

ROAD TRIP!

Take a journey with the CLAS Roadmap: Effective and Efficient services for Everyone

*Cecily Rodriguez, MPA
Director,
Office of Cultural & Linguistic Competence*



Virginia Department of
Behavioral Health &
Developmental Services

By the end of this session, participants will be able to:

- Understand the ethical, legal, and practical case for providing culturally and linguistically appropriate services in health and health care
- Define the CLAS Standards by theme
- Describe what culturally and linguistically appropriate services look like in practice
- Have an emerging capacity to develop plan for cultural competence in your own organization



Fill Me Out...Please?

Name



Email



Phone

How much do you love forms? *

- Not at all
- Kind of
- I'm indifferent
- I'm fond of them
- Love 'em!

Submit

* Required



Workshop Rationale

Demographics

As Virginia's population becomes more diverse and our understanding of the multiple layers of culture expands, we recognize there is a greater need to provide emergency services clinicians and crisis intervention teams with an opportunity to explore their own cultural perspectives and that of those individuals they encounter in a crisis.

Disparities

“Minorities experience "greater disability and greater burdens" due to mental illness than whites--"not because the illnesses are more severe...but because of the barriers they face in terms of access to care." Failure to address these disparities is "playing out in human and economic terms on our streets, homeless shelters, foster-care systems and in our jails.”

*Former U.S. Surgeon General David M. Satcher,
MD, PhD*

“When it comes to mental health, culture counts”

Levels of Cultural Competence

Individual Level

*Right skills, knowledge,
and attitude to work
for a diverse population*

Organizational Systems

*Policies and procedures in
place and an infrastructure
that supports diverse
communities*

System's Levels

*Laws and regulations in place and an
infrastructure that supports diverse communities*

The National CLAS Standards

A BLUEPRINT FOR ADVANCING AND SUSTAINING CLAS POLICY AND PRACTICE

The Blueprint

is the implementation guide for the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care

There are **15** standards

with 3 key intentions:

- 1 advance health equity
- 2 improve quality
- 3 help eliminate health care disparities

The Blueprint outlines

6 key reasons why health and health care organizations should adopt and implement the National CLAS Standards

- Quality of care
- Changing demographics
- Marketplace
- Health disparities
- Legal mandates
- Risk of liability

discusses the results of the 2010-13 enhancement initiative

and explains each Standard

- Purpose
- Strategies
- Meaning
- Resources

expanded definition of culture

a broad understanding of health

an audience of health & health care organizations

National CLAS standards in health and health care

Principal
Standard

Governance,
Leadership, and
Workforce

Communication
and Language
Assistance

Engagement,
Continuous
Improvement,
and
Accountability



First! The Final Destination

Principle Standard

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 communications needs.



A map of the Eastern United States with a red line tracing a route from the Midwest to the Atlantic coast. The route starts in the Midwest, passes through Ohio, Pennsylvania, West Virginia, and Virginia, then follows the coast through North Carolina and South Carolina. Major cities and states are labeled. The Atlantic Ocean is visible on the right side.

Top Destinations

1ST LEG OF OUR JOURNEY

GREETINGS
FROM ALONG



Virginia Department of
Behavioral Health &
Developmental Services

Governance, Leadership, and Workforce

Advance and sustain governance and leadership that promotes CLAS and health equity

Recruit, promote, and support a diverse governance, leadership, and workforce

Educate and train governance, leadership, and workforce in CLAS

“Go Where the Locals Go”



Governance

- Policies
- Planning
- Accountability
- Data Driven
- Community Engagement

Take the Dirt Road

- Consistent
- Self-Awareness
- Courageous
- Strategic
- Transparent
- Champion
- Connected
- Realistic



Leadership

A map of the Eastern United States, showing states from Pennsylvania down to Florida. A red banner with white text is overlaid across the middle. The banner contains the text "YOUR TURN!". The map shows major cities and highways, including I-95. The text "GREETINGS FROM ALONG" is visible in the bottom right corner of the map area.

YOUR TURN!

GREETINGS
FROM ALONG



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Developmental Services

Change the route you take to get there



Workforce

- Recruitment, Selection, Retention
- Performance Management
- Training
- Organizational Development
- Employee Engagement

What the experts are saying

Identify and develop champions throughout the organization.

Ensure that the necessary fiscal and human resources, tools, skills, and knowledge to support and improve culturally competent policies and practices are available.

National Quality Forum

Provide space for internal multidisciplinary dialogues about language and culture issues.

Create financial incentives to promote, develop, and maintain accessibility to qualified health care interpreters.

