



Culture Care Connection: Addressing the Cultural Diversity of Patients and Staff

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Stratis Health

Background

- Reducing clinical disparities
 - Diabetes care in AA population
- Improving cultural competency
 - Culture Matters initiative
- Understanding barriers to access
 - Focus groups with the U of M
 - Statewide survey
- Establishing partnerships
 - MN Diabetes Collaborative
 - MN Health Literacy Partnership



In Minnesota, it's true ... 'The Times They Are A-Changin'!

*And don't criticize
What you can't understand
Your sons and your daughters
Are beyond your command
Your old road is
Rapidly agin'.
Please get out of the new one
If you can't lend your hand
For the times they are a-changin'.*

Bob Dylan 1964



Did you know?

- In the Metro area, between 2005 and 2015, the population is expected to grow only 3% while minority populations are predicted to almost 33%
- For this same time period, Hispanic populations are predicted to increase almost 64%
- 36% of Minnesota's minority population is foreign born and may have limited English proficiency
- Rate of uninsured in the White population in 2007 was at 6%, but as high as 19% in minority populations

Sources: Minnesota State Demographic Center and Minnesota Department of Health

What is Culture Care Connection?

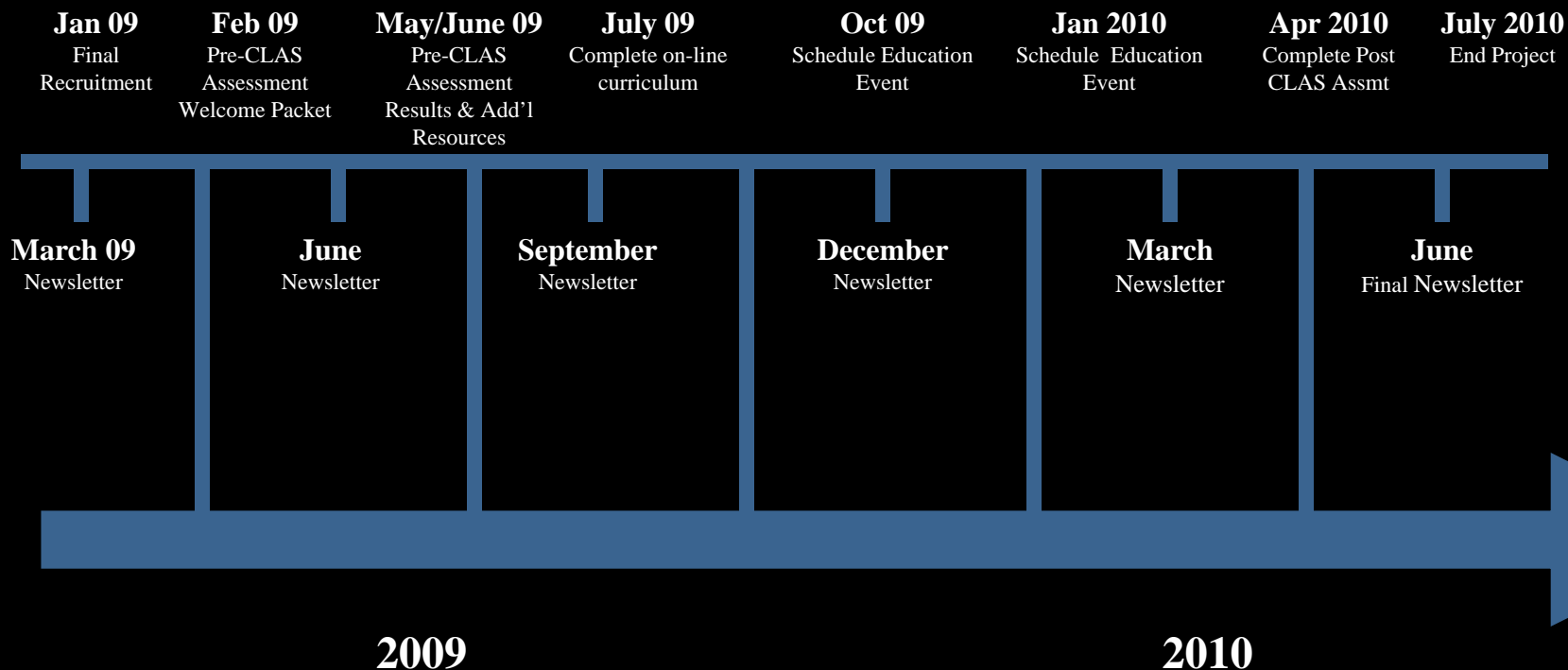
- Clinic initiative
 - Goal: Provide guidance, resources, and tools to increase cultural awareness in the Minnesota health care community
 - 22 participating sites
 - Clinics, Public Health Agency
 - 18 month initiative
- Culture Care Connection website
 - Goal: Help Minnesota health care organizations meet the unique and growing needs of Minnesota's diverse populations

