

Cultural Competency



In this training you will learn about the diversity of L.A. Care's member population. The importance of cultural and linguistically appropriate services in health care. You will be introduced to the concepts of culture and cultural competency. Finally, you receive tips on how to work effectively with our diverse membership, including how to access services and resources.

≡ Welcome

≡ Introduction















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≡ Diversity of Race & Ethnicity

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Welcome



00:37

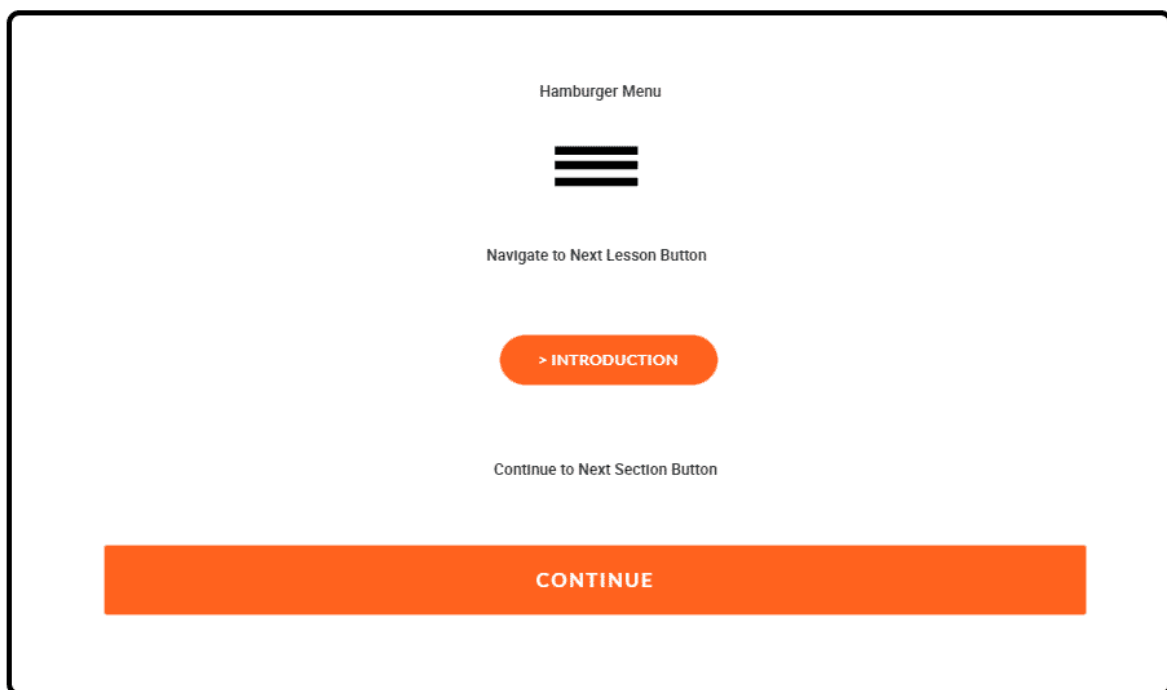
Welcome to CMC Cultural Competency

We have a great deal of important information to cover, so let's get started. My name is Rob and my name is Janet, we will be your hosts during this course.

Located in the upper left hand corner you will find what we call the hamburger menu. You can track your progress, and see what topics you need to complete. You can always revisit pages you have previously completed. But you can not skip ahead in the training without interacting with all the content of each page.

The course is designed with an automatic bookmark mechanism. When you return to the course you will continue from your automatic bookmark.

Below is an image of the navigation buttons and icons used in this presentation. If you do not see the CONTINUE button it means you have not completed the lesson or you need to simply scroll down the page.



Navigation Buttons

Introduction

> INTRODUCTION

Introduction



00:42

In this training, we will learn the diversity in our member population, importance of cultural and linguistically appropriate services in health care, concepts of culture and cultural competency, and tips on how to work

effectively with the diverse membership including how to access services and resources. We will cover the following topics in depth:

- 1 Background
- 2 Diversity in the Los Angeles County
- 3 Regulations and Guidelines
- 4 Definitions: Culture & Cultural Competency
- 5 Core Competencies
- 6 Exercises: Self-Awareness
- 7 Five Steps to Cultural Competency
- 8 Case Study
- 9 Cross Cultural Communication Skills & Considerations
- 10 Language Assistance Services