*The Joint Commission
(Wilson-Stronks & Galvez)*





Top Destinations:

2ND LEG OF OUR JOURNEY

GREETINGS
FROM ALONG



Virginia Department of
Behavioral Health &
Developmental Services

Communication & Language Assistance



What makes you linguistically competent?

ASSESS YOURSELF!

Does your staff understand how and when language selection happens for individuals who speak more than one language?

Do you offer TTY and other assistive technology devices?

Do you offer materials in alternative formats? (e.g., audiotape, Braille, enlarged print)

Do you have policies in place regarding the use of interpreters and train staff on how to access and work with them?

Do you use qualified translation services, especially for legally binding documents?

Do you print materials in easy to read, low literacy, picture and or symbol formats?



Think it is just a nice thing to offer?

TeamSTEPPS™

LEP

The Story of Willie Ramirez

Results of not having an appropriate interpreter:

- Misunderstanding of "intoxicado"
- Inaccurate medical history
- Cultural deference to authority
- Quadriplegic teen
- \$71 million lawsuit

TeamSTEPPS 2006

"I would tell the doctor 'OK,' but I didn't understand anything [about taking my medications]."

Could This Happen To You?

- LEP parents of infant patient - Adult sibling of one parent used to interpret informed consent and other communications.
- Tragic outcome to surgery
- Medical Malpractice + Title VI Lawsuit - 2010
- Out of Court Settlement – Multi-Million Dollar
NO INFORMED CONSENT w/o Qualified Interpreter

Youdelman, Mara and Jane Perkins. 2002.
*Providing Language Interpretation Services
in Health Care Settings: Examples from the Field*

https://cccdpcr.thinkculturalhealth.hhs.gov/AudioPlayer/AudioPlayer.asp?AudioFileName=17_3-4-2.mp3

Think ...

**GNINAE LC — Ot erussa
hguh e cnamrofre p,
yllacidoirep naelc eht
epat sdaeh dna natspac
revenehw uoy eciton na
noitalumucca fo tsud
dna nworb-der edixo
selcitr an**

Think ...

Cleaning — To assure high performance, periodically clean the tape heads and capstan whenever you notice an accumulation of dust and red-brown oxide particles.

Individuals' Right to Know

...n futura que hablo español.
...blece que las agencias deben brindar la inform
...recer la asistencia correspondiente en su idioma en
...o recibe ayuda en su idioma, comuníquese con la Of
... Humanos del DC al teléfono 202-727-4559 y presio



我说的是汉语普通话。

程中，我有需要并且有权利接受帮助。请为我配
一位译员并在记录中说明在日后的交流
中我将使用汉语普通话。

关机构必须免费向您提供语言方面的信息与帮
助。如果您未得到相关帮助，请联系哥伦比亚
州，电话：202 - 727 - 4559，接通后按 0。



አርዳታ ያስፈልገኛል፡ በምናገራው ቋንቋ አርዳታ የማግኘት
አስተርጓሚ ያስገኝላል። ወይፈለጉም ለማደርጋቸው ግንኙነቱን
እንደምናገር መዘገብዎ ላይ ያስፍሩ።
የመንግስት መስሪያ ቤቶች በቋንቋዎ መረጃና አርዳታ በነፃ እንዲያቀርቡልዎ
"ዲስትሪክቱ" ህግ ያዘል። በቋንቋዎ አርዳታ ካላገኙ፣ እባክዎ ለ "ዲ
ድክፈት ቤት በስልክ ቁጥር 202-727-4559 ይግኙ።

Tôi nói tiếng Việt.

Tôi cần sự trợ giúp và tôi có quyền được nhận sự trợ giúp trong ngôn
tôi nói. Xin hãy cung cấp cho tôi một thông dịch viên, và ghi và
qua quý vị rằng tôi sẽ nói tiếng Việt trong mọi lần giao tiếp tron
tương lai.