Culture Care Connection Participating Sites (22)

- Bloomington Public Health (non-clinic participant)
- CentraCare
 - MidMinnesota
 - Women & Children Clinic
- Cook Area Health Services
- HealthEast Health System
 - HealthEast Roselawn
- **Hennepin Faculty Associates**
- Fairview Health System
 - Fairview Bass Lake
 - Fairview Maple Grove
 - Fairview Rogers
- Mayo Health System
 - St. James Medical Center Clinic
- Merit Care
 - MeritCare-Bemidji
- Migrant Health Service
- Neighborhood Health Care Network
 - Annex Teen Clinic**
 - Community University Health Care
 - Face to Face Health & Counseling
 - Neighborhood Involvement Program
 - NorthPoint Health & Wellness Center
 - Open Cities Health Center
 - West Suburban Teen Clinic
- Sanford Health
 - Sanford Clinic, Mountain Lake
 - Sanford Clinic, Windom
- United Family Medicine, St. Paul

Culture Care Connection 2009-2010

TIMELINE



**Dates are tentative and subject to Change*





Culture Care Connection Tools and Resources

Clinic Initiative

- Quarterly Culture Care Connection newsletter
- Pre-CLAS Assessment/Post-CLAS Assessment
- Quality Improvement Plan of Action
- Online Curriculum – www.thinkculturalhealth.org
- Culture Care Connection website – www.culturecareconnection.org
- Other Resources and Tools

Culture Care Connection Newsletter

- Electronic
- Quarterly
- Culture care focus
- Resources
- Multicultural Events

The newsletter cover features a dark grey header with the Stratis Health logo on the left, a blue header with the title 'CULTURE CARE CONNECTION' in the center, and a gold header with the subtitle 'Increasing the cultural competency of health care providers serving diverse populations' and the date 'Spring 2009' on the right. The main content area is white with a light blue sidebar on the right. The sidebar includes a photo of a woman and a 'THIS ISSUE' section with a bulleted list of topics. The main text area contains a welcome message and several paragraphs of text.

Stratis Health

CULTURE CARE CONNECTION

Increasing the cultural competency of health care providers serving diverse populations
Spring 2009

Welcome to Culture Care Connection

WELCOME TO THE FIRST ISSUE OF CULTURE CARE CONNECTION, a quarterly electronic newsletter for Minnesota clinic staff and others working to provide culturally competent care to their underserved, racially and ethnically diverse patients.

During the next eighteen months, expect to see articles about culturally diverse populations and the health issues unique to them. This issue focuses on Minnesota's African American population (page 2). You also will see regular updates on Stratis Health's Culture Care Connection 2009-2010 quality improvement initiative (page 5).

Stratis Health offers recommendations and resources for successfully working with and treating patients from multicultural populations, including cross-cultural communication tips, educational and training opportunities, and a calendar of multicultural events taking place in the community.

Culturally competent care

Cultural competency is described by the Office of Minority Health as having the capacity to function effectively within the context of the cultural beliefs, behaviors, and needs of consumers and their communities.

Culture is influenced by factors that include age, educational level, income level, place of birth, length of residency in a country, individual experiences, and identification with community groups. We will explore these factors in greater detail in upcoming issues of *Culture Care Connection*.

Research shows that racial and ethnic minorities tend to receive lower quality health care than non-minorities—even when access, patient insurance, and income are controlled for. The Institute of Medicine's 2002 report *Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care* revealed that failing to support and foster culturally competent health care can increase costs for the individual and for society through increased hospitalizations and complications.

Minnesota health care providers are now providing care to an increasingly diverse patient population that may not speak English, may not be familiar with Western medical customs, and may be distrustful of the American way of delivering care. The Minnesota State Demographic Center projects the percent of Minnesota's population that is nonwhite or Latino to grow from 14 percent in 2005 to 25 percent in 2035. Minnesota has the largest Somali and

April is National Minority Health Month

THIS ISSUE

- Culture Care Focus: Minnesota's African American Population 2
- Culture Connection's Multicultural Communication 4
- Neighborhood Economic Conditions Impact Health 4
- Culture Care Connection 2009-2010 Initiative 5
- Resources for Your Clinic 5
- Multicultural Events 6
- Contact Information 6

Liberian populations in the US, and its Hmong population is second only to California, with St. Paul having the largest urban Hmong population in the world.