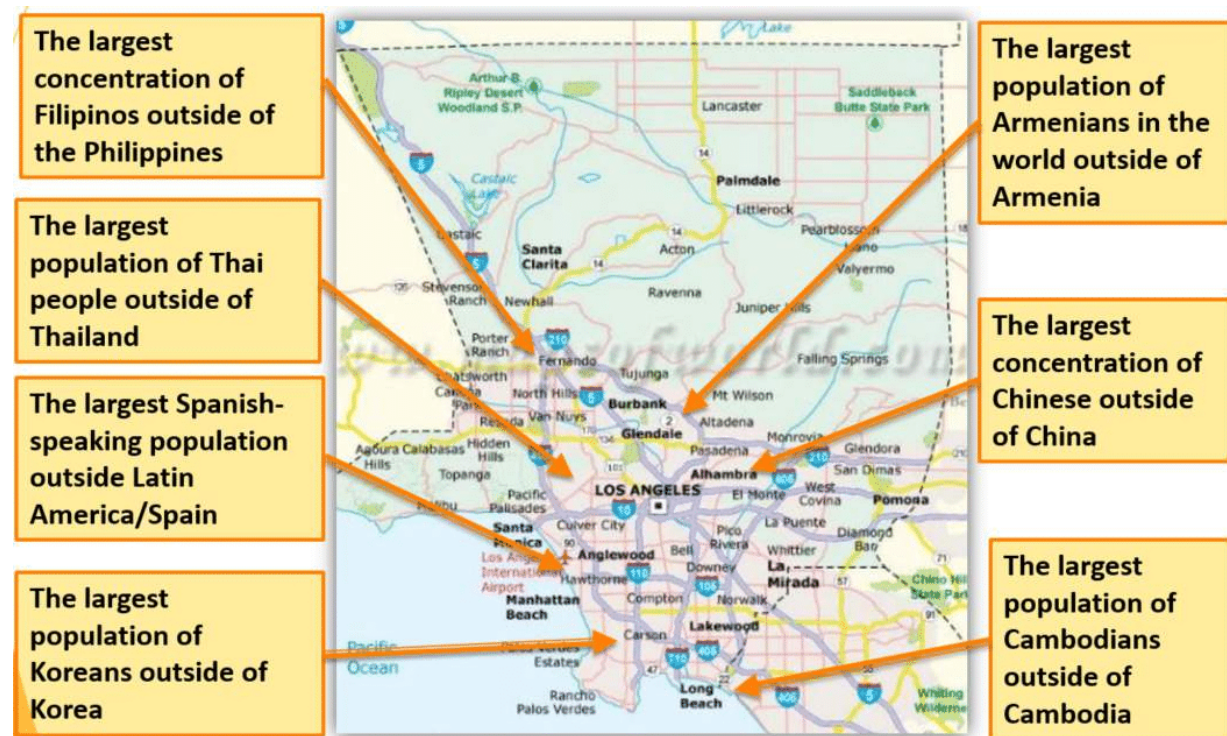
Background

> BACKGROUND

Background

The Diversity of Los Angeles County

Los Angeles County is the L.A. Care's service area and home to our membership. Take a look at the map below and learn interesting tidbits about its diversity.



Diversity of Race & Ethnicity

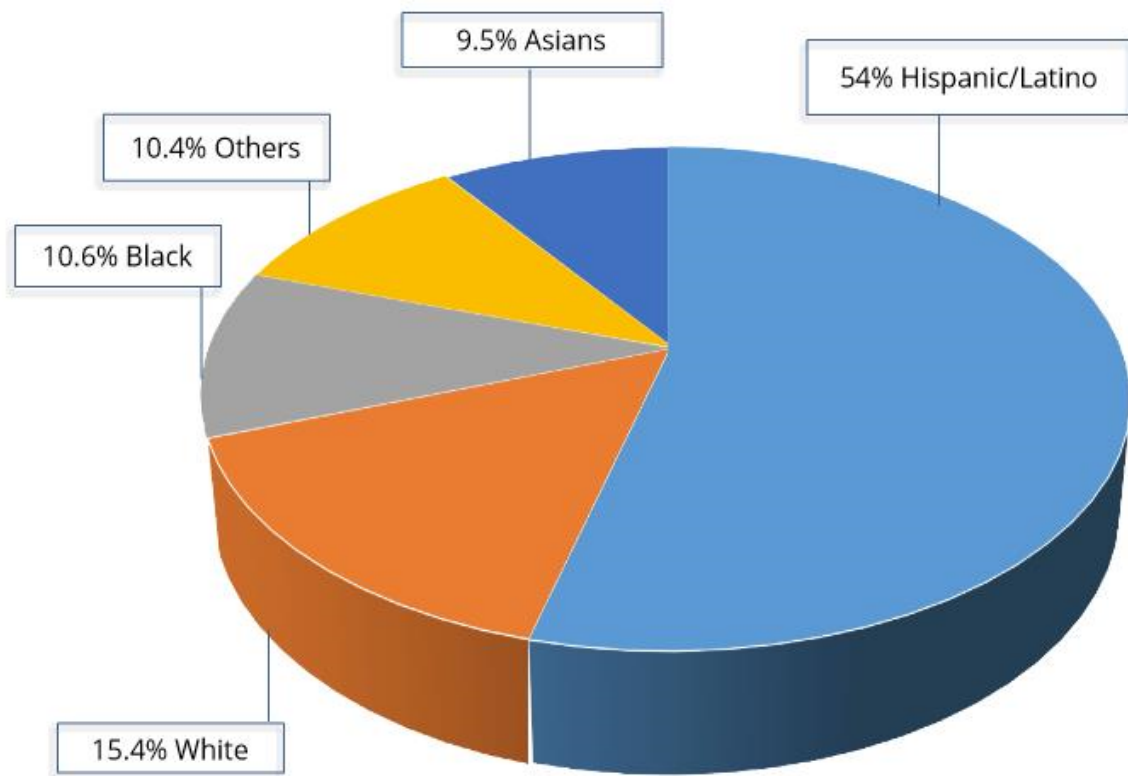
> DIVERSITY

Diversity of Race & Ethnicity



Membership by Race and Ethnicity

The chart below illustrates L.A. Care's membership by race and ethnicity. More than a half of L.A. Care members are Hispanic/Latinos, 15% Caucasians, 11% African Americans, and 10% Asians and Native Hawaiians/Pacific Islanders.