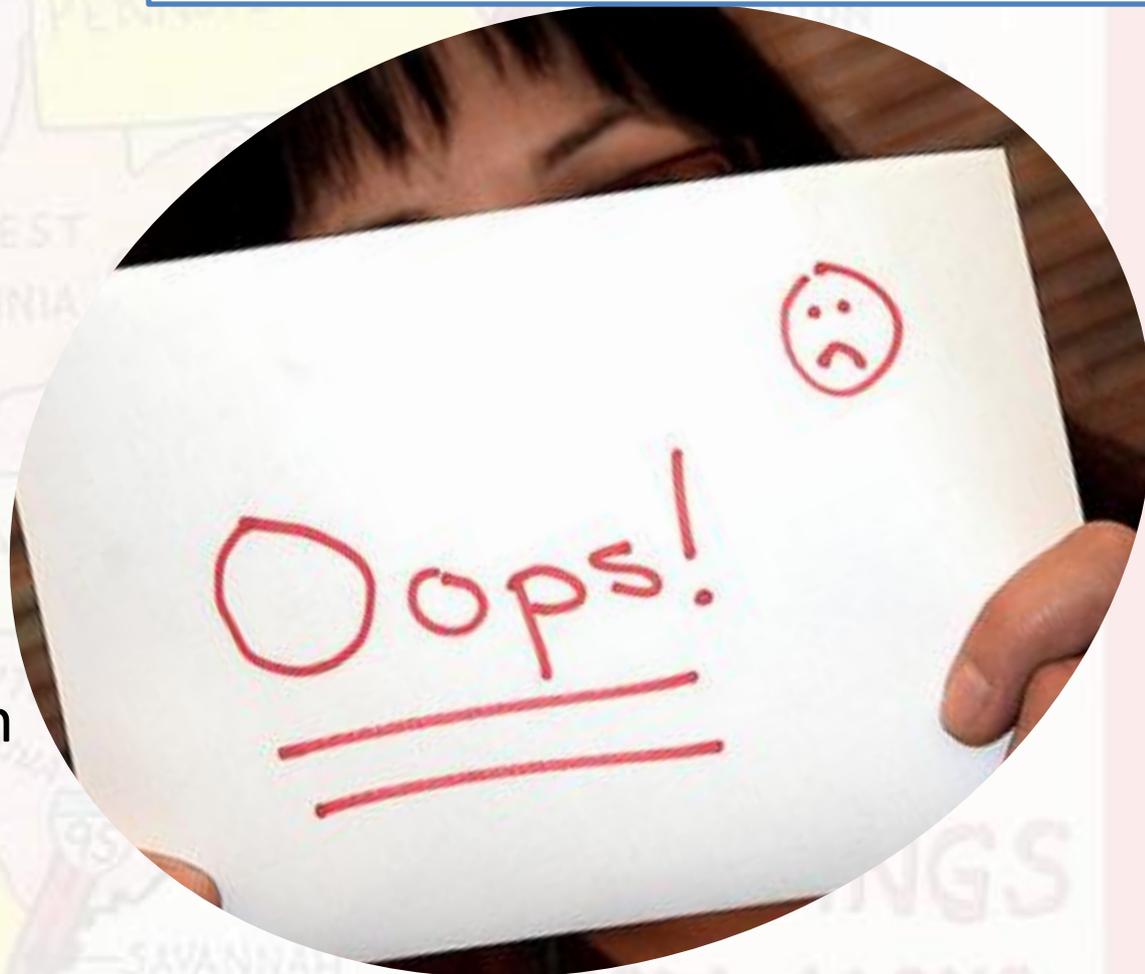
của Quận quy định rằng mọi cơ quan phải cung cấp miễn phí
vi những thông tin và trợ giúp bằng ngôn ngữ của quý vị. Nếu
ong nhận được sự trợ giúp bằng ngôn ngữ của quý vị, xin
727-4559 và nhấn số 0 để nối với Văn Phòng Nhân Quyền.



Office of Human Rights

Untrained Interpreters

- 52% Omission
- 16% False Fluency
- 13% Substitution
- 10% Editorialization
- 8% Addition

