

Cultural Competency/Humility

Vermont Family Network



Vermont Family Network

- Our mission is to empower and support all Vermont families of children with special needs.



Learning Goals

- Define cultural competency/humility
- Understand that all of us have bias, values, and beliefs that sometimes conflict
- Introduction to national CLAS Standards (Culturally and Linguistically Appropriate Services)



What comes to mind?



What comes to mind?



What comes to mind?



Culture

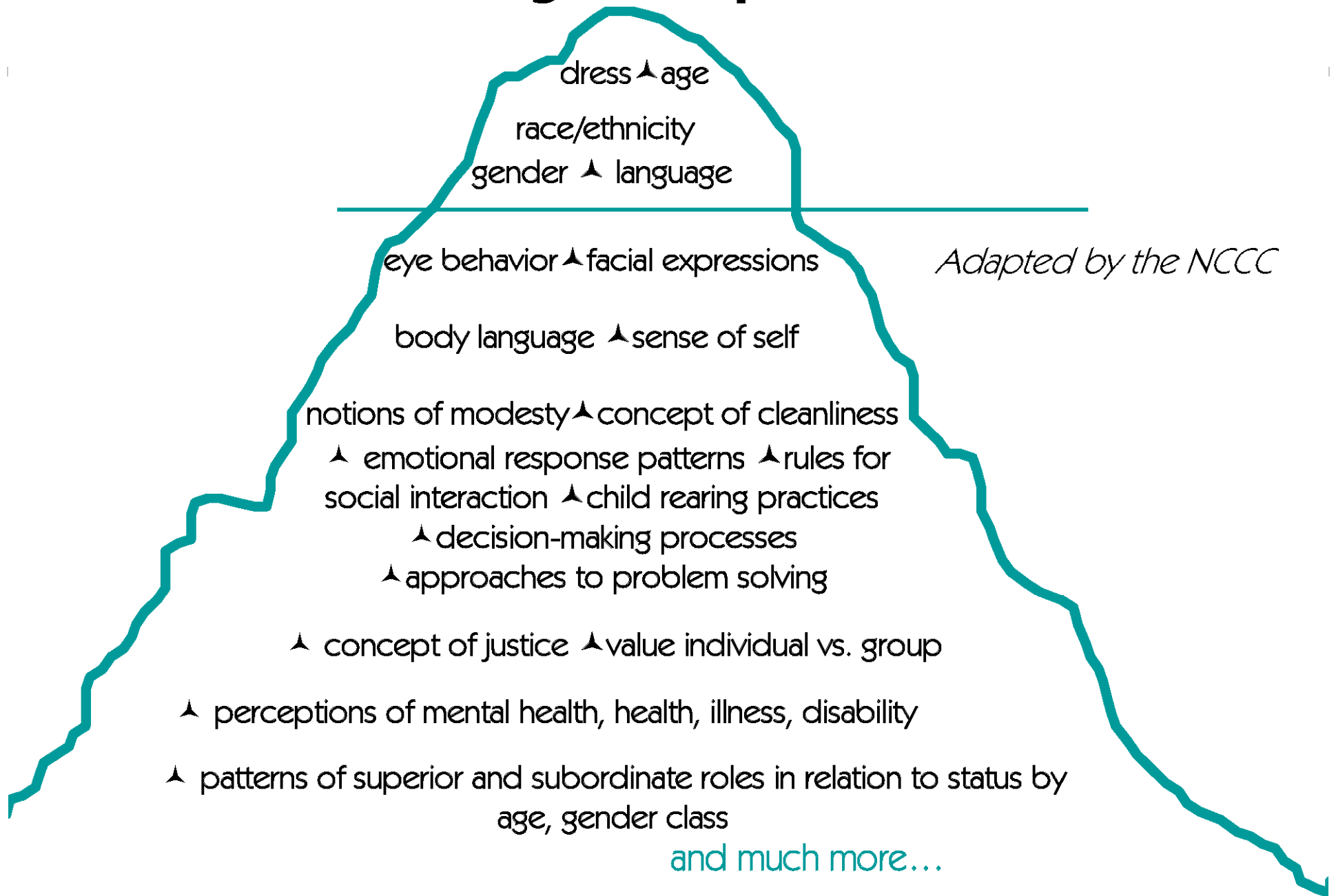
- Culture can be defined as the *behaviors, values* and *beliefs* shared by a group of people.



