



Cultural Proficiency

Our Journey to Health Equity

This slide deck was adapted from an eLearning course with audio. The audio is being provided in the area below for you to read.

10/2022

Define



Overview

Welcome to Cultural Proficiency: Our Journey to Health Equity. The purpose of this course is to increase your knowledge of cultural proficiency and how it impacts the delivery of care.

At Trinity Health, it is our objective to honor and celebrate the diversity of cultures among our colleagues, clinicians, and communities and to be inclusive by supporting all people for the Common Good.

Welcome to Cultural Proficiency: Our Journey to Health Equity.

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Objectives

After you complete this course, you will be able to *(click each icon to view more)*:

DEFINE
Define cultural competence and cultural proficiency.

RECOGNIZE
Recognize the need for cultural competence and culturally proficient interactions and care.

IDENTIFY
Identify the key aspects of cultural proficiency.

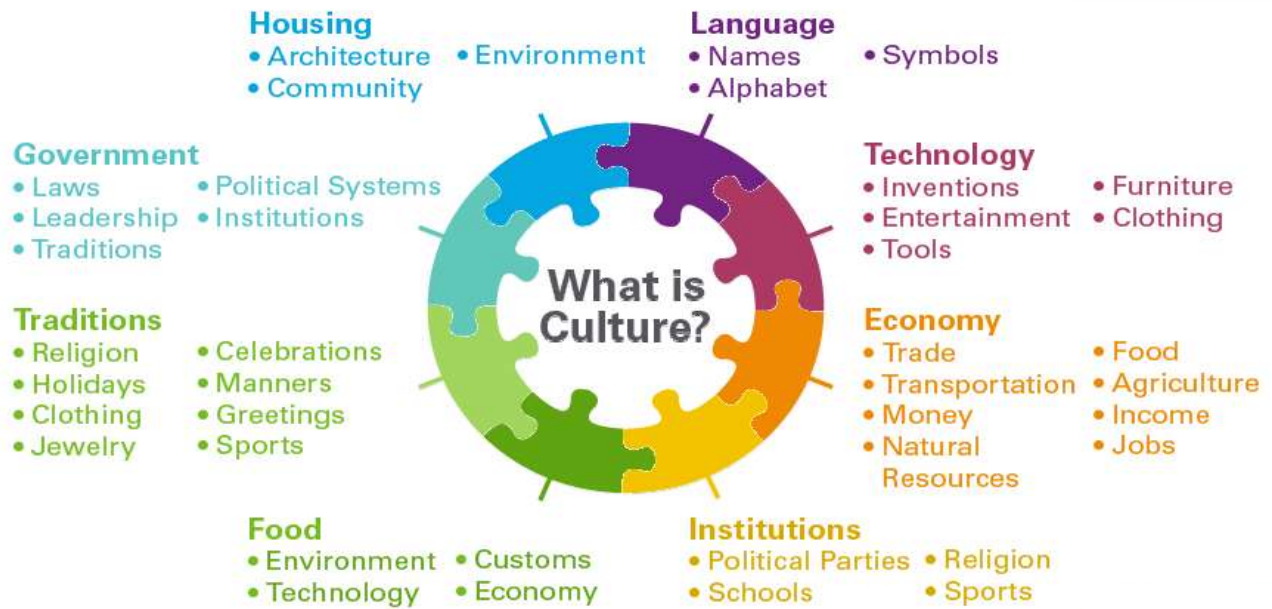
DESCRIBE
Describe what Race, Ethnicity and Preferred Language (REaL) data is and why it is important.

EXPLAIN
Explain culturally proficient ways that Trinity Health complies with related regulatory laws and standards.

After you complete this course, you will be able to:

- Define cultural competence and cultural proficiency.
- Recognize the need for cultural competence and culturally proficient care.
- Identify the key aspects of cultural proficiency.
- Describe what Race, Ethnicity and Preferred Language data (REaL) is and why it is important.
- Explain culturally proficient ways that Trinity Health complies with related regulatory laws and standards.

Define



Culture is a term whose meaning has evolved. Defining culture meaningfully in the context of health and care is challenging. It has become key to connecting our world, which is made up of so many ethnically diverse societies.

What is Culture?

According to the National Institutes of Health, culture encompasses the “personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups.”