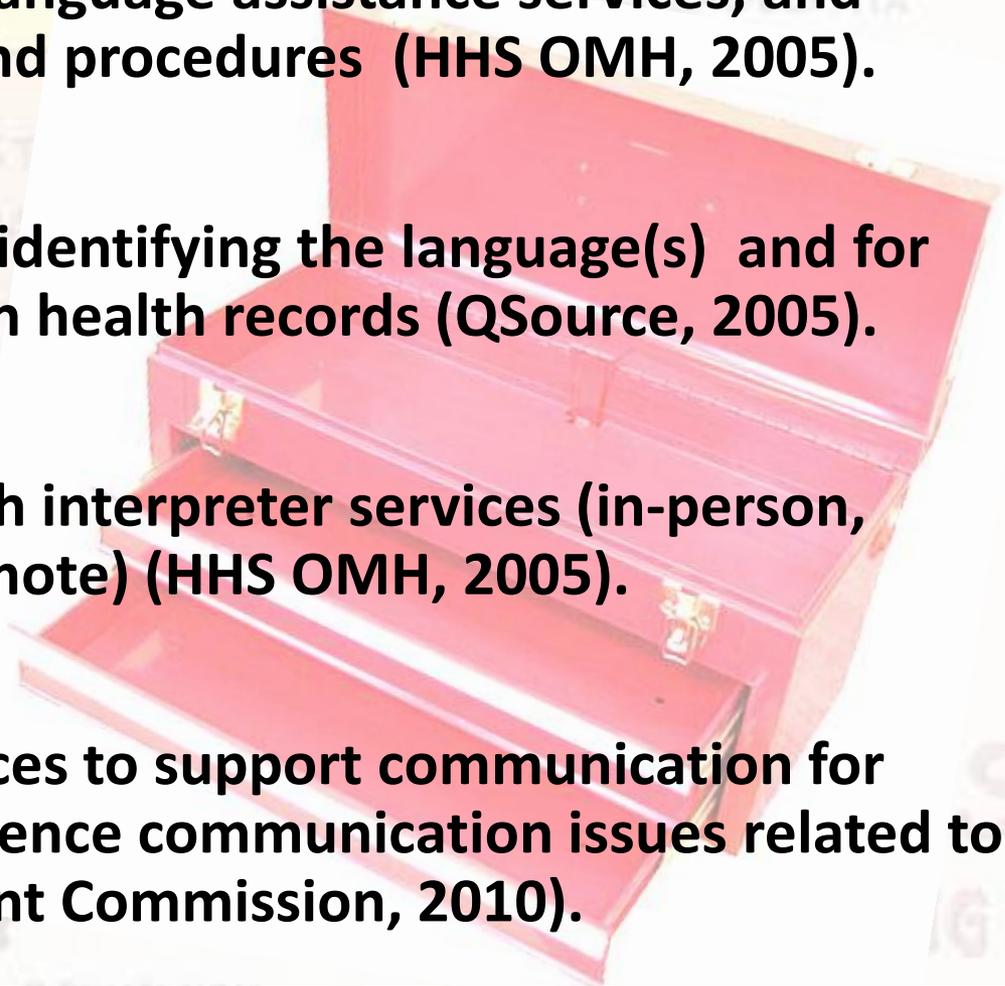




Children as interpreters



Create your Language Toolbox!

- Train **ALL** staff to use language assistance services, and understand policies, and procedures (HHS OMH, 2005).
 - Develop processes for identifying the language(s) and for adding this information health records (QSource, 2005).
 - Establish contracts with interpreter services (in-person, telephonic & video remote) (HHS OMH, 2005).
 - Provide on-site resources to support communication for individuals who experience communication issues related to other factors. (The Joint Commission, 2010).
- 
- A red toolbox with its lid open, symbolizing a 'Language Toolbox'. The toolbox is positioned on the right side of the slide, partially overlapping the text. It is a bright red color with gold-colored latches and a handle. The background of the slide features a faint map of the United States with various state names visible, such as 'NEW YORK', 'PROVIDENCE', 'HARTFORD', 'TRENTON', 'ALABAMA', 'MISSISSIPPI', 'LOUISIANA', 'MISSOURI', 'ARKANSAS', 'OKLAHOMA', 'TEXAS', 'UTAH', 'NEBRASKA', 'KANSAS', 'MINNESOTA', 'IOWA', 'MICHIGAN', 'INDIANA', 'OHIO', 'PENNSYLVANIA', 'DELAWARE', 'MARYLAND', 'VIRGINIA', 'NORTH CAROLINA', 'SOUTH CAROLINA', 'GEORGIA', 'FLORIDA', 'ALASKA', and 'HAWAII'.

ONE SIZE DOES NOT FIT EVERY LANGUAGE NEED!

Top Destinations

3RD LEG OF OUR JOURNEY

GREETINGS
FROM ALONG



Engagement, Continuous Improvement, and Accountability

To understand how to provide effective service delivery, you gotta travel in **YOUR OWN BACKYARD**



You gotta expand your definition of “community” and incorporate their voice.



You gotta look in the mirror from time to time.



You gotta know who lives among you.



You gotta know the health status of the folks in your community



You gotta understand where the issues lie

Your Own Backyard

What do you want from an Organizational Assessment

What kind of demographic information do you need?

**Understand the
Community Health Assets
& Needs**



Contribution to
Community
Wellbeing?

Effectiveness &
Efficiency?

Employee
Development &
Learning?

Client
Satisfaction?