L.A. Care Asian Population 9.5%

To view the Asian population by ethnicity, click the blue chart slice.





Complete the content above before moving on.

Summary

More than a half of L.A. Care members are Hispanic/Latinos, 15% Caucasians, 11% African Americans, and 10% Asians and Native Hawaiians/Pacific Islanders. Diversity encompasses not only race and ethnicity, but also language, age, socioeconomic, religion, gender and many more.

Diversity of Language

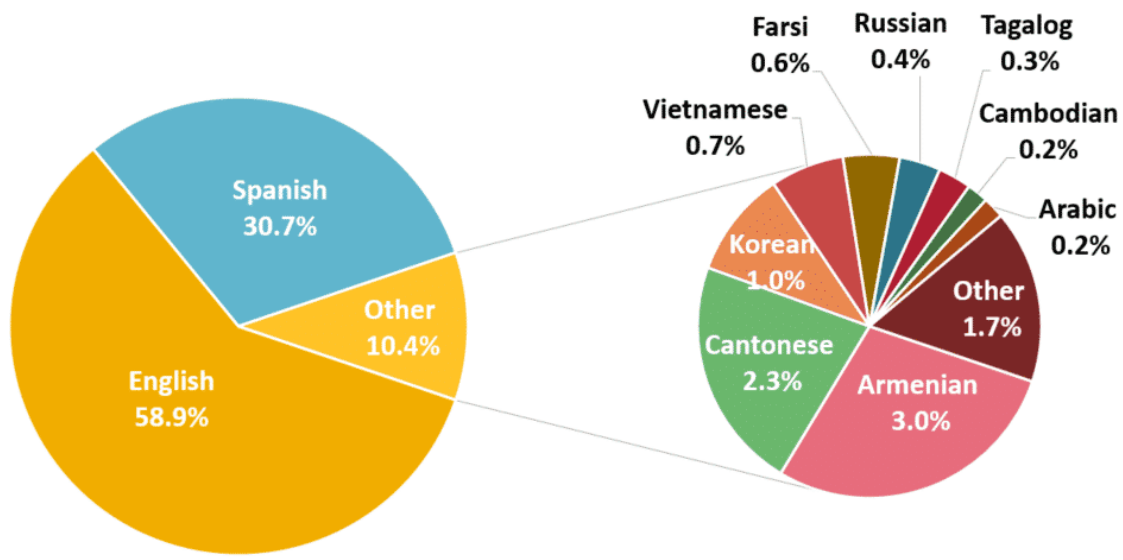
> LANGUAGE

Diversity of Language



Languages

The chart below illustrates the diversity of languages spoken among L.A. Care's members.



Approximately 40% of L.A. Care members have limited English proficiency; who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Knowledge Check

Diversity of L.A. Care's Membership

What is the second most spoken language after English among L.A. Care members?

- ☐ Korean
- ☐ Armenian
- ☐



Spanish



Chinese

SUBMIT



Complete the content above before moving on.

The Importance of Culturally and Linguistically Appropriate Services

> IMPORTANCE

The Importance of Culturally and Linguistically Appropriate Services



Researches and studies have shown that the use of culturally and linguistically appropriate services are a critical part of delivering health care services. Enhanced cultural sensitivity in the delivery of health care services will do the following:

1

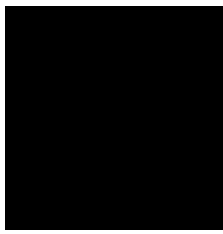
Ensure equal and meaningful access to health care services

- 2 Improve quality of care which leads to better health outcomes
- 3 Increase members' satisfaction
- 4 Decrease unnecessary procedures and lower the cost of medical services
- 5 Reduce the risk of liability and malpractice lawsuits
- 6 Be compliant with the state and federal regulations

Knowledge Check

Complete the six reasons **Enhanced Cultural Sensibility** improves member's health services, by dragging and dropping items from the left side of the screen to the appropriate sentence snippets on the right side of screen. Confused? Watch the video instructional below. Once you have completed all six challenges click the submit button to check your answers.