Family Values Activity

- ___tradition, ritual___
 - ___hierarchy___
 - ___equality/equity___
 - ___religion___
 - ___independence___
 - ___work___
 - ___education___
 - ___money___
 - ___love___
 - ___food___
 - ___other___
- (list) _____

An Iceberg Concept of Culture



Culture

- *Characteristics* that can define cultural groups include:

- Race
- Ethnicity
- Country of origin
- Language
- Sexual orientation
- Gender identity/transgender
- Age
- Education



Culture

- *Characteristics* that can define cultural groups include:

- **Disability**
- Family & household composition
- Class/socioeconomic status
- Religious/spiritual orientation
- Political beliefs
- Geography
- **Refugee status**
- Tribal affiliation
- Military affiliation



Cultural Barriers

- Mistrust and fear of treatment
- Alternative ideas about disability, illness, health
- Language, ineffective communication
- Access barriers
- Refugee



Language Barriers in Action

- <https://www.youtube.com/watch?v=tvArchrsVlo>
- <https://www.youtube.com/watch?v=UBLuaoGXOBg>



An Interpreter's Perspective

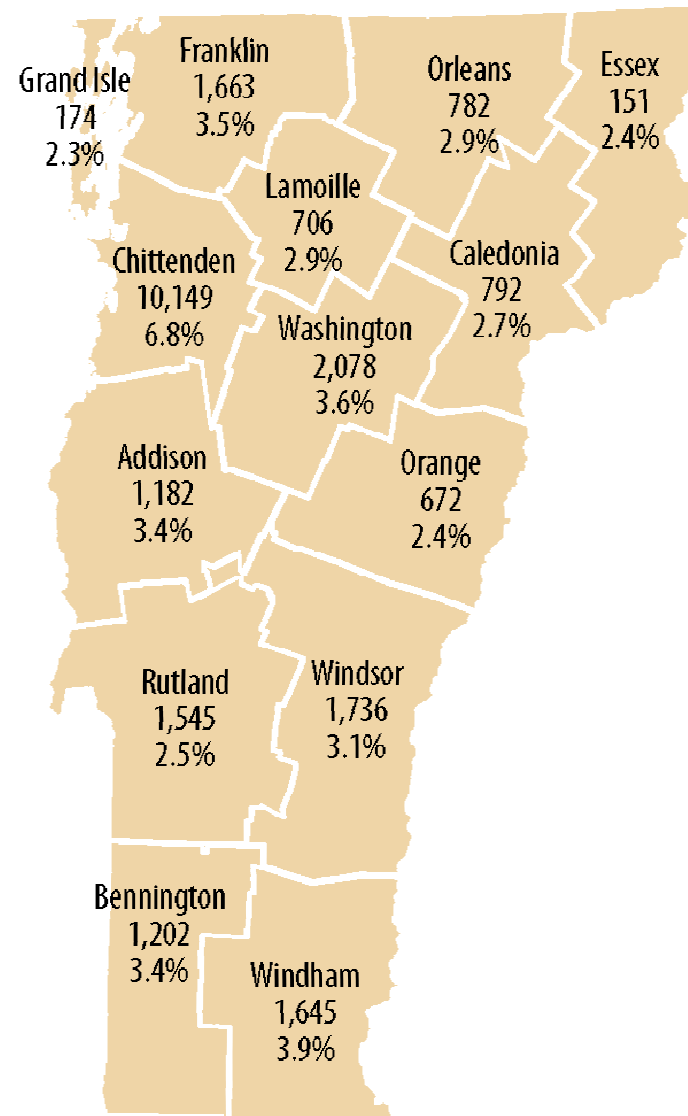


Federal Law

- Affordable Care Act of 2010, section 1557
- Prohibits discrimination in health care programs on the basis of race, color, national origin, sex, sex stereotypes, gender identity, age, or disability



Minority Populations in Vermont



New Americans in Vermont



Children of Refugees

- “I consider all refugee children to have special health care needs because of their experiences.”