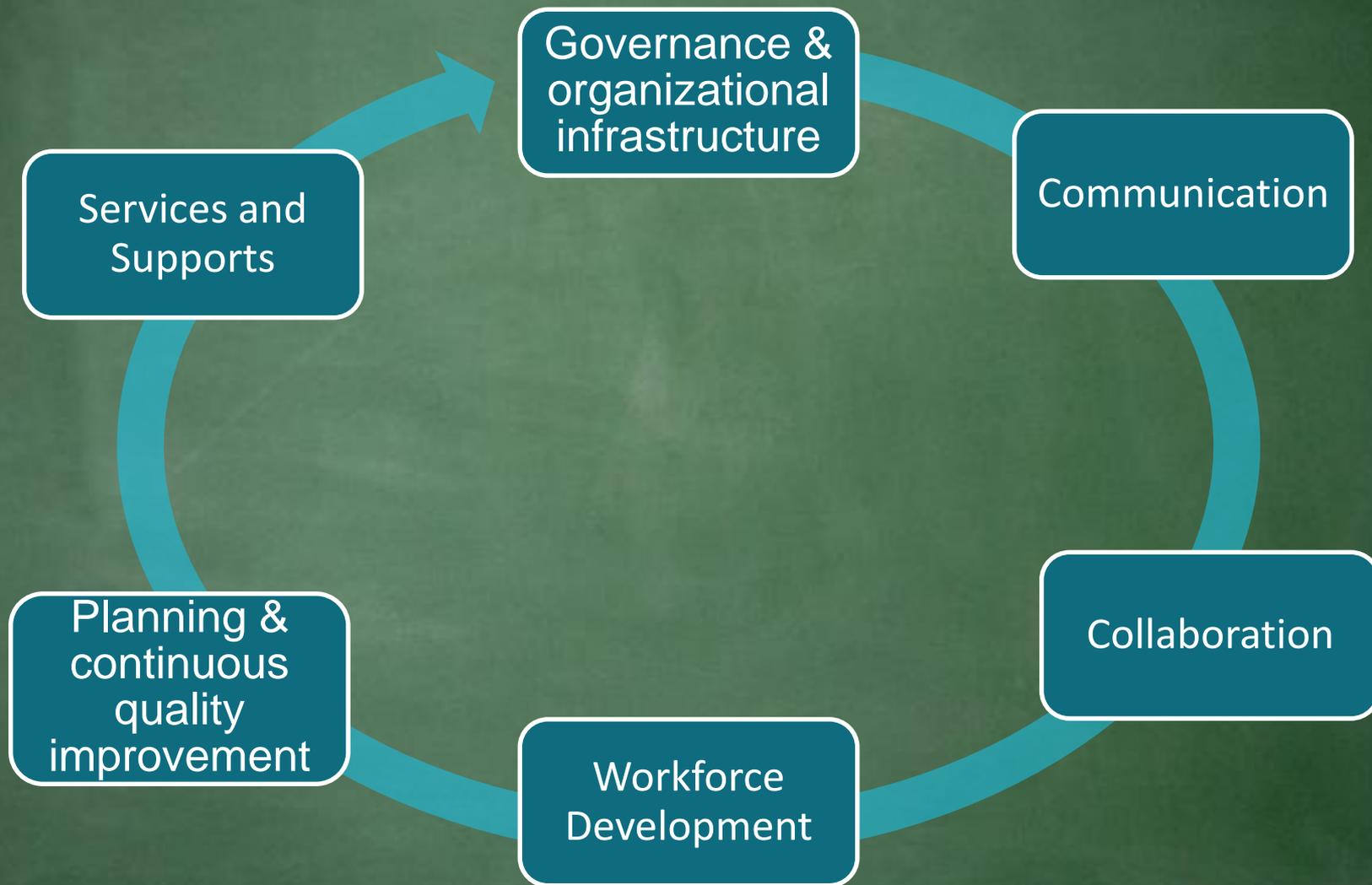
Regulatory
Compliance?

Quality
Assurance?

Your Own Backyard



Planning for your own backyard



Now..design your own map...

In groups of two answer the following questions...

- What do you think is the most important cultural proficiency challenges in your organization at the moment?
- Do they impact your ability to achieve any organizational goals?
- What are some ways that you might begin to address these challenges (THINK OUT OF THE BOX!)
- What is the first step you might make in this process?



Want more info?

Cecily Rodriguez

Director, Office of Cultural & Linguistic
Competence

Virginia Department of Behavioral Health &
Developmental Services

Cecily.rodriguez@dbhds.virginia.gov

804.786.5876

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