	☰ Increase	and lower the cost of medical services	
	☰ Be compliant with	the risk of liability and malpractice lawsuits	
	☰ Decrease unnecessary procedures	quality of care which leads to better health outcomes	
	☰ Reduce	members' satisfaction	



≡ Improve

state and federal regulations

≡ Ensure equal and meaningful

access to health care services

SUBMIT



Decrease unnecessary procedures

and lower the cost of medical services



Reduce

the risk of liability and malpractice lawsuits



Improve

quality of care which leads to better health outcomes



Increase

members' satisfaction



Be compliant with

state and federal regulations



Ensure equal and meaningful

access to health care services

SUBMIT



Complete the content above before moving on.

Summary

Culturally and linguistically appropriate services are a critical part in delivering competent health care services to L.A. Care's members.

Regulations & Guidelines

[> REGULATIONS](#)

Regulations & Guidelines



Non-Discrimination

Any agency, program, or activity that receives Federal funding are not allowed to discriminate on the basis of race, color, national origin, creed, ancestry, religion, language, age, gender, marital status, sexual orientation, gender identity, health status or disability. L.A. Care and its network providers must comply with these laws.

Below you will find Internet links to federal and state regulations and guidelines that ensure equal access to health care for L.A. Care's diverse member population.

Federal & State Regulations

- [Title VI of the 1964 Civil Rights Act](#)
- [Americans with Disabilities Act](#)
- [Affordable Care Act Section 1557](#)
- Title [22](#) and [28](#), California Code of Regulations
- [DHCS All Plan Letters](#) and Policy Letters
- Contracts (DHCS, Cal MediConnect)

Guidelines

- **Office of Minority:**
[Health Culturally and Linguistically Appropriate Standards](#)
- **National Committee for Quality Assurance:**
[Multicultural Health Care Distinction](#)

Understanding Culture

> CULTURE

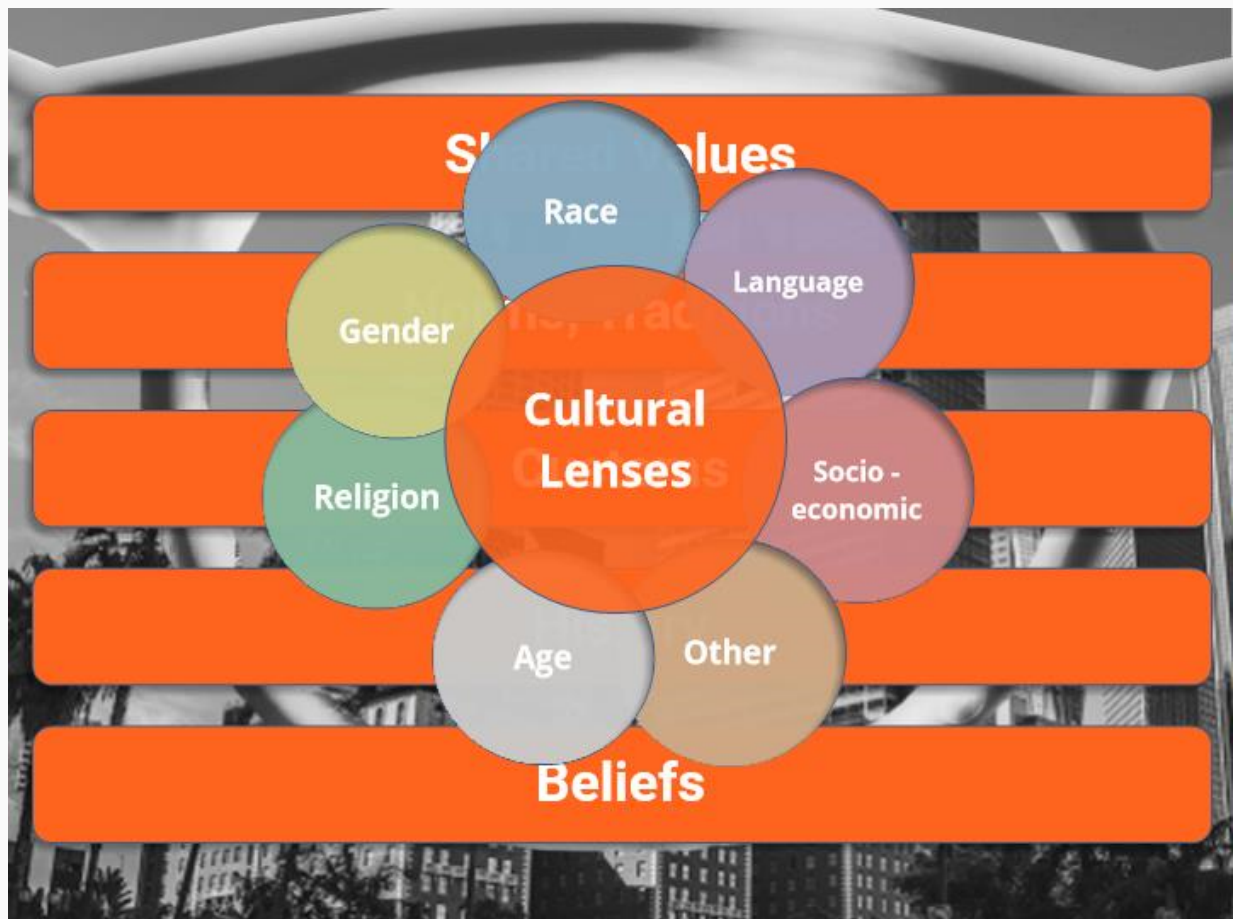
Understanding Culture

What Culture Is

Video must be viewed to continue.