Dr. Andrea Green, New American Clinic,
Vermont Children’s Hospital

Refugees and Mental Health

- “Fifty to 80% of refugees are estimated to have significant mental health issues, primarily post-traumatic stress disorder, and symptoms related to anxiety and depression.”



Karen Fondacaro, Director, UVM Behavior Therapy and
Psychotherapy Center; founder Connecting Cultures

Cultural Competency/Humility

- Relate effectively to individuals from various groups and backgrounds
- Recognize broad scope of influences on an individual's personal identity



Cultural Competency/Humility

- Respond to unique needs of members of various groups
- Be sensitive to ways others experience the world

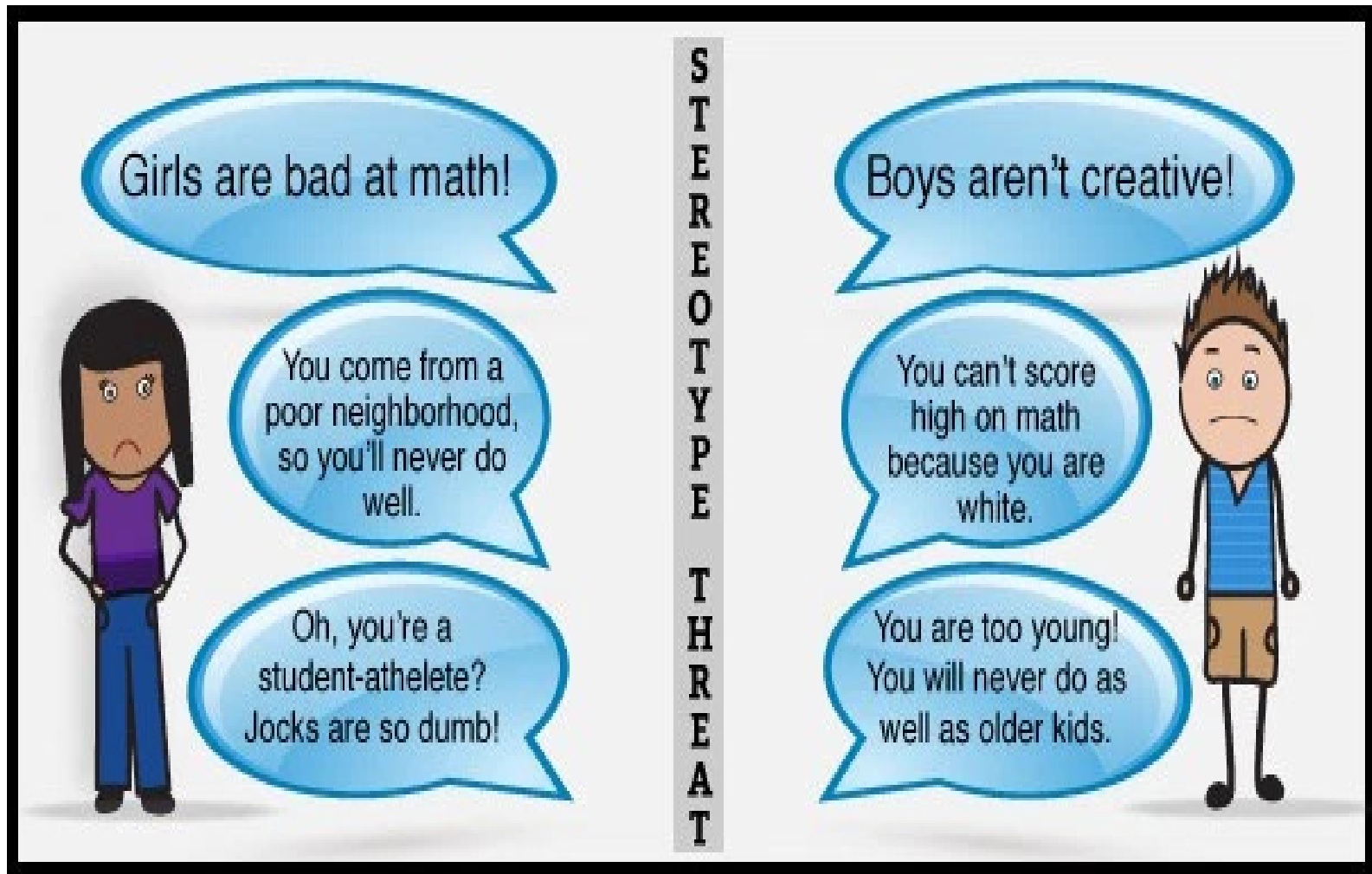


Cultural Competency/Humility

- Be curious about other cultures
- Be aware of one's own cultural biases
- Be sensitive to cultural differences while avoiding stereotypes



Stereotyping – We all do it!



Sharing Stories



Cultural and Linguistic Competence/Humility

- To respond to current and projected demographic changes in the U.S. and Vermont
- To eliminate long-standing disparities in the health of diverse racial, ethnic, and cultural groups
- To improve the quality and accessibility of health and health care services

Find Out How Person Views Condition

- What do you call this problem?
- What do you believe is the cause of this problem?