Pre- and Post-CLAS Assessment

CLASAssessmentTemplate.docx.doc [Compatibility Mode] - Microsoft Word

Home Insert Page Layout References Mailings Review View

Themes Colors Breaks Indent Spacing

Effects Margins Orientation Size Columns Line Numbers Watermark Page Color Borders Left: 0" Before: 0 pt

Page Setup Page Background Paragraph Right: 0" After: 0 pt

Position Bring to Send to Text Wrapping

Foot Back Arrange

StratisHealth

1. Culturally Competent Care - continued (required)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
m. In the past year, our organization has given me the opportunity to attend training on serving diverse populations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. In the past year, I have attended training(s) on serving diverse populations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. I am familiar with research regarding the health needs of the cultural communities we serve.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Our organization has the resources to support regularly scheduled professional development opportunities and in-service training for staff members at all levels.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Our organization's training curriculum, materials, and activities are systematically evaluated to determine if they achieve cultural competence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Our organization includes cultural competency and CLAS (Culturally and Linguistically Appropriate Services) education in orientation materials for new staff members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Language Access Services (required)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
a. Our organization has a bilingual phone appointment process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Our organization provides face-to-face interpreters at all appointments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. At our organization, a patient with limited English proficiency does not wait more than 15 minutes before obtaining interpreter services for their scheduled appointment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Microsoft PowerPoint... 2 Microsoft Office... Search Desktop

4:44 PM



Pre-CLAS Assessment

Online Assessment

- Clinic staff (physicians, nurses, front desk staff, lab staff, clinic managers, etc.) completed Pre-CLAS assessment

- A gap analysis was conducted with future strategies and action steps recommended

- Results of the pre-CLAS assessments were shared with clinic staff in May/June

GAP Analysis

ABC Clinic				
2009 PRE-CLAS STANDARDS ASSESSMENT SUMMARY				
Based on the Office of Minority Health CLAS Standards				
Number of Responses: 62	Score: 2.89			
Standard 2: Health care organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery.	Question Response	Current Clinic Practice	Opportunities for Improvement (Gaps)	Recommended Strategies for Improvement
In the past year, our clinic has given me the opportunity to attend training on serving diverse populations. (C1m)	Strongly Agree: 36.5 % Agree: 44.2 % Disagree: 11.5 % Strongly Disagree: 3.8 % Don't Know: 9.8 %	X		
In the past year, I have attended training(s) on serving diverse populations. (C1n)	Strongly Agree: 34.5 % Agree: 32.7 % Disagree: 25.0 % Strongly Disagree: 5.8 % Don't Know: 1.9 %		X	Create incentives to attend trainings on language and other skills to address the needs of diverse patients. (C1n)
I am familiar with research regarding the health needs of the cultural communities we serve. (C1o)	Strongly Agree: 23.1 % Agree: 44.2 % Disagree: 13.5 % Strongly Disagree: 9.6 % Don't Know: 9.6 %		X	Assign staff in becoming aware of the most prominent diseases within your patient population. (C1o)
Our clinic has the resources to support regularly scheduled professional development opportunities and in-service training for staff members at all levels. (C1p)	Strongly Agree: 17.3 % Agree: 51.9 % Disagree: 15.4 % Strongly Disagree: 1.9 % Don't Know: 13.5 %		X	Explore opportunities available in the community and from public organizations in your clinic has limited financial resources for providing professional development opportunities. (C1p)
Our clinic's training curriculum, materials, and activities are systematically evaluated to determine if they address cultural competence. (C1q)	Strongly Agree: 13.5 % Agree: 25.0 % Disagree: 19.2 % Strongly Disagree: 1.9 % Don't Know: 40.4 %		X	Create or select cultural training curriculum, materials, and activities that utilize a pre- and post-test assessment to demonstrate whether the training meets the needs of your staff. (C1q)
Our clinic includes cultural competency and CLAS (Culturally and Linguistically Appropriate Services) education in orientation materials for new staff members. (C1r)	Strongly Agree: 5.8 % Agree: 19.2 % Disagree: 17.8 % Strongly Disagree: 3.8 % Don't Know: 52.8 %		X	Incorporate CLAS (Culturally and Linguistically Appropriate Services) education in orientation materials. (C1r)