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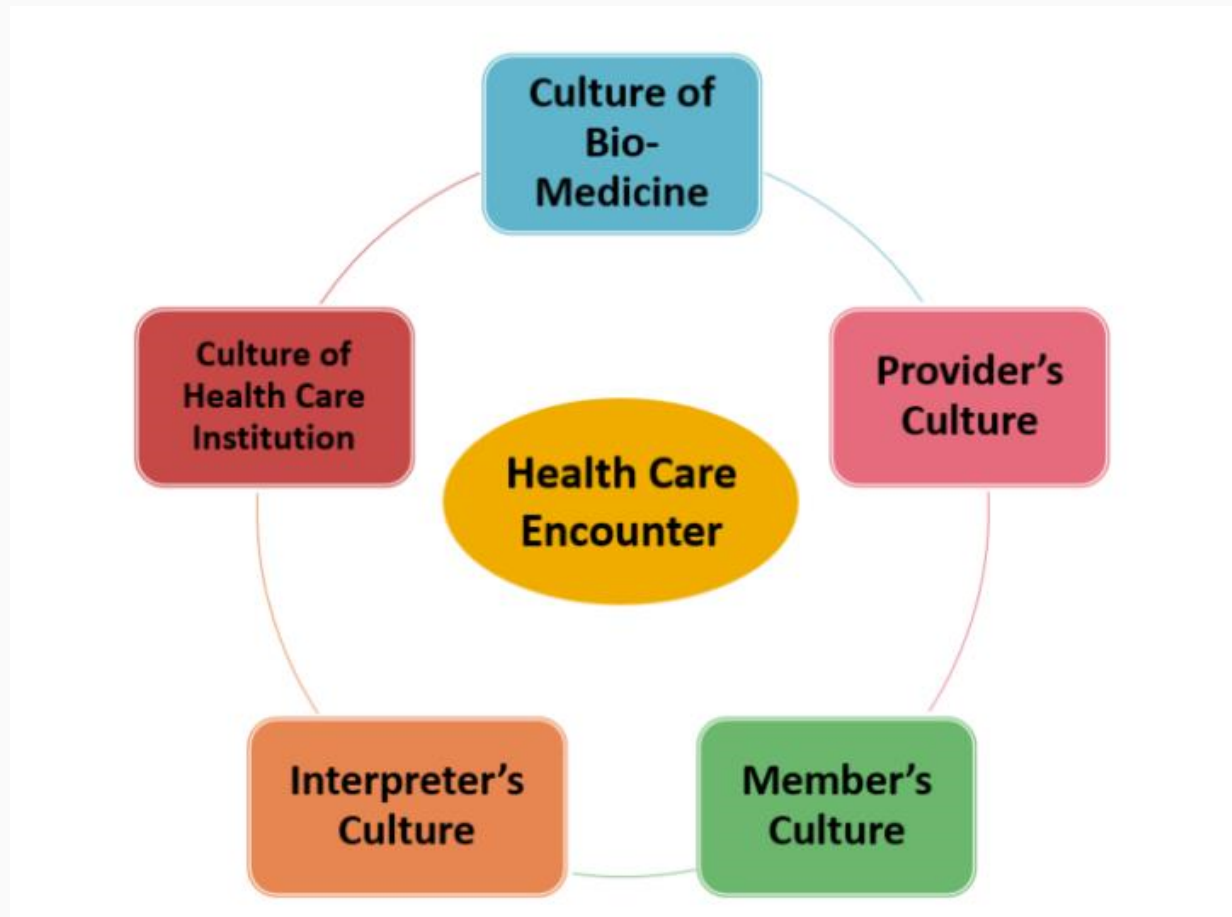
Complete the content above before moving on.

Culture refers to shared values, norms, traditions, customs, history, and beliefs that are held by a group of people. It is dynamic and fluid; changes based on the social context and over time. Individual's culture and life experiences influence the way he/she views and understands the world, including their perception of health and illness, interaction with health care, and treatment preferences.

Cultural Differences Relevant to Delivery of Health Care

Adapted from Industry Collaboration Effort

2017 Cultural Competency and Patient Engagement



Because each individual brings their cultural background with them to health care encounters, there are various cultures at work. At times, a health care encounter may reveal differences between the views held by western bio-medicine health care providers, and the views held by a member. For example, it is not unusual

to discover that a member has called up bio-medicine, religion or herbal medicine to solve a health issue. It is important to understand the member's diverse values, beliefs and behaviors so that care delivery could be tailored to meet the member's needs.

CONTINUE

Check each statement about culture you think is accurate.

☐

Culture is dynamic and fluid, it changes over time.

☐

Culture refers to shared values, norms, traditions, customs, history, and beliefs that are held by a group of people.

