Cultural Competency & Seniors and Persons with Disabilities (SPD)

Provider Training
Agenda

• CenCal Health Membership Demographics

• Providing Cultural Competent Care & Cultural and Linguistic Services Program (CLSP)

• Language Assistance Resources & Regulations

• Sensitivity Training for Communicating with Seniors and Persons with Disabilities (SPD) members

Provider Services Department
(805) 562-1676
providerservices@cencalhealth.org
CenCal Health Membership Demographics

Membership Total By County
Total CenCal Health Membership
183,879 (2020)
CenCal Health Membership Age Group

Members by Age Group

- 0-5
- 6-11
- 12-21
- 22-44
- 45-64
- 65+
Members Ethnicity
Members’ Preferred Language

Languages spoken:
- 65% English
- 34% Spanish
- 1% Other

<table>
<thead>
<tr>
<th>Language</th>
<th>Member Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>118,682</td>
</tr>
<tr>
<td>Spanish</td>
<td>63,202</td>
</tr>
<tr>
<td>Unknown</td>
<td>1,014</td>
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<tr>
<td>Vietnamese</td>
<td>222</td>
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<tr>
<td>Chinese</td>
<td>183</td>
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<tr>
<td>Arabic</td>
<td>144</td>
</tr>
<tr>
<td>Tagalog</td>
<td>113</td>
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<tr>
<td>Korean</td>
<td>94</td>
</tr>
<tr>
<td>Russian</td>
<td>71</td>
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<tr>
<td>Parsi</td>
<td>50</td>
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<tr>
<td>Sign Language</td>
<td>23</td>
</tr>
<tr>
<td>Samoan</td>
<td>21</td>
</tr>
<tr>
<td>Cambodian</td>
<td>15</td>
</tr>
<tr>
<td>Portuguese</td>
<td>11</td>
</tr>
<tr>
<td>Thai</td>
<td>7</td>
</tr>
<tr>
<td>Lao</td>
<td>6</td>
</tr>
<tr>
<td>French</td>
<td>5</td>
</tr>
<tr>
<td>Ilocano</td>
<td>5</td>
</tr>
<tr>
<td>Japanese</td>
<td>4</td>
</tr>
<tr>
<td>Italian</td>
<td>2</td>
</tr>
<tr>
<td>Armenian</td>
<td>2</td>
</tr>
<tr>
<td>Hebrew</td>
<td>1</td>
</tr>
<tr>
<td>Polish</td>
<td>1</td>
</tr>
<tr>
<td>Turkish</td>
<td>1</td>
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<tr>
<td>Grand Total</td>
<td>183,879</td>
</tr>
</tbody>
</table>
Members’ Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
<th>Total (July 2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Members</td>
<td>86,724</td>
<td>97,155</td>
<td>183,879</td>
</tr>
<tr>
<td>Percent of Total</td>
<td>47%</td>
<td>53%</td>
<td></td>
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</table>
Providing Cultural Competent Care
National Center for Cultural Competence:

“Cultural competence in health care describes the ability of systems to provide care to patients with diverse values, beliefs and behaviors, including tailoring delivery to meet patients’ social, cultural and linguistic needs.”

What is Health Literacy and Why is it important?

The Patient Protection and Affordable Care Act of 2010, Title V, defines health literacy as the degree to which an individual has the capacity to obtain, communicate, process and understand basic health information and services to make appropriate health decisions.


• Nine out of 10 adults struggle to understand and use health information when it is unfamiliar, complex or jargon-filled.

• Affects an individual’s ability to:
  ✓ understand health information and communicate with their providers.
  ✓ engage in self-care and chronic disease management.
  ✓ navigate the healthcare system.
What is Health Literacy (continued)

Health literacy is the ability of individuals to understand health information.

Factors Affecting Health Literacy is dependent on:
• The communication skills of health care professionals
• Culture

Health literacy is not:
• Plain language
• Cultural competency
Who is a Patient with Limited English Proficiency (LEP)?

Limited English proficiency (LEP) is a term used to describe individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Currently, 38 million people in the United States—roughly 12.5% of the population
How Can I Recognize a LEP Patient?