Culture can include any of the aspects of what makes us who we are-our beliefs about reality, how people should interact with each other, what we “know” about the world, and how we should respond to the social and material environments in which we find ourselves.

Define

cul·tur·al com·pe·tence

/ˈkəlCH(ə)rəl/ adjective

/'kämpədəns/ noun

The ability for providers and organizations to effectively deliver health and wellness services that meet the social, cultural, and linguistic needs of patients.



The increasing diversity of the nation brings opportunities and challenges for health systems, and the individuals within those systems, to deliver culturally competent services.

Cultural Competence in health care is the ability for providers and organizations to effectively deliver health and care services that meet the social, cultural and linguistic needs of patients.

What does a culturally competent organization look like? And why is it so important?

Culture Competence

A culturally competent organization has the capacity to bring into its system many different behaviors, attitudes, and policies and work effectively in cross-cultural settings to **produce better outcomes.**

Cultural Competence in Health Care, Wen-Shing Tseng, Jon Streltzer.

A culturally competent organization has the capacity to bring into its system many different behaviors, attitudes, and policies and work effectively in cross-cultural settings to produce better outcomes

This means that health programs for community members must be developed with local beliefs and practices in mind. This requires that one recognizes cultural factors and the skills needed to interact with others.

Culture Competence



Primary health and care providers in the United States increasingly interact with patients of diverse cultures, races, and ethnic backgrounds.

Cultural competence provides many benefits for health professionals and health organizations. Social benefits include increased mutual respect between health workers and patients, increased trust, and promotion of patient responsibility and empowerment in their own health and wellness.

When we learn to understand others, we improve our chances of making things better in an increasingly multicultural world.

Recognize

Why is Cultural Competence Important in Health and Care?

- Improves health outcomes and the quality of care
- Contributes to the elimination of racial and ethnic health disparities.
- Provides relevant training on cultural competence and cross-cultural issues for health professionals
- Creates policies that reduce administrative and linguistic barriers to patient care.



Trinity Health aspires to reflect the diversity of the communities that we serve. By preparing and supporting a workforce that demonstrates the attitudes, knowledge and skills necessary to work effectively with diverse populations.

A culturally competent health system can help to:

- Improve health outcomes and quality of care
- Contribute to the elimination of racial and ethnic health disparities.
- Provide relevant training on cultural competence and cross-cultural issues to health professionals and
- Create policies that reduce administrative and linguistic barriers to patient care.

Cultural competence is a helpful starting point as we begin the journey to becoming Culturally Proficient.

What is Cultural Proficiency?

- Cultural proficiency is defined as the knowledge, skills, attitudes and beliefs that enable people to work well with, respond effectively to, and be supportive of people in cross-cultural settings.
- Culturally proficient health care uses a patient's language and culture as tools to improve outcomes for that individual and aligns with our Mission, Vision, and Core Values.



The changing demographic landscape in the United States provides a major reason why becoming Culturally Proficient has become critical to our organization.

Culture Proficiency influences how people relate to each other, colleagues and the community. It is defined as the knowledge, skills, attitudes and beliefs that enable people to work well with, respond effectively to, and be supportive of people in cross-cultural settings.

Culturally proficient health and wellness care, in particular, uses a patient's language and culture as:

- Tools to improve outcomes for that individual and
- Aligns with our Mission, Vision and Core Values