☐

Culture has impact on how people view health and illness and how to seek and interact with health care..

SUBMIT

CONTINUE

Summary

To be culturally competent doesn't mean you are an authority in the values and beliefs of every culture. It means you hold a deep respect for cultural differences and are eager to learn, and willing to accept, that there are many ways of viewing the world.

Okokon O. Udo PhD
Integrative Health and Wellness
Northwestern Health Science University

Cultural Competency

> COMPETENCY

Cultural Competency in Health Care

Cultural competency in health care refers to an ability to provide care that is respectful of members' diverse values, beliefs and behaviors, including tailoring care delivery to meet members' social, cultural, and linguistic needs.

Core Competencies

There are three core competencies that are critical in navigating the complexity of cultural differences. They are: self-awareness, knowledge, and skills.

1

Self-awareness is a process to gain awareness of how culture shapes who you are and other people.

2




Knowledge is learning about differences and the historical, societal, political, and religious influences that affect other people's world view. Knowledge can be enhanced by continuous learning.

3

Skills are to use awareness and knowledge in navigating the cultural differences. It can be built and improved through cross cultural encounters.

Knowledge Check

Complete the three core competencies that are crucial for navigating the complexity of cultural differences. Drag and drop items from the left side of the screen to the appropriate sentence snippets on the right side of screen. Once you have completed all three Drag & Drop challenges click the Submit button to check your answers.

 Self-awareness	is a process to gain awareness of how culture shapes who you are and other
 Knowledge	can be enhanced by continuous learning.
 Skills	can be built and improved through cross cultural encounters.

SUBMIT



Complete the content above before moving on.

> EXERCISE ONE

Self-Awareness Exercise One



Exercise

Now, let's move to the exercises to explore our self-awareness.

Here is the first exercise. Select each tab in order starting with **Part One**.

PART ONE

PART TWO

PART THREE

Please listen carefully to the following statements and make a mental note of your reactions to each statement.





PART ONE

PART TWO

PART THREE

Did you have any reactions to any of the statements?

What were your reactions?

Your reactions or opinion about these statements revealed the differences and similarities between your views and the views expressed in the statements. If you agreed, that means your values are similar to the statement. On the other hands, if you disagreed with statement, that means you may hold different values.



PART ONE

PART TWO

PART THREE

It is important to:

- Realize that our viewpoint is not be the only one.
- Accept and acknowledge without judgment that there are many ways of viewing the world.

Some views may be incompatible with your values which could evoke strong emotions and may push your button, especially if such views are expressed in a judgmental and condescending manner. Be aware that such conflicting values could affect your actions and may impede cross-cultural communication. Listen and accept the other person's view without judgment. Take every encounter, including a conflict, is an opportunity to learn more about other cultures and build your cultural competent skills.



Complete the content above before moving on.

Self-Awareness Exercise Two

> EXERCISE TWO

Self-Awareness Exercise Two



Exercise Two

Here is the second self-awareness exercise.

STEP ONE

STEP TWO

STEP THREE

Please close your eyes, relax and listen. You will hear descriptions of three different people. Try imagining these people in your mind. Don't worry. This is all in the privacy of your mind.





STEP ONE

STEP TWO

STEP THREE

What kind of an image came to your mind when you heard the first description? Did the image of the person change after you heard more descriptions? There is no right or wrong answer here.

This exercise is to demonstrate that we have assumptions; the images in your mind represent assumptions you have about each description that you heard.

In our daily lives, we base much of our interactions and understanding of other people and the world around us on assumptions.

STEP ONE

STEP TWO

STEP THREE

Assumption is a part of our mental filtering system to screen out the noise and extract meaningful information. It helps us gain knowledge and assess the circumstances quickly.

However, by definition, assumption is an act of accepting something to be true without proof. Oftentimes, assumptions are based on your world view and experiences that are created by the input we receive from different sources such as family, friends, environment, community, workplace, and the media.

So let's just remember that assumptions are not always accurate. Also, assumptions can turn into stereotypes, prejudice and discrimination if they are not kept in check.



Complete the content above before moving on.

Five Steps to Cultural Competency

> FIVE STEPS

Five Steps to Cultural Competency

Five Steps to Cultural Competency



There are five steps which we can follow on the path towards cultural competence.

Source: Cross Cultural Health Care Program (CCHCP)

Step 1

Awareness of Self and the Other



The first step is awareness of self and the other which we have explored using the two exercises.

This step creates an environment where conversation can start.

Step 2

Acknowledgement



The second step is acknowledgement.

This is to accept different views without judgment which leads to further conversation instead of confrontation.

Step 3

Honest Validation



The third step is honest validation.

Recognize that the other people's views and feelings are valid even if it is different from yours. Sincere honest validation is an empathic effort to understand the other person's views. This is a critical building block for creating trust for negotiation.

Step 4

Negotiation

The fourth step is negotiation.

Mutual meaningful discussions can take place when honest validation is made.

Step 5

Action: Choices and Options

Hopefully good negotiations will allow individuals to seek out options, choices that satisfy both parties to move forward.