- What course do you expect it to take? How serious is it?
- What do you think this problem does inside your body?
- How does it affect your body and mind?
- What do you most fear about this condition?
- What do you most fear about the treatment?

Self-Assessment Checklist Activity

- Physical environment, materials and resources - #1
- Communication styles - #6, #13
- Values and attitudes - #16, #25-26, #34



CLAS Standards

- U.S. Department of Health & Human Services, Office of Minority Health
- National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care



CLAS Standards

Principal Standard:

- 1. 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.



CLAS Standards

- Governance, Leadership, and Workforce (Standards 2-4)
- Communication and Language Assistance (Standards 5-8)
- Engagement, Continuous Improvement, and Accountability (Standards 9-15)



Examples - CLAS Standards

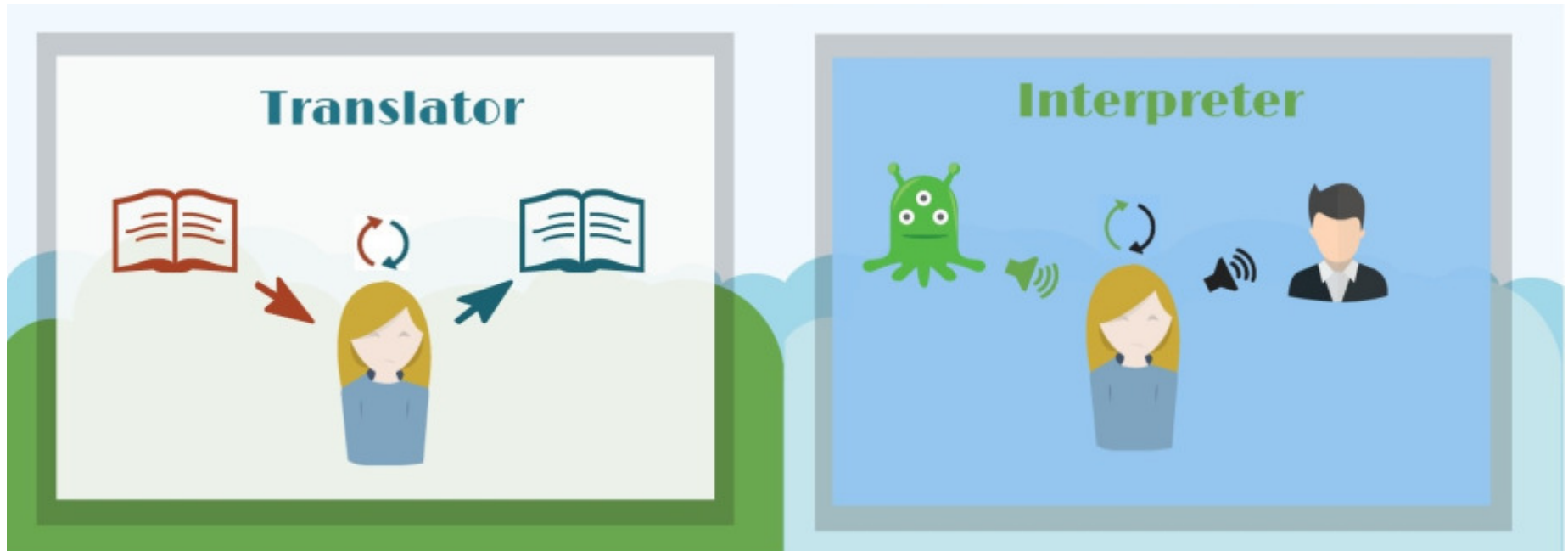
- Organizations conduct initial and ongoing self-assessments
- Workforce reflects population → Recruit, retain, and promote at all levels of the organization a diverse staff and leadership
- Workforce skill development → Staff receive ongoing education and training in culturally and linguistically appropriate service delivery
- Data on the individual consumer's race, ethnicity, and spoken/written language are collected in records

