



illinicare health™

Cultural Competency and ADA Training

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What is Cultural Competency?



Cultural Competency:

- A set of interpersonal skills that allow individuals to increase their understanding, appreciation, acceptance, and respect for cultural differences and similarities within, among and between groups and the sensitivity to know how these differences influence relations with members.
- It is a set of complimentary behaviors, attitudes, and policies that help professionals work effectively with people of different cultures.

Steps for Becoming Culturally Competent



Value Diversity and Acceptance of Differences

- How does the member define health and family?
- Consider each person as an individual, as well as a product of their country, religion, ethnic background, language and family system.

Self-Awareness

- How does our own culture influence how we act and think?
- Do not place everyone in a particular ethnic group in the same category

Consciousness of the impact of culture when we interact

- Respect cultural differences regarding physical distance and contact, eye contact, and rate and volume of voice
- Misinterpretations or misjudgments may occur

Knowledge of Member's Culture

- Become familiar with aspects of culture
- Understand the linguistic, economic and social barriers that members from different cultures face which may prevent access to healthcare and social services
- Make reasonable attempts to collect race and language specific member information

Steps for Becoming Culturally Competent



Adaptation of Skills

- Provide Services that reflect an understanding of diversity between and within cultures
- Understand that members from different cultures consider and use alternatives to Western health care
- Consider the member and their family's background in determining what services are appropriate
- Consider the member and their family's perception of aging and caring for the elderly
- Treatment plans are developed with consideration of the member's race, country or origin, native language, social class, religion, mental or physical abilities, age, gender, sexual orientation

Tips for Successful Cross-Cultural Communication



- Let the person see your lips as you speak
- Be careful with your pronunciation
- Project a friendly demeanor/attitude
- Stick to the main point
- Be aware of your assumptions
- Emphasize or repeat key words
- Don't rush the person
- Control your vocabulary, avoid jargon, slang, and difficult words
- Listen carefully
- Make your statement in a variety of ways to increase the chance of getting the thought across
- Speak clearly but not more loudly
- Write down key information for them to refer to later

Access to Interpreter Services



IlliniCare Health Plan members understand that they have access to medical interpreters, signers and TTY services to facilitate communication without cost to them.

To arrange translation services:

- Contact Member Services as soon as possible, or at least two business days before the appointment.
- Call Member Services at (866) 329-4701 or TTY (866) 811-2452
- They will assist you in arranging translation services.

Tips for Working with Interpreters



- Family and friends are not the same as a professional interpreter. They are more likely to modify what the member/provider has said in their effort to be helpful
- Allow enough time for appointments involving interpreters
- Speak directly to the member and not to the interpreter. The interpreter should not have side conversations with the medical professional.
- Avoid jargon and technical terms.
- Keep your sentences short, pausing to allow for interpretation. Say one longer sentence or three or four short ones. Stop in natural places to allow the interpreter to pass along your message.
- Ask only one question at a time.
- Be prepared to repeat yourself in different words if your message is not understood. If answers to questions don't seem to fit, then go back and repeat yourself using different words.
- Check to make sure that your message is understood.

American Disability Act (ADA)



The Americans with Disabilities Act (ADA) defines a person with a disability as:

A person who has a physical or mental impairment that substantially limits one or more major life activities.

- This includes people who have a record of an impairment, even if they do not currently have a disability.
- It also includes individuals who do not have a disability, but are regarded as having a disability.

It is unlawful to discriminate against persons with disabilities or to discriminate against a person based on that person's association with a person with a disability.

Accommodations for People with Disabilities



Physical Accessibility

- Parking: adequate, marked accessible parking
- Route: access into the facility is stable, firm and slip resistant
- Entry: zero steps into the building/office, entry doors at least 34" wide, entry door with easy assist system, elevators located on the accessible route with Braille symbols and also audible signals for up and down directions
- Restrooms: large enough to accommodate a person with a wheelchair/scooter, entry doors at least 36" wide and easy to open, grab bars behind and to the wall side of the toilet, soap and towel dispensers 48" or less from the floor
- Exam Room: on the accessible route with an entry door at least a 32" clear opening

Accommodations for People with Disabilities



Effective Communication

- Use of auxiliary aids and services such as qualified readers and/or interpreters, audio recordings, relay service, Braille, assistive listening devices, large print, captioning

Accessible Medical Equipment

- Height adjustable exam tables
- Hoyer-type lift available to transfer a patient onto an exam table
- Wheelchair accessible weight scales
- Moveable exam chairs

Policy Modification

- Flexible appointment times
- Longer appointment times
- Providing assistance filling out forms
- Providing print materials in accessible formats
- Allowing service animals

Know Your Patients



- Capture information about accommodations that may be required
- Record information in patient's charts or electronic health records
- If making referrals to other providers that the patient may not have previously seen, communicate with the receiving provider regarding the necessary accommodations

Medical vs. Independent Living Model



<u>Medical Model</u>	<u>Independent Living Model</u>
Decisions made by rehabilitation professional	Decisions made by the individual
Focus is on problems or deficiencies/Disability	Focus is on social and attitudinal barriers
Having a disability is perceived as being unnatural and a tragedy	Having a disability is a natural, common experience in life

People First Language



Handicap/Handicapped

Handicapped Parking/seating

Patient

Stricken/Victim/Suffering From

Retard/Mongoloid

Wheelchair bound/confined

Dumb/Deaf/Mute

The Deaf

The Blind

Disability/Disabled

Accessible Parking/Accessible Seating

Use only if the person is under a Dr.'s care

Had or has a Disability

Cognitive or Intellectual Impairment

Uses a Wheelchair

Person with a Communication Disorder

A person who is Deaf

A person/people who are blind

Disability Etiquette – Interaction Tips



Mobility Impairments	Don't push or touch someone's wheelchair. Don't lean on the chair, when possible bring yourself down to their level to speak to them.
Visually Impaired	Identify yourself, do not speak or touch a guide dog who is working
Deaf or Hard of Hearing	Speak directly to the person not the interpreter, do not assume they can read your lips, do not chew gum or wear sunglasses or otherwise obscure your face
Speech Disorders	Don't finish the persons sentences, ask the person to repeat or you can repeat to make sure you understood
Seizure Disorders	Do not interfere with the seizure, protect their head during the event, do not assume they need you to call 911
(MCS) Respiratory Disorders	Do not wear perfumes, do not use sprays or chemicals, maintain good ventilation
Developmental Disabilities	Speak clearly using simple words, do not use baby talk or talk down to the person, do not assume they cannot make their own decisions unless you have been told otherwise