Case Study

Read the case study carefully with the five steps in mind.

Five Steps to Cultural Competency

1. Awareness of Self and the Other
2. Acknowledgement
3. Honest Validation
4. Negotiation
5. Action: Choices and Options

Mr. Jones knows that his job is in jeopardy and he cannot take any more time off. He becomes frustrated and raises his voice and demands a better alternative suited for his situation.

The clinic is very busy and the staff member does not offers any solutions and disengage from discussion with him.

Mr. Jones negotiated with his boss and has managed to take a day off from work to take his son to a medical appointment at the clinic. The trip to the clinic took over a couple hours because complicated bus route and a several transfers.

Mr. Jones leaves with his son and without seeing a doctor.

Upon arrival at the clinic, a staff member looked at Mr. Jones' son's documents and determines that several components are missing. She informs him that they must return the next day with these papers.

Reflections

Let's examine the situation using the five steps of cultural competency starting with awareness of self and the other.

What is the staff member's current reality?

What assumption are being made about Mr. Jones?

What is the Mr. Jones's reality?

What assumption are being made about the staff member?

What could the staff member have done differently to acknowledge Mr. Jones' reality?

What could Mr. Jones have done differently to acknowledge the reality?

What would honest validation look like in this scenario?

What would be the shared preferred outcome of this scenario?

How can each person negotiate to achieve these outcomes?

What actions can be taken by each person to achieve the preferred outcome?

Summary

You have just completed a Case Study. Hopefully this practice will help you apply the 5 steps of cultural competency in a real life situation for successful cross-cultural encounters. Cultural competency is a skill that can be developed and improved with thoughtful reflection. In the next section we will review helpful tips you can apply to enhance your communication skills in the health care arena.

Cross Cultural Communication Skills

> CROSS CULTUR...

Cross Cultural Communication Skills (Tips)



Here are eight simple **tips** you can apply to enhance communications when providing services or care.

1

Build awareness of yourself and knowledge of the other

Keep biases in check



- 3 Ask open-ended questions
- 4 Listen with empathy
- 5 Practice attentive, active and affirmative listening
- 6 Be open to new information
- 7 Explain your own perceptions and knowledge
- 8 Treat people as individuals

Cross Cultural Considerations

There are a few other things to keep in mind when serving the diverse membership.

Beliefs about Health and Illness

Every member has their own view on wellness and approaches to healing. To develop a personalized care plan based on the cultural aspect, ask the member to explain his/her idea of health and illness, treatment preference, use of home remedies, and diet restrictions.

Navigating Healthcare System

Navigating the healthcare system could be challenging. Members may have limited experience with healthcare system and need help in understanding and accessing health care services.

Health Literacy Level

Health Literacy refers to the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions. There are many specialized vocabulary and jargon used in the health care and medical fields which could be difficult to understand. Use plain and non-technical language that is easy for members to understand.

Language Barriers

Limited English proficient members face language barriers when accessing health care services. There are ways to meet their language needs. We'll go over this topic in the next section."

Understanding Language Barriers

[> BARRIERS](#)

Understanding Language Barriers



Let's think about this for a second. Imagine that you became seriously ill in a place where you do not speak the language and do not know where to go to get care.

What would you do?

How do you find a clinic?

How do you explain your conditions to a doctor?

How would you feel about receiving a treatment that you do not understand?

You may feel uneasy, frustrated or maybe frightened.

Now think about our diverse member population. These could be the situations and challenges some of them may face when seeking care. Unaddressed language barriers can compromise quality of care and result in poor outcomes. This is why language assistance services are one of the key components of patient-centered care.

Removing Language Barriers

Roughly 40 percent of L.A. Care members have limited English proficiency. These members may encounter language barriers when seeking health care.

Please review policies and procedures on language assistance services at your organization or facility and be familiarize yourself with how to access the services.

1

24-hour, 7-days a week Interpreting services

2

Written member information materials in the member's threshold language

3

Auxiliary services and aids (e.g. TTY, American Sign Interpreter, large print, audio)

Qualified Bilingual Staff

- Qualified Bilingual Staff is proficient in speaking and understanding both spoken English, and at least one other spoken language, including any necessary specialized vocabulary, terminology, and

phraseology.

- Qualified Bilingual Staff can effectively, accurately, and impartially communicate directly with individuals with limited English proficiency in their primary language.
- If bilingual staff uses their non-English skills to assist members, they need to be assessed for their language proficiencies and such documentation should be kept on the file.



Qualified Interpreters

- Qualified Interpreters adhere to generally accepted interpreter ethics principles, including client confidentiality.
- Qualified Interpreters has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language.
- Qualified Interpreters is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology.
- If bilingual staff acts as interpreters, they need to be assessed for their language proficiency and interpreting skills and such documentation should be kept on the file.



Complete the content above before moving on.

Knowledge Check

Which of the following statements are true?

☐

A. Qualified Bilingual staff is proficient in speaking and understanding both English and at least one other language,

including any necessary specialized vocabulary, terminology and phraseology.