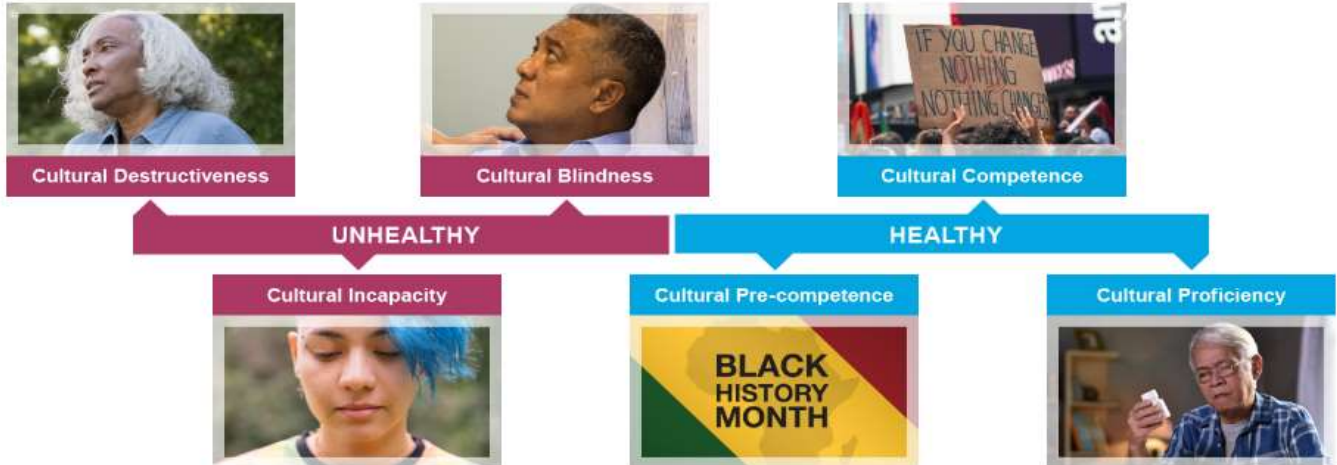
It is not solely the acceptance of cultural differences, but rather a

- Transformational process that allows you to acknowledge individuality and align with a group other than your own.
- All persons, regardless of linguistic or other cultural characteristics, deserve access to high quality health and care.

Cultural Proficient organizations connect better with the community they serve when they understand their needs.

Cultural Proficiency Continuum

A framework for developing values, behaviors, policies, and practices.



Cultural proficiency uses six points along a continuum that offers a model or framework for developing oneself, teams and organizations while seeking to address diversity.

These six points are identified along the journey to becoming Culturally Proficient. They provide unique ways of seeing and responding to differences. The first three points of the continuum

- Cultural Incapacity
- Cultural Blindness and
- Cultural destructiveness

are composed of unhealthy values, behaviors, policies and practices

The next three points are

- Cultural Pre-Competence
- Cultural Competence and
- Cultural Proficiency

and they represent the healthy individual values, behaviors and organizational policies and practices.

These levels can help to assess your current state and project the desired state creating a model that helps shift conversations.

Cultural Proficiency Continuum



Cultural Destructiveness

Health providers and systems engage in bigotry, exploitation, and other dehumanizing behaviors and practices toward persons of different cultures.



Cultural Incapacity

Health systems are unable to effectively work with patients from other cultures; culture bias, paternalism expressing an attitude of superiority, and stereotypes exist.



Cultural Blindness

The presumption is that all people are the same and that no bias exists. Policies don't recognize the need for culturally specific approaches to problem-solving and services are ethnocentric, encourage assimilation, and patients are blamed for their problems.

Learn more about the unhealthy points along the Cultural Proficiency Continuum.

Cultural Destructiveness

An elderly Black woman returns to the ER after previously being denied a cardiac examination by a White physician. She complained of chest pains and shortness of breath. During that visit she was sent home with a prescription for Benzonatate, a cough suppressant for a chronic cough. This is her third visit to the facility within the last 2 ½ weeks. Her cough has gotten worse and now the pain has moved to her back.

Fortunately for the patient this time, Dr. Rivera, the physician on-call, listened to the patient's complaints, and patiently asked questions. After he carefully assessed her responses, he then decided to have an EKG performed on her. It was determined the patient in fact was having a heart attack.



Cultural Destructiveness is the stage, when an organization has policies and procedures that are obstacles to a certain cultural group.

Discrimination in health care settings endangers people's lives through delays or denials of medically necessary care.

Read the scenario above.

Despite having a higher risk burden, African American women are less likely to receive adequate treatment or achieve adequate control of these risk factors than white women, even when patient characteristics were similar.

Cultural Incapacity

Genderqueer and nonbinary people have remained largely invisible in health research and studies.

Health experiences go well when the providers and staff use inclusive language, demonstrate their experience and education, and treat identity disclosure as routine.

A young Hispanic adult who identifies as genderqueer (not identifying as male or female) is admitted to the ED with severe stomach pains. Alanio is distressed and frustrated because they cannot articulate their needs in English. In excruciating pain, doubled over and crying, the need for relief is evident.

The physician is aware of the person's distress but feels helpless in her inability to use inclusive language and the correct pronouns. Dr. Johnson is unsure how to connect with the patient to ask the necessary questions in order to get to the source of the patient's pain.