Plan of Action

CULTURE CARE CONNECTION 2009 - 2010
Increasing the cultural competency of health care providers serving diverse populations

Funding Provided by UCare

Culture Care Connection Plan of Action

Analyze Gaps	
Review and consider opportunities for improvement (Gaps) identified in the 2009 Pre-CLAS Standard Assessment Summary provided by Stratix Health.	Who is responsible:
	Date Completed:
Set Goals	
Once GAP is selected as a focus, identify strategies for improvement from your Pre-CLAS Standard Assessment Summary "Recommended Strategies" column.	Who is responsible:
	Date Completed:
Examples: Standard 3: Health care organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery. <ul style="list-style-type: none">Create or identify staff opportunities to attend training on serving diverse patients (strategies/actions)<ul style="list-style-type: none">Launch and learn training session (DVD Series)Promote Web site for free CEUs and CMEs related to cultural education (www.thinkculturalhealth.org)Incorporate cultural health literacy education into orientation materials for new employeesIncorporate CLAS education as a requirement in yearly performance evaluations	

- Analyze Gaps
- Set Goals
- Prioritize Goals
- Develop Plan
- Implement Plan
- Evaluate Results

Free Online Curriculum: www.thinkculturalhealth.org

- Developed by the Office of Minority Health (OMH)
- Based on the CLAS Standards
- Free CMEs and CEUs
- Video vignettes



www.thinkculturalhealth.org

- A Physicians Practical Guide to Culturally Competent Care
- Culturally Competent Nursing Care: A Cornerstone of Caring
- Cultural Competency Curriculum for Disaster Preparedness and Crisis Response





Other Resources and Tools . . .

- Minnesota Demographic Report
- Community Profile
- CLAS Standards Assessment Summary
- CLAS Standards Crosswalk
- AMA Health Literacy Tool Kit
- Medica's "Walking in their Shoes" training kit
- *Culture and Clinical Care* book
- Culture Matters DVD Series

www.culturecareconnection.org

The screenshot shows a Windows Internet Explorer browser window displaying the website <http://www.culturecareconnection.org/>. The browser's address bar shows the URL and a search box. The website's header features the StratisHealth logo, the title "CULTURE CARE CONNECTION", and the tagline "Increasing the cultural competence of health care providers serving Minnesota's diverse populations". Navigation links for "Home" and "Contact Us" are present, along with a search bar. Below the header is a menu with four categories: "Culture Matters", "Culturally Competent Care", "Patient-Provider Communication", and "Improving Service Delivery".

The main content area is divided into two columns. The left column features a photograph of a young woman and the text: "American Indians may use time and silence to maintain harmony." Below this is a section titled "Diversity in Minnesota" with a sub-section for "African American". The right column is titled "Culture Care Connection" and contains the following text: "Culture Care Connection is an online learning and resource center, developed by Stratis Health, aimed at supporting health care providers, staff, and administrators in their ongoing efforts to provide culturally competent care in Minnesota." It further explains that cultural competence is having the capacity to function effectively within the context of the cultural beliefs, behaviors, and needs of consumers and their communities (Office of Minority Health). It also states that providing culturally-competent care may further an organization's implementation and adherence to the Office of Minority Health's national standards on Culturally and Linguistically Appropriate Services (CLAS). A final paragraph notes that the site provides information on cultural competence concepts, health topics, ethnicities, stakeholder organizations and resources that are most reflective of the needs of Minnesota's diverse populations as well as the health care organizations that serve them.

On the right side of the page, there is a section titled "Funding provided by Ucare" and a "NAVIGATING CULTURAL COMPETENCE" section with four numbered steps: 1. [Cultural Competence](#). Build your understanding of cultural competence. 2. [CLAS Assessment](#). Assess how well your organization meets national cultural and linguistic standards. 3. [Know Your Community](#). Learn the demographic, socioeconomic, and health status characteristics of the Minnesota counties you serve. 4. [Take Action](#). Take steps to enhance how your organization provides culturally and linguistically appropriate services. Below this is a "Resources" section.

The browser's taskbar at the bottom shows the Windows start button, several open applications (Microsoft Office, Windows Explorer, Adobe InDesign), and the system tray with the time 10:45 AM.





Culture Care Connection online resource and learning center

www.culturecareconnection.org

Provide actionable tools to support culturally and linguistically appropriate services (CLAS) standards

Virtual launch took place September 2009

Funding provided by UCare






Thank You!

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www.stratishealth.org

www.culturecareconnection.org





Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.