Cultural Competency/Humility

- Provide services and care in language preferred by individual and which meets needs of all individuals

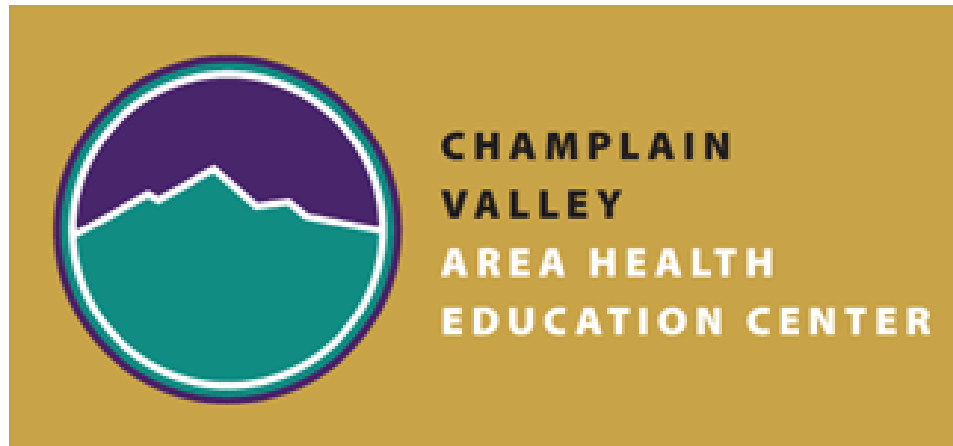


Translator Vs. Interpreter



- Remember: this is a shared problem
- Use trained interpreters
- Translate materials into common languages

Cultural Competency for Health Care Providers



Provider Toolkit

VERMONT Department of Health
Agency of Human Services

Vermont.gov Home Contents A to Z Site Map Contact Us About Us Search Our Site

HEALTHY VERMONTERS 2020

**Health Screening Recommendations for Children & Adolescents
Provider's Toolkit**

Cultural and Language Differences

Several tools are provided here to assist you with communicating with people from other cultures in an effective way, and to increase your understanding of some of the cultural beliefs and attitudes that may affect a person's response to illness, health care providers and treatment.

It is very important to remember that everyone is an individual and that there are significant variations of belief within a particular culture. Information about cultural differences should be used to increase awareness of possible differences, rather than to stereotype individuals or make assumptions which may not hold true.

For more information about working with refugees in particular, or to access health related fact sheets in languages other than English, refer to the **Vermont Refugee Health Program**.