Cultural Incapacity is the lack of capacity of systems and organizations to respond effectively to the needs, interests and preferences of culturally and linguistically diverse groups.

Read the scenario above.

Many of the healthcare facilities lack qualified interpreters and translators to help facilitate communication between English speaking patients and staff and there are inadequate resources to meet the special needs of a particular cultural segment.

Cultural Blindness

A Muslim patient was having a consultation with his physician regarding chemotherapy treatment for stomach cancer. He brought his cousin with him as an interpreter because he did not speak English. The oncologist assumed when the appointment was over the patient understood and was ready to begin as he nodded when the cousin spoke to him. Months went by, and the patient never returned for treatment.

Many months later, the patient returned to the oncologist's office with his daughter. At this point, there was not much that could be done as the cancer was in its advanced stages.

The daughter explained that her father did not come back for the treatment as it would interfere with his daily prayers.

The doctor assumed that the cousin from the original visit understood his medical terms and recommended processes, but the doctor had neglected to ask if they had any concerns.



During the Cultural Blindness stage, an organization is unbiased in their interactions with patients and treats everyone the same, regardless of race or ethnicity.

Read the scenario above.

The harm here is assuming that what works best for the dominant culture will also work for everyone else. Acting as if cultural differences do not matter or do not exist.

Cultural Proficiency Continuum



Cultural Pre-Competence
Health system is committed to using appropriate response to cultural differences, weaknesses are acknowledged, and alternatives are searched for.



Cultural Competence
Cultural differences are accepted and respected, continuous expansion of cultural knowledge and resources, and continuous adaption of services occur, continuous self-assessment about culture.



Cultural Proficiency
Cultural differences are highly regarded, the need for research on cultural differences and the development of new approaches to enhance culturally competent practice are recognized.

Learn more about the healthy stages of the Cultural Proficiency continuum.

Cultural Pre-Competence

Dr. Simmons, head of cardiac surgery, becomes aware that many individuals on staff are African American. In addition, the African American patient population the hospital serves makes up more than 50% of the patients served in their facility.

As Black History month approaches, he is concerned why the organization has no events planned to celebrate.

Dr. Simmons decides to become the executive sponsor to create an African American Colleague Resource Group that will organize monthly events to recognize their African American colleagues and patient population.



In this stage, a practice or organization recognizes its limitations in serving a particular cultural segment and begins to take steps to improve care for this population.

Read the scenario above.

Health Care Providers who make sincere efforts to become more multicultural realize the importance of serving ethnically and racially diverse groups and at serving a single ethnic population.

Cultural Competence

Karen, a pediatric nurse, witnesses protests and some violence in the streets on her drive into work. Opposing sides are reacting to the recent social injustices against refugees in the area. Karen wants her organization to offer support in solidarity with the community as many residents are cared for at the hospital.

She gathers support from hospital leaders and in turn a public statement is made to the organization in response to social injustice and inequality. The organization makes efforts to show support for all communities and creates initiatives to show partnerships to eliminate systemic barriers. Those initiatives include town halls, webinars, cultural observance days, and a mobile clinic.



During the Cultural Competence stage, a practice or organization accepts and respects cultural differences, and assesses its knowledge of culture and seeks to expand cultural resources.

Read the scenario above.

Culturally competent organizations are willing and able to better serve the needs of minority populations. They recruit culturally diverse employees and routinely provide cultural diversity training to staff. They are constantly assessing the quality of service they provide to minority cultures and are always striving to improve delivery of care to these patients and colleague relationships.

Cultural Proficiency

An elderly patient is being released from an inpatient hospital stay. He is nervous as he does not fully understand which medications to take and their costs; or how the physical therapy works; and his new meal plan may cost more than his income allows.

The physician, nutritionist, and a social worker all spend time individually with the patient prior to his discharge to go over in detail his treatment, health educational materials, and meal plans.

They provide their contact numbers and hours. He is ensured there will be regular check-ins from the clinical team, so he stays on the right track to better health.

In addition, a visiting nurse will come to his home regularly over the next several weeks to support the plan.



Cultural Proficiency is the final stage of the Cultural Proficiency continuum; during this stage Cultural Proficiency spills outside of the organization and into the community.

Trinity Health is constantly assessing the quality of service provided to minority cultures and are always striving to improve delivery of care to these patients.

