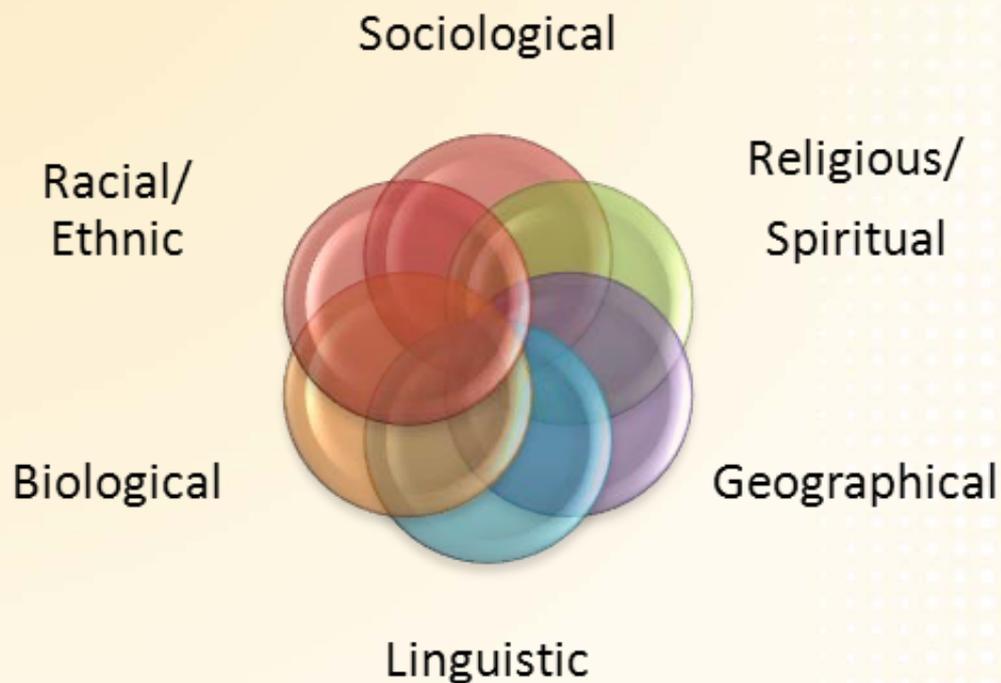
What is Cultural Competency?

Cultural and linguistic competency is a journey, not a destination – an ever expanding capacity to learn and grow.



What is Cultural Competency?

Elements of Culture:



Source: Graves 2001,
updated 2011



Why is Cultural Competency Important?

- Reduce health disparities
- Provide quality care and improve health outcomes
- Boost business bottom line
- Meet legislative, organizational, and accreditation standards

CLAS Standards

National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS Standards)

- Provide the framework for all health organizations to best serve the nation's diverse communities
- Set of mandates, guidelines and recommendations intended to inform practices related to cultural and linguistic competency in health care



CLAS Standards

Designed for an interdisciplinary audience, including:

- Hospitals
- Public health organizations
- Community- and faith-based organizations
- Institutions of higher education



CLAS Standards

- National Standards for Culturally and Linguistically Appropriate Services in Health Care
 - Culturally Competent Care
 - Language Access Services
 - Organizational Supports
- Enhancement Initiative



CLAS Standards

Culturally Competent Care refers primarily to the relationship between providers and patients/clients, and the delivery of culturally competent care to patients and their families by individual or collective health professionals.



CLAS Standards

Culturally Competent Care

Implementation Strategies:

- Focus on behaviors of all staff
- Conduct an assessment of staff cultural competency training needs
- Conduct periodic training/orientation/staff meetings
- Add cultural competency skill sets into job descriptions (bilingual skills)

CLAS Standards

Language Access Services (LAS) focus on facilitating communication during all points of contact during a patient's health encounter/experience. LAS also refers to educating community members about their rights and services.



CLAS Standards

Language Access Services (LAS)

Implementation Strategies:

- Use bilingual staff, interpreters, telephone interpretation services
- ‘Market’ services available in non-English brochures and materials distributed to the public
- Educate all staff on what services are provided
- Discourage use of family and friends as interpreters
- Assess knowledge of medical terminology of interpreter candidates



CLAS Standards

Organizational Supports focus on policies and procedures to help health providers and staff provide effective services to the community at every point of patient contact.



CLAS Standards

Organizational Supports

Implementation Strategies:

- Develop a cultural competency strategic plan or incorporate cultural competency principles into existing strategic plan
- Conduct an organizational cultural audit
- Adapt in-take procedures to facilitate collection of racial/ethnic/language patient data
- Utilize available demographic data (Census data)
- Involve community representatives on policy making bodies
- Publish documents focused on cultural and linguistic competence (newsletters, TV, radio, web-sites)



CLAS Standards Enhancement Initiative

Objectives:

- To incorporate the great number of advancements in the field over the past decade
- To expand the scope in order to capture the full spectrum of “health”
- To improve their clarity in order to ensure universal understanding and implementation



CLAS Standards Enhancement Initiative

- Development Process:
 - Public comment: online and regional meetings
 - Environmental Scan
 - National Project Advisory Committee
- Enhanced CLAS Standards to be released in early 2012



CLAS Standards and the Affordable Care Act

- The Affordable Care Act presents a unique and valuable opportunity for the nation's health care systems to incorporate CLAS at every point of contact.
- It will help develop evidence-based, community-focused strategies to address the root causes of health disparities.
- The provision of CLAS is highlighted in twelve sections of the health reform law.



Think Cultural Health



- An HHS Office of Minority Health initiative
- *Advancing health equity at every point of contact*
- <http://www.thinkculturalhealth.hhs.gov>

Think Cultural Health

- Continuing education programs that equip health professionals with awareness, knowledge, and skills to serve diverse patients
- Up-to-date information on issues related to cultural competency and health disparities
- Tracking of cultural competency legislation around the country
- “Join the CLCCHC”: e-newsletter and other resources

Think Cultural Health

- Free, online and accredited programs:
 - A Physician’s Practical Guide to Culturally Competent Care
 - Culturally Competent Nursing Care: A Cornerstone of Caring
 - Cultural Competency Curriculum for Disaster Preparedness and Crisis Response
 - Cultural Competency in Oral Health – *Coming Soon*
- Designed to equip providers with the awareness, knowledge and skills to treat diverse patients and improve quality of care



Questions?



For information, contact:



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