LEP patient might:
• Speak to the bilingual receptionist in Spanish (or other non-English language).
• Have their child/friend/family member call to make their appointment.
• Ask few questions and avoid initiating conversation
• Have difficulty filling out paperwork.
• Nod or simply say “yes” to most questions or comments.
• Give unusual or inconsistent answers
Effects of Language on Health Status

LEP patients:
• Encounter significant disparities in access to health care
• Are less likely to have a consistent source of care (PCP)
• Are more likely to receive unnecessary diagnostic tests
• Suffer more serious adverse outcomes from medical errors and drug complications
• Are more likely to miss appointments
• Make less use of preventive care
The Importance of Using Qualified Interpreters

LEP patients:

- Improve communication, meet member needs and ultimately better outcomes
- Expand cultural awareness
- Increase member & provider satisfaction
- Comply with state law and contract requirements
Who is a Qualified Interpreter?

An individual who has:
• Documented and demonstrated proficiency in both English and the other language;
• Fundamental knowledge in both languages of health care terminology and concepts relevant to health care delivery systems; and
• Education and training in interpreting ethics, conduct and confidentiality.
Please do not use family or friends to interpret

- Unfamiliar with medical terms and concepts
- Family or friends may “filter” information incorrectly
- Causes confidentiality issues
- Patient may withhold important information due to family/friend in the room
- Children should never be used
- Patients have the right NOT to use family or friends as interpreters
CenCal Health believes in the importance of providing services in the language of choice for our membership. We recognize the importance of clear communication with your patients and we are committed to assisting you through telephonic, and our new video remote interpreting service options with our Certified Language Interpreter (CLI) operator.
CenCal Health ensures interpreting services to all eligible CenCal Health members:

- Interpreting is available in over 200 languages free of charge
- Phone/Video interpreting is not required. Face-to-Face is available for ASL members
- Phone Interpreters are available 24 hours a day, 7 days a week
- CenCal Health recognizes that face-to-face interpreting is an important option for interaction and understanding complex situations
Ensuring Compliance

• Document a member’s request or need for interpreter services and their primary language in the medical chart
  o Make it easily resourceful for your medical staff to reference during visits

• If a member declines (refuses) interpreter services, document this in the member’s medical chart. We highly recommend that a family member/friend not interpret medical appointments

• Ensure that bilingual staff that provide interpreter services have been assessed and are capable of health care interpreting

• Offer handouts and health education materials in member’s primary language
General guidelines for CenCal Health’s Interpreting Services:

• It’s the responsibility of the provider to request interpreter services, **not the Member** and appointments should remain scheduled

• Providers should continue to use “Voice-only” Interpreting (telephone service) whenever possible

• PCPs should continue to staff their own Spanish Interpreters (except if they do not offer it for urgent care services)

• Video and phone interpreting is available in a variety of languages

• Video for American Sign Language (ASL) is available anytime for all provider types

• All providers will need to supply their own device (laptop, tablet, phone etc.) for these services. CenCal Health will not provide these devices

• Do not use a member’s phone for video or phone interpreting services

• Do not give members your provider login or password for this service

• Do not pre-schedule video interpreting services in advance as appointments may change
Here are a couple of recommended ways to offer interpreter services:

- Offer our point chart and see what their language of choice is to determine a member's language of choice.

- Video Remote Interpreting (VRI) allows a member to point to the language they speak.

https://www.cencalhealth.org/providers/cultural-linguistic-resources/
Phone Interpreting Services

From the moment you place a request with Certified Language Interpreter (CLI) operator, you are immediately connected to a professional interpreter.

Follow these easy steps to connect to a telephonic interpreter in more than 200 languages:

1. **Step 1. DIAL:** 1.800.CALL.CLI or 1.800.225.5254
2. **Step 2. Choose Language**
   - Provide customer code 48CEN
   - Provide Provider NPI and Member ID#
3. **Step 3. Connect**
   - The operator will connect you promptly.
CenCal Health offers Video Remote Interpreting (VRI)

Requirements:
• Available to contracted CenCal Health providers
• CenCal Health eligible members
Provider Access

**VRI Web Address:** cencalhp.cli-video.com

**VRI Access Code:** 48cencalhp

Or call Member Services 1 (877) 814-1861
Resources

• VRI User Guide – Access Steps & Tech Support Contacts
• Remote Interpreting Language List
• Provider Manual, Language Assistance Program (Section N)
• Online resources and CLI phone & Video Remote Interpreting training videos

cencalhealth.org/providers/cultural-linguistic-resources/

Cultural & Language Program Coordinator
CenCal Health, Member Services Department
(877) 814-1861
Sensitivity Training for Communicating with Seniors and Persons with Disabilities (SPD) members
Seniors and Persons with Disabilities (SPD) Population