Our Core Value Justice-fostering and building the right relationships with everyone allows us to be a Culturally Competent organization that is willing and able to adapt existing models of service to better serve the needs of minority populations and become Culturally Proficient.

Read the scenario above.

Support for cultural initiatives in the community and possibly lobbying for inclusive legislation or making charitable contributions to cultural interventions are recognized as models for striving to attain cultural proficiency.

Our Mission, Vision and Values inform our past, present and future and will endure.

Our Mission

We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Our Vision

As a mission-driven innovative health organization, we will become the national leader in improving the health of our communities and each person we serve. We will be the **most trusted health partner for life**.

Our Core Values

Reverence | Commitment to Those Who are Poor
Safety | Justice | Stewardship | Integrity



Understanding more about why our Mission, Vision and Core Values are so important to our Culture, and what we are doing across ministries to support everyone's deeper understanding can help reduce health disparities among patient populations that plague us today.

Uniting Together

We are committed to *listening to, partnering with, and making it easy for* our colleagues and those we serve to be their authentic selves without fear of judgment, prejudice, or inequitable treatment.



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Our Mission, Vision, and Core Values commit to Cultural Proficiency

- Consistent with our Core Values
 - Justice
 - Commitment to the poor and vulnerable
 - Safety
- The right thing to do
- Provide great care to all
 - Understanding unique perceptions of our patients
 - Recognizing our own unconscious biases
 - Being culturally sensitive
- Diversification is a central tenet of effective stewardship



Trinity Health is committed to increasing diversity and eliminating health disparities in the communities we serve-

We continue to promote inclusiveness, processes for learning about differences and for responding appropriately by becoming Culturally Proficient.



Population Health Management Learning Series, Session 2: What Matters Most
Diversity and the Care Experience



Video: Click to play and watch a video as to Why is it important that we ensure that our Missions, Vision, and Core Values commit to Cultural Proficiency?



Living Our Values and Actions eLearning, Core Value: Reverence



Video: Our Core Values represent our deeply held beliefs. Click to play and watch a video that shows how our Core Value Reverence aligns with our journey to becoming Cultural Proficient.



Living Our Values and Actions eLearning, Core Value: Justice



Video: Our Mission and Vision allows us to be vigilant in ensuring that our patients are receiving the care that we have committed to. Click to play and watch a video that shows how our Core Value Justice allows us to foster and nurture relationships to promote the common good.

Five Essential Elements to Become Culturally Proficient



Today there is recognition that we increasingly live in a multicultural world with an emphasis on improving health and wellness and controlling costs.

There are five essential elements that contribute to the ability to become culturally proficient; and provide the standards for individual behavior and organizational practices.

1. Valuing diversity and practicing cultural intelligence.
2. Having the capacity for cultural self-assessment.
3. Managing the dynamics of difference.
4. Having institutionalized cultural knowledge.
5. Having developed adaptations to service/curriculum delivery reflecting an understanding of cultural diversity.

Six Reasons Why Cultural Proficiency is Important



The National Center for Culture Competence has identified six reasons for why Cultural Proficiency is important. It allows you to:

1. Respond to current and projected demographic changes.
2. Eliminate long-standing disparities in the health status of people of diverse, racial, ethnic and cultural backgrounds.
3. Improve the quality of services and primary care outcomes.
4. Meet legislative regulatory and accreditation mandates.
5. Gain competitive edge in the marketplace.
6. Decrease the likelihood of liability /malpractice claims.

In today's era, Cultural Proficiency is a Must Do that aligns with our Core Values and allows us to steward resources that could be reinvested in the communities we serve while fulfilling our Mission and Vision.