- Cultural Awareness in Nutrition Counseling
- Cultural Competency Continuum
- Cultural Competency: Developmental and Physical Assessment
- Cultural Competency: Quick Tips for Working with People From Other Cultures
- Cultural Competency: Self teaching module for the influence of culture and pigment on skin conditions in children (exit VDH)
- Cultural Competency: World Map & Fact Book (exit VDH)
- Cultural Differences in Non-verbal Communication
- Cultural Diversity in Vermont
- Cultural Profile: Bosnians (exit VDH)
- Cultural Profile: Central Asians (exit VDH)
- Cultural Profile: Somali Bantu
- Cultural Profile: Sudanese (exit VDH)
- Cultural Profile: Vietnamese Americans (exit VDH)
- Culturally Effective Pediatric Care: Education and Training Issues (AAP Statement) (exit VDH)
- Demographic Profiles for Vermont (exit VDH)
- Infectious Diseases of Refugees & Immigrants & Bioterrorism (exit VDH)
- Interpreter Resources
- Refugee Health Program—VT Dept. of Health

PROVIDER'S TOOLKIT

- Home
- About the Toolkit / User Guide
- Search by Age
- Search by Screening Topic / Service
- Search by Type of Tool
- List All Tools
- Working with Special Populations
- Dr. Dynasaur/Medicaid Information
- Resources for Parents

QUICK LINKS

- Get Help Now
- Advance Directives
- Birth, Death, and Marriage Records
- EMP Compliance
- Events & Meetings
- Food & Lodging Forms
- Health Insurance
- Hospital Report Cards
- Immunization
- Laboratory Services
- Medical Board
- Physician Profiles
- Restaurant Scores
- Rules & Regulations
- Town Health Officers

Alerts & Advisories

Children & Families

Data & Records

Diseases & Prevention

Emergency Response

Health Professionals

Healthy Environment

Local Health

News Room

3:36 PM
6/2/2016

Translated Fact Sheets

The screenshot shows a web browser window displaying the Vermont Department of Health website. The browser's address bar shows the URL `healthvermont.gov/local/rhealth/rh_fact.aspx`. The website header includes the Vermont logo and the text "Department of Health Agency of Human Services". A navigation menu contains links for Home, Contents A to Z, Site Map, Contact Us, and About Us, along with a search bar. A sidebar on the left lists various services and quick links, including "HEALTHY VERMONTERS 2020". The main content area is titled "Translated Fact Sheets & Information" and lists several topics: Poison Prevention, Flooding and Power Outages, Better Health, Cancer and Screening, Immunization and Vaccination, Infectious Diseases, and Tobacco and Smoking. A note states: "***Fact sheets are in pdf format." Below this, there are sections for "Poison Prevention" featuring the "POISON HeP" logo and the number "1-800-222-1222", "Safe Medication Disposal", "Flooding and Power Outages", and "Flooding". A "RELATED INFORMATION" box on the right lists "Refugee Health" and "Minority Health Program". The Windows taskbar at the bottom shows the time as 3:37 PM on 6/2/2016.

Appointment Reminder Translation Tool

Refugee Health App: x
https://www.swslhd.nsw.gov.au/refugee/appointment/

Health
South Western Sydney
Local Health District

NSW Refugee Health Service

Appointment Reminder Translation Tool

NSW Refugee Health Service's on-line Translated Appointment Reminder Translation Tool allows you to translate appointment details into your client's language.

Just type in the details, then either print or save the PDF. Your form is generated immediately so you can give it to your client at the time you make the appointment. It can also be emailed. The subject headings will be translated but not the details that you fill in. For best results, print it on your organisation's letterhead.

If you have any feedback please let us know: refugeehealth@sswahs.nsw.gov.au.

Client Name:*

Appointment with:*

Service's Address:
(200 characters max.)
Four lines max.

Leave blank if you want to use a sticker/stamp with your address

Date format: Australian - ddmm/yyyy

Date of appointment:*

Time of appointment:*

An interpreter has been organised? Yes No

Type of appointment:*

Language:*

Scroll down here to select your language.