5%

Seniors & Persons with Disabilities
Americans with Disabilities Act (ADA)

• Federal Civil Rights Law passed in 1990

• Protects persons with disabilities, similar to protections on the basis of race, color, sex, national origin, age, and religion

• Ensures equal access to employment, public services, public accommodations, transportation, and telecommunications
Disability is defined by the ADA as:

- Physical or mental impairment that substantially limits one or more major life activities; or

- Record of a physical or mental impairment that substantially limited a major life activity; or

- Being regarded as having such an impairment
The ADA Ensures Equal Access To:

- Public Accommodations
- Employment
- Public Services
- Tele-communication
## Tips for interacting with SPDs

<table>
<thead>
<tr>
<th>Acceptable – Neutral*</th>
<th>Unacceptable - Offensive</th>
</tr>
</thead>
<tbody>
<tr>
<td>She <em>has</em> a disability; she <em>is</em> a person with a disability</td>
<td>She <em>is</em> disabled; handicapped; crippled</td>
</tr>
<tr>
<td>He <em>has</em> cerebral palsy</td>
<td>He <em>is</em> afflicted with; stricken with; suffers from; a victim of cerebral palsy</td>
</tr>
<tr>
<td>She <em>has</em> a congenital disability</td>
<td>She <em>has</em> a birth defect</td>
</tr>
<tr>
<td>He <em>uses</em> a wheelchair; has a wheelchair</td>
<td>He <em>is</em> confined to a wheelchair; wheelchair bound</td>
</tr>
<tr>
<td>She <em>has</em> a developmental disability; intellectual disability</td>
<td>She <em>is</em> retarded; slow</td>
</tr>
<tr>
<td>She <em>is</em> an older person with a disability</td>
<td>She <em>is</em> frail</td>
</tr>
<tr>
<td>He doesn’t <em>have</em> a disability</td>
<td>He <em>is</em> normal; whole; healthy; able-bodied</td>
</tr>
</tbody>
</table>

*Always subject to change and continuing debate ~ Harris Family Center for Disability and Health Policy*
Tips for interacting with SPDs

- **Relax**
  - If you are not sure, ask.
  - Using common terms is OK.

- **Be Aware of Surroundings**
  - Describe potential obstacles.
  - Adjust to their level.

- **Listen Attentively**
  - Do not finish their sentences.
  - Do not pretend to understand.

- **Ask Before Helping**
  - Do not grab.
  - Offer your arm for balance.

- **Speak to the Person**
  - Face the person when using an interpreter.
  - Talk directly to the person.

- **Focus on the Person**
  - Disabilities do not define a person.
  - Assume a person can do it.
Tips for interacting with seniors

Use Formal Greetings

Use "Mr." or "Mrs."
Do not use "Dear" or "Sweetheart."

Speak with Care

Enunciate and make eye contact.
Talk louder only when asked.
Try not to use jargon, acronyms and abbreviations.

Be Kind

Avoid Interrupting.
Imagine they are a friend.
Improving Communication with SPD Patients

1) Interpreter services
2) Assistive Listening Devices
3) Text messaging
4) California Relay Service
5) Patient materials
   • English and other languages
   • Easy to understand
   • Large print
   • Audio
   • Video

Easy-to-Read Materials:
• Standard fonts
• 2-syllable words
• 10-15 words/sentence
• 3-4 sentences/paragraph
• Headings
• Bullets
• Action-oriented
Ed Roberts acquired polio in 1954 at age 14 and became paralyzed from the neck down. The attending physician told his mother, “You should hope he dies.”

Known as “The Father of the Independent Living Movement,” he co-founded the World Institute on Disability in Berkeley, CA. Mr. Roberts started the first independent living center in the US in the 70’s... there are now about 500 across the U.S.

“Disability is a part of life. Some of us are going to get it young, and some of us are going to get it old.”
~Ed Roberts (1939-1995)
Questions?
Additional Trainings and Tools

• National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care: https://www.thinkculturalhealth.hhs.gov/clas

• CenCal Health Website
  • Cultural Competency and Health Literacy
  • Cultural & Linguistic Resources
    https://www.cencalhealth.org/providers/cultural-linguistic-resources/
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