The Key Aspects of Cultural Proficiency

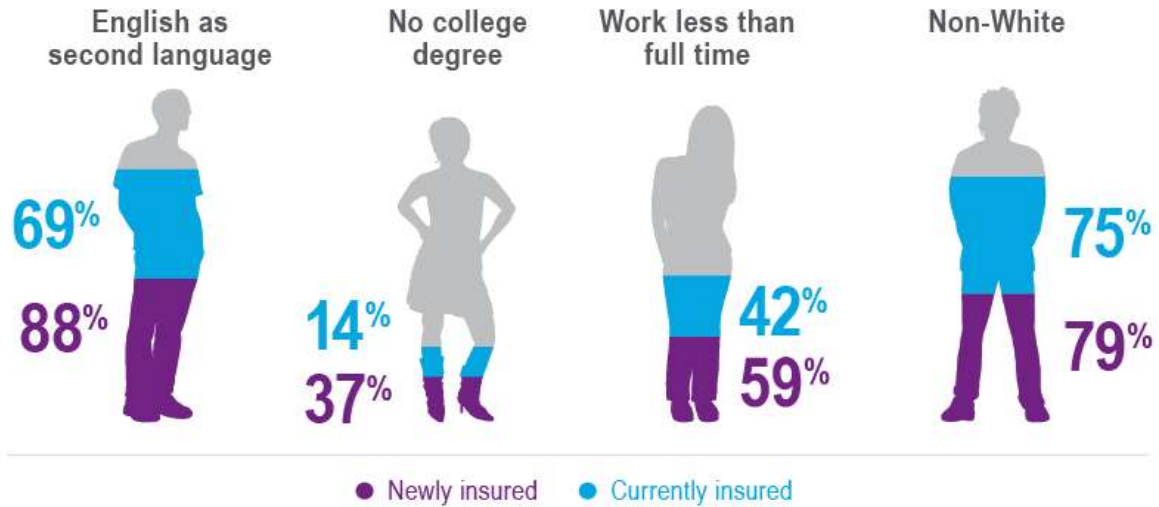


Key aspects of Cultural Proficiency recognize that Professionals bring their own culturally diverse backgrounds into the professions, and this diversity can influence the effectiveness of communication and collaboration on behalf of patients.

Because social and economic change is coming faster and faster, organizations are understanding the need for culturally competence in order to become Culturally Proficient.

The challenge of working together on behalf of others requires understanding different professional cultures, languages, and expectations.

The Key Aspects of Cultural Proficiency



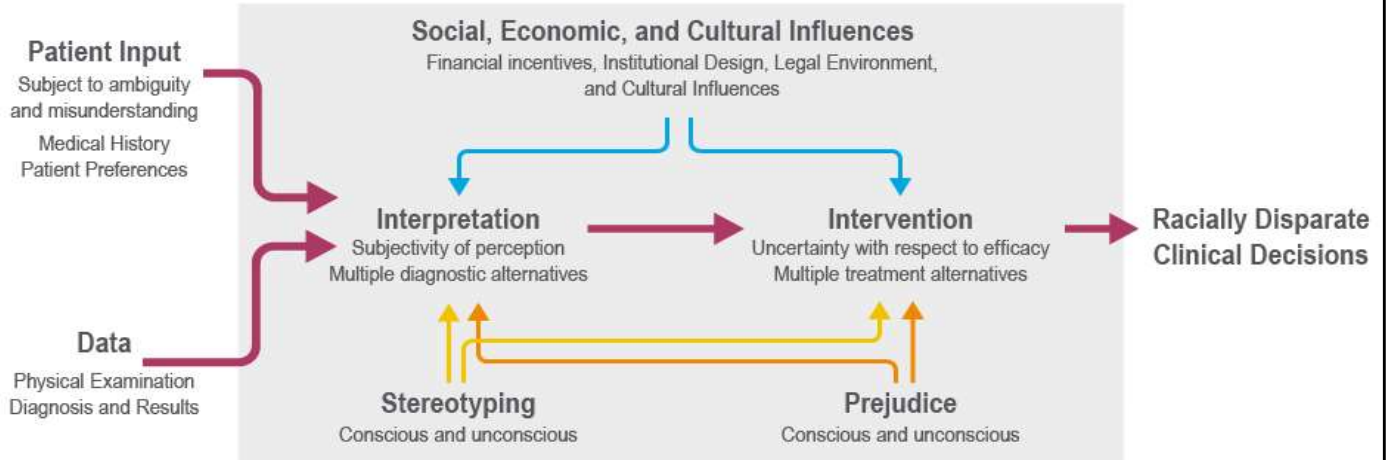
Studies show that new entrants to the workforce and communities increasingly will be people of color, immigrants, and white women because of birth rates and immigration patterns.

Our patients are more likely to be single, non-white, not have a college degree, work less than full time, and not speak English as their first language.

When a Member's culture is excluded from consideration, we end up with inequality or health disparities.

