Promoting Cultural and Linguistic Competency Skills among Oral Health Professionals through E-learning

Crystal L. Barksdale, PhD
Health Determinants & Disparities Practice
at SRA International, Inc.

American Association of Community Dental Programs
April 21, 2013
Overview

- What are “culturally and linguistically appropriate services” and why are they important?
- The *National CLAS Standards*
- Why a cultural competency program for oral health?
- The *Cultural Competency Program for Oral Health Professionals*
- Think Cultural Health
- Questions and Close
What Are Culturally and Linguistically Appropriate Services?

Services that are respectful of and responsive to individual cultural health beliefs and practices, preferred languages, health literacy levels, and communication needs and employed by all members of an organization (regardless of size) at every point of contact.
Why Are Culturally and Linguistically Appropriate Services Important?

- “…of all the forms of injustice, inequality in healthcare is the most shocking and inhumane.”
  – Dr. Martin Luther King Jr.

- “Minorities and low income Americans are more likely to be sick and less likely to get the care they need.”
  – Secretary Sebelius
Why Are Culturally and Linguistically Appropriate Services Important?
Why Are Culturally and Linguistically Appropriate Services Important?

- Build trust
- Personalize care
- Improve adherence