Please select your language

Arabic
Assyrian
Bahasa Indonesian
Bengali
Burmese
Chinese

Phone Number to call if there is a cancellation:*

* Required Fields

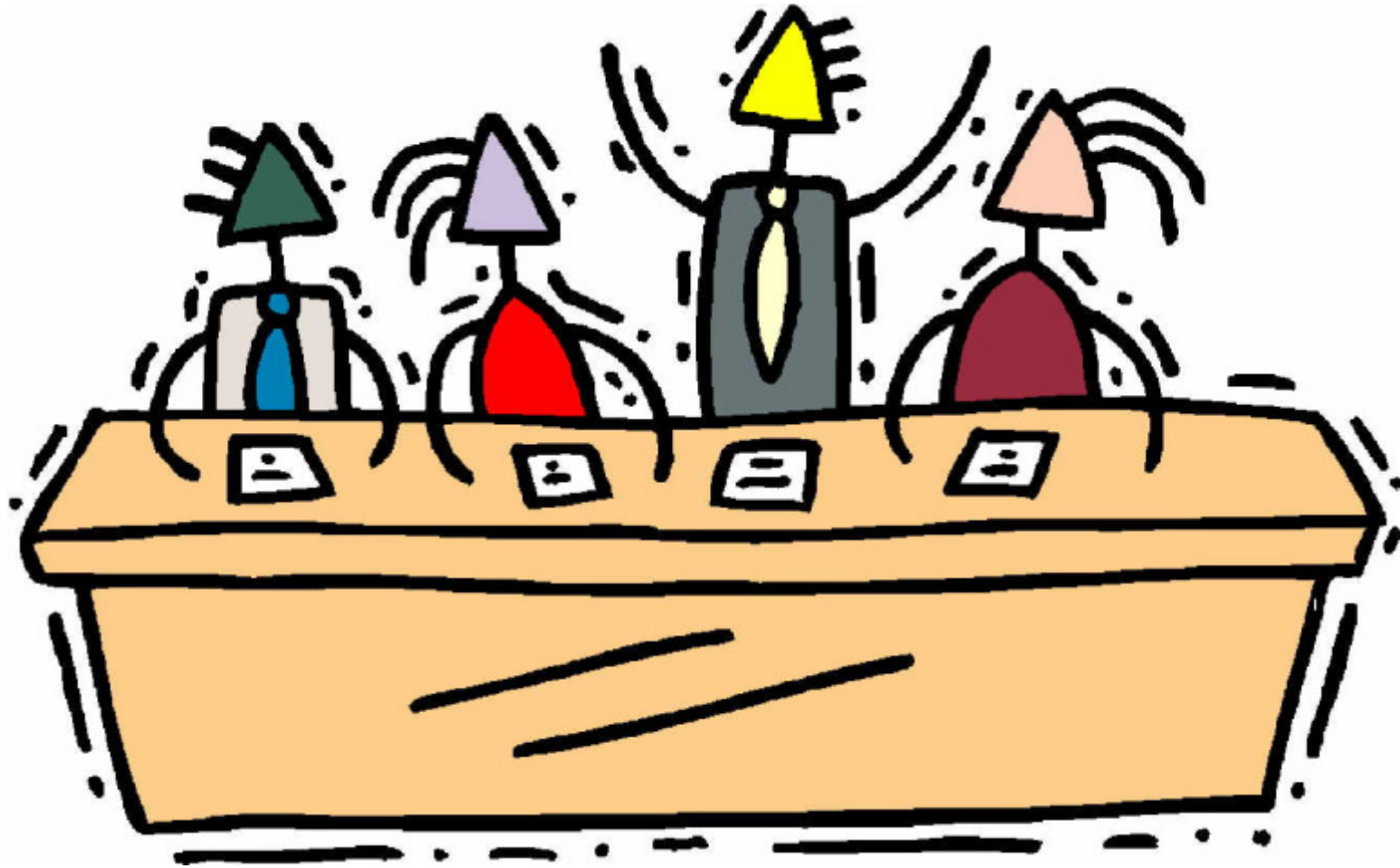
Windows taskbar: 3:38 PM 6/2/2016

Deaf and Hard of Hearing

- Vermont Telecommunications Relay Service (Dial 711)
- Vermont Interpreter Referral Service (VIRS)
- Vermont Registry of Interpreters for the Deaf (VTRID)