What are Health Disparities?

Health care disparities are the differences in health and health care between groups that are closely linked with social, economic, and environmental disadvantage.



Health disparities are the differences in health and wellness between groups that are closely linked with social, economic, and environmental disadvantages.

Different languages may be the most obvious barrier to effective communication, but social inequities and complex health and social needs are all social influences of health.

What Causes Health Disparities?

- Social, economic and environmental factors
 - Lower income groups
 - Environment - water, air quality
- Barriers to health care
 - Health insurance
 - Transportation
 - Language
 - Literacy
- Differences in quality of health care
 - Different treatments



Health is not shaped only by biology, but also where we live, work and play. It is increasingly important to address health disparities as the population becomes more diverse.

Factors that lead to Health Disparities is often caused by differences between groups in:

Social, economic and environmental factors:

- Lower income groups
- Environment, such as water and air quality

Barriers to health care, such as:

- Health insurance
- Transportation
- Language and
- Literacy

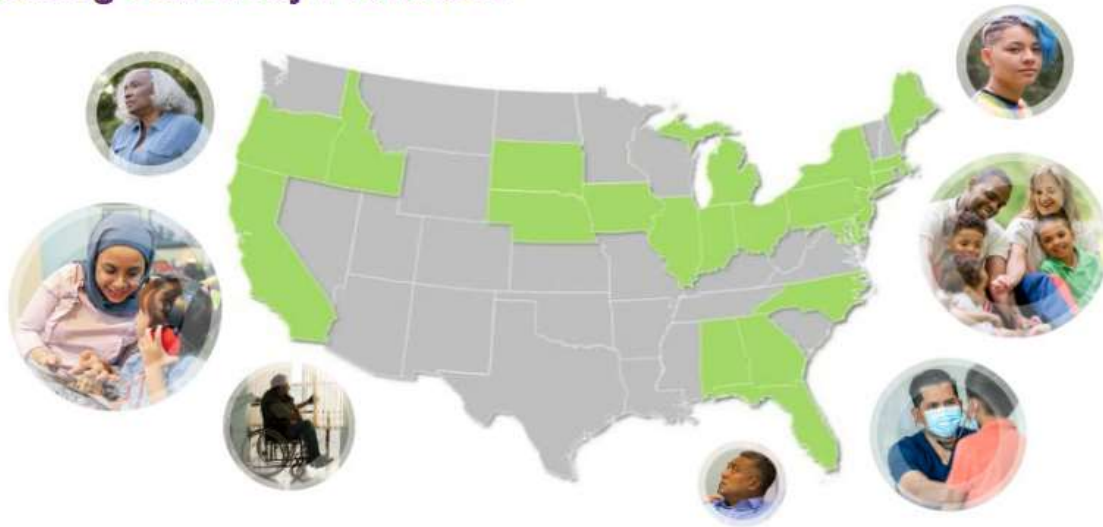
Differences in quality of health care

- Different treatments

These differences can be credited to mistrust of the health system due to numerous historical treatment outcomes as well as language and literacy barriers.

On our journey to becoming Culturally Proficient, Trinity Health changes how colleagues think about other cultures, how they communicate, and how they work together.

Becoming Culturally Proficient



Across Trinity Health, we serve a greatly diverse Membership that expects us to consider each Member as an individual and discuss care appropriately to ensure that their cultural expectations have not only been considered, but also heard and incorporated into their care.

On our journey to becoming Culturally Proficient, we will change how colleagues think about other cultures, how they communicate, and how they work together.

Recognizing health equity requires valuing everyone equally with focused and ongoing societal efforts to address avoidable inequalities, and historical and contemporary injustices.

The Key Aspects of Cultural Proficiency

cul·tur·al norms

/ˈkəlCH(ə)rəl/ adjective

/nôrm/ noun

Agreed upon expectations and rules by which a Culture guides the behavior of its members.



The United States is a “mixing pot” of many different cultures, beliefs, and backgrounds. As such, certain “norms” have developed over the years and can be used by people from all different backgrounds. As such, certain “norms” have developed over the years and can be used by people from all difference backgrounds.

Cultural Norms are the agreed upon expectation and rules by which a Culture guides the behavior of its members.

