



# Cultural Competency Provider Training



## The Purpose

By the end of this training you will:

- Know the definition of CLAS and cultural competency
- The Importance of Cultural Competency in Health Care
- Current Laws and Regulations
- Clear Communication
- LIBERTY's Resources

# The Basic

## What is CLAS?

CLAS stands for “Culturally and Linguistically Appropriate Services Standards”

According to HHS, the intent of CLAS is to provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

## What is cultural competency?

set of congruent behaviors, attitudes and policies that come together in a system, agency or among professionals that enables effective work in cross-cultural situations

# How does culture impact health care and services provide?

## Culture informs us of:

- Concepts of health and healing
- How illness, disease and their causes are perceived
- The behaviors of patients who are seeking health care
- Attitudes toward health care providers

## Culture **defines** health care expectations:

- Who provides treatment
- What is considered a health problem
- What type of treatment
- Where is care sought
- How symptoms are expressed
- How rights and protections are understood

# Importance of cultural differences in health care settings

Cultural factors may influence the way individuals:

- Define and evaluate situations.
- Seek help for problems.
- Present their problems, situations and information to others.
- Respond to interventions and service plans.

Cultural awareness helps you modify your behaviors to respond to the needs of others while maintaining a professional level of respect, objectivity and identity.

# Laws and Regulations

Our objective is to provide guidance and assistance to help facilitate compliance with applicable federal and state laws, regulations, standards, and policies.

At the federal level, these include:

- Title VI of the Civil Rights Act of 1964
  - Section 1557 – Anti-Discrimination Regulation
- Section 504 of Rehabilitation Act
- The Americans with Disabilities Act
- Code of Federal Regulations - 42 CFR 422.112 (a)(8)





# Provider Obligations

Providers and their office staff are responsible for:

- Ensuring all services, both clinical and non-clinical, are provided in a culturally competent manner and are accessible to all members.
- Ensuring that members are effectively receiving understandable, respectful and timely care compatible with their cultural health beliefs, practices and preferred languages from all LIBERTY staff.
- Ensure members have access to language assistance services to receive services.
- Document in the member's chart when language assistance services is requested and/or refused.
- Honoring member's beliefs, be sensitive to cultural diversity, and foster respect for member's cultural backgrounds. For additional questions, please contact LIBERTY Dental Plan at 1-888-703-6999.

Providers are prohibited from segregating LIBERTY members from other persons receiving services.

# Clear Communication

# Benefits of Clear Communication



## Benefits of Clear Communication

What the Member is Thinking...	How we can respond...
My English is pretty good but sometimes I need an interpreter	Office staff should <b>confirm interpreter needs</b> during scheduling
When I don't seem to understand, talking louder in English intimidates me	<b>Match the volume and speed</b> of the patient's English
If I look surprised, confused or upset, I may have misinterpreted your nonverbal cues	Mirror body language, position, and eye contact; <b>ask the patient</b> if you are unsure if they understand

## Treating a member with a disability

### **Do:**

- Speak slowly and clearly
- Offer to repeat or spell it
- Offer a paper and pen
- Be patient

### **Do not:**

- Shout
- Finish a person's sentence

### **Person-First Language**

- Show respect by putting the person before the disability
- The disability or the equipment they use is a descriptor
- People with a disability are more like people without disabilities than different

## Treating a member who is deaf or hearing-impaired



- Always speak to and look at the person who is deaf, **not** the interpreter
- Familiarize yourself with available technology

## Treating a member who is blind or visually impaired

### **Do:**

- Verbalize where things are (e.g. "It's on your left")
- Identify yourself when someone visually impaired enters a room or when you are approaching the person
- Direct questions or comments directly to the person who is blind or visually impaired

### **Do not:**

- Point to objects
- Speak in an exaggeratedly loud voice
- Be afraid to ask a person if he or she needs help; if the answer is no, respect his or her wishes



# Anti-Discrimination



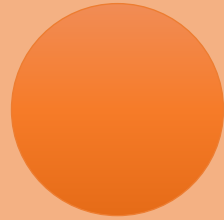
## Section 1557: Final Rule

OCR issued the final rule to educate consumers about their rights and to help covered entities understand their legal obligations under Section 1557. The final rule builds on the standards of the four Federal civil rights laws referenced in Section 1557 and their implementing regulations:

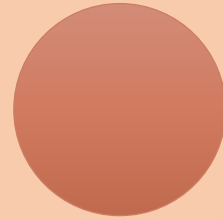
- Title VI of the Civil Rights Act of 1964
- Title IX of the Education Amendments of 1972
- Section 504 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975

Among other things, the final rule implements prohibitions against sex discrimination in federally funded health care programs and establishes standards that apply to the Health Insurance Marketplaces and health programs administered by HHS.

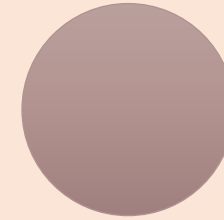
## Key Provisions of Section 1557



Protecting  
Individuals against  
Discrimination



Ensuring Meaningful  
Access for  
Individuals with  
Limited English  
Proficiency (LEP)



Ensuring Effective  
Communications w/  
and Accessibility for  
Individuals with  
Disabilities

# Resources

## Language Assistance Services



- All members have the right to access free interpretation service.
- Call LIBERTY's Member Services Department at: 888-703-6999 to request for both telephonic and in-person interpretation services.
- It is recommended to request in-person interpretation services at 72 hours in advance. For American Sign language, it is recommended to request at least 1-2 weeks in advance from the member's appointment.
- For additional questions, contact your Network Manager or LIBERTY's Member Service Department.

## Other Resources and Reference Documents

### **General Information:**

- For more information, please reference your Provider Reference Guide.

### **Guide to help provider offices interact more effectively with culturally and linguistically diverse individuals:**

- ICE – Provider Tool Kit - [http://www.iceforhealth.org/library/documents/ICE\\_C&L\\_Provider\\_Tool\\_Kit.10-06.pdf](http://www.iceforhealth.org/library/documents/ICE_C&L_Provider_Tool_Kit.10-06.pdf)
- <https://thinkculturalhealth.hhs.gov/>

# Thank you