☐

B. Language assistance services could be provided by anyone who speaks another language.

☐

C. Interpreting services refers to provision of written informing materials in another format.

☐

D. Translation must be provided in threshold languages.

SUBMIT



Complete the content above before moving on.

Summary

- The language assistance services must be provided by qualified individuals at no cost to members.
- Regulations governing interpreters and bilingual staff have two sets of qualifications. These regulations are applied depending on how the language skills are used.
- If bilingual staff is providing language assistance services, their language proficiency must be demonstrated and appropriate qualification documents must be kept on file.

Working With Interpreters (Tips)



Working with Interpreters (Tips)



Here are some tips to make your member encounters with an interpreter go smoothly

1

Have a quick briefing with the interpreter prior to the appointment or call. This is an opportunity to inform the interpreter on the nature of the encounter.

2

An interpreted conversation requires more time. Plan accordingly and allow enough time for an appointment or call.

3

You are communicating with the member using an interpreter. So remember to greet the member first, face the member if it is a in-person encounter. Speak in the first person. There is no need to say "Tell the member that I said..." You can address the member directly.

4

Speak in a normal voice, not too fast or too loud.

5

Give information in small chunks and pause after a full short sentence for the interpreter.

6

Interpreters are trained in medical terminology; however, interpretation will be more smooth if you avoid acronyms, medical jargon and technical terms. Use basic and plain language.

7

Interpreter's job is to interpret everything you said. If there is anything should not be communicated to the member, refrain from saying it.

Sensitivity to Culture

> SENSITIVITY

Sensitivity to Cultural Differences Relevant to Delivery of Health Care Interpreting Services

All aspects of members' culture have impact on the interpreting services in healthcare settings. There may be different level of comfort with interpreting services and various interpreting technologies used. Please be respectful of members' needs and preferences of language assistance services while informing them of the importance of the qualified interpreting services and encourage the use of it.

- Member's cultural norm may affect their comfort level of having an interpreter at medical appointments
- Member's gender or religion may affect preference for interpreter's gender
- Member's familiarity level with technology may affect preference for type of interpreting services
- Members' geographical location, the size of the county may affect the accessibility and availability of interpreting services

Provider's Responsibilities

> PROVIDER'S

Provider's Responsibilities

As a provider you have the following responsibilities:

1

Post translated signage regarding no-cost language assistance services at the key points of contact

2

Offer no-cost qualified interpreting services

3

Do not imply, request, or require members to provide their own interpreters

4

Assess and qualify bilingual staff if their non-English skills is used to communicate directly with members or used as interpreters

5

Do not rely on:

- An adult accompanying a member to interpret or facility communication except for in an emergency or member specifically request it
- A minor accompanying a member to interpret or facility communication except for in an emergency

6

Document the following information in the medical record

- member's preferred language
- request or refusal of interpreting services

7

Refer members to culturally and linguistically appropriate community services

Cultural Competency A Practical View

> COMPETENCY

Cultural Competency - A Practical View



To be culturally competent doesn't mean that you will never encounter cultural bumps.

What it means is that you will be more aware of how and why cultural bumps happen while skillfully navigating them for best outcomes.

Ira SenGupta, CCHCP

Information on L.A. Care Cultural and Linguistic Services Services

[> INFORMATION](#)

C&L Resources and Contact



L.A. Care

Provider Manual

Please refer to the L.A. Care's provider manual to learn more about the C&L services, training, and resources and how to access them.

[PROVIDER MANUAL](#)

Contact L.A. Care's Cultural and Linguistic Services

If you have any questions contact L.A. Care
Cultural and Linguistic Services Unit by email:

CLStrainings@lacare.org

Please click on the "Post Assessment" button to complete this training.

Cultural Competency Post Assessment

Cultural Competency Post Assessment

Post Assessment Quiz

Question

01/05

1. Providing culturally and linguistically appropriate care:

- ☐ A. Increases members' satisfaction
- ☐ B. Improves healthcare outcomes
- ☐ C. Is compliant with regulatory requirements
- ☐ D. All of the above

Question

02/05

1. To be culturally competent is to: (Select all that apply)

☐

A. Hold a deep respect for cultural differences

☐

B. Eager to learn, and willing to accept, that there are many ways of viewing the world

☐

C. Be the authority in the values and beliefs of every culture

☐

D. Have an ability to provide care that is respectful of members' diverse values, belief and behaviors.

Question

03/05

3. What is the percentage of L.A. Care limited English proficient members?

☐ A. 10%

☐ B. 70%

☐ C. 40%

☐ D. 25%

Question

04/05

4. Is the following statement True or False?

It is strongly discouraged to use friends, family members especially minors as interpreters.

☐

True

☐

False

Question

05/05

5. When assisting a limited English proficient members,

- ☐ A. Speak louder
- ☐ B. Offer no-cost qualified interpreting services
- ☐ C. Use sign language
- ☐ D. Ask them to bring their own interpreter

Exit Course

To exit the tutorial click the **Exit Course** button.

EXIT COURSE