The Key Aspects of Cultural Proficiency

Cultural Norm Differences

- Privacy
 - Private or openly shares
- Access to Information
 - Right to know or information withheld
- Sick Care Practices
 - Biomedical or Spiritual
- Family Role in Care
 - Family or Health Care Team
- Pain Reaction
 - Inward or Outward
- Food practices
 - Tolerable or Intolerable



It is important to do your due diligence to understand any Member populations unique to your Ministry.

When considering cultural norms, there are numerous things to keep in mind.

Every group of people belongs to at least one culture, but it is important to understand cultural expectations and read body language for subtle cues on what to expect.

What is REaL data?

Data collected on patients' Race, Ethnicity and Language to study health care processes and optimize outcomes.



1. Which category best describes the patient's race?

- American Indian/Alaskan Native
- Asian
- Native Hawaiian or Other Pacific Islander
- Black or African-American
- White/Caucasian
- Other

2. Which category best describes the patient's ethnicity?

- Hispanic or Latino or Spanish origin
- Not Hispanic or Latino or Spanish origin

3. What is the patient's preferred language?

- English
- Spanish
- Other

There is much progress yet to be made in ensuring that all patients are treated with equal respect and dignity.

REaL data collection is to improve the quality of care and outcomes for all patients. Collecting data on patient Race, Ethnicity, and Language (REaL) is an important first step in reducing health disparities. One of the most important rationales for collecting race and ethnicity information directly from patients is that you get to create holistic view of the patients. This encourages efficient communication between physicians and patients and increases the overall quality of patient care providing deeper insights into specific conditions.

REaL data establishes a baseline for culturally proficient interactions



To help assure quality care for all, federal mandates have been issued requiring the capture of information on race, ethnicity and language data as self-reported by patients or their caregivers.

New regulations from The Joint Commission, the Affordable Health Care Act, and Center for Medicare and Medicaid Service require hospitals to identify and address these social influencers of health.

The result is that all patients having examinations or procedures performed at a hospital will be asked questions related to REaL. By collecting this information, the federal government believes that it can improve the quality of care for patients served.

Culturally Proficient Ways Trinity Health Complies:

The Office of Minority Health

Is dedicated to improving the health of racial and ethnic minority populations through the development of health policies and programs that will help eliminate health disparities.

The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards) aim to improve health care quality and advance health equity by establishing a framework for organizations to serve the nation's increasingly diverse communities.



**THINK
CULTURAL
HEALTH**



Trinity Health brings together knowledge about different groups of people and transforms it into standards, policies, and practices that work for the entire workforce.

There are several external regulatory organizations that guide the work of Cultural Proficiency. The two main organizations that help guide Trinity Health are the Office of Minority Health and The Joint Commission.

The Office of Minority Health is dedicated to improving the health of racial and ethnic minority populations through the development of health policies and programs that will help eliminate health disparities. The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards) aim to improve health care quality and advance health equity by establishing a framework for organizations to serve the nations increasingly diverse communities.

Culturally Proficient Ways Trinity Health Complies:

The Joint Commission

The Joint Commission has made several efforts to better understand individual patients' needs and to provide guidance for organizations working to address those needs. The Joint Commission first focused on studying language, culture, and health literacy issues. The scope has been expanded to include the broader issues of effective communication, cultural competence, and patient and family-centered care.

The mission of the U.S. Department of Health & Human Services (HHS) is to enhance and protect the health and well-being of all Americans.

It is important that we continue to look to the national CLAS standards to design and implement policies and procedures to foster diversity and inclusion, and ensure new staff are provided with training and other support necessary to work with culturally diverse communities.



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Improved Patient Satisfaction and Outcomes



When health workers at all levels of care are given the tools and training they need to become Culturally Proficient, improved patient satisfaction and outcomes are the inevitable result.

Think Cultural Health as we continue along our journey to becoming Culturally Proficient.

Summary

- Define cultural competence and cultural proficiency.
- Recognize the need for cultural competence and culturally proficient care.
- Identify the key aspects of cultural proficiency.
- Describe what Race, Ethnicity and Preferred Language data (REaL) is and why it is important.
- Explain culturally proficient ways that Trinity Health complies with related regulatory laws and standards.



In this course, you learned how to:

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Cultural Proficiency

Our Journey to Health Equity

Thank You!

Thank you and this ends our course on Cultural Proficiency.