Panel Discussion

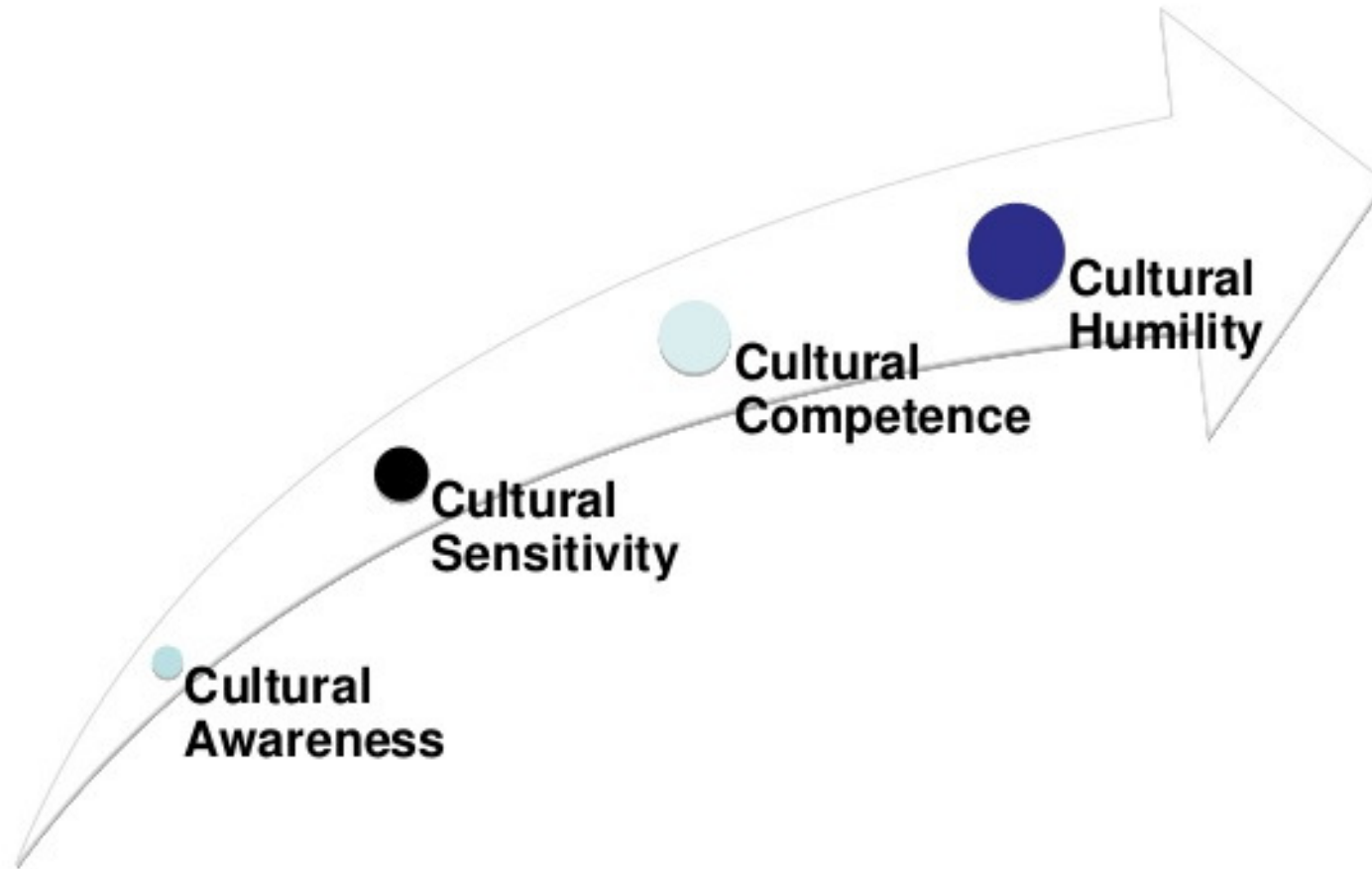


Final Thoughts

- Check-in with yourself
- Be curious
- Get to know people
- Be a voice
- Speak up
- Help build better systems



The Cultural Competence Journey



Thank You!

Strength lies in differences,
not in similarities.



Dr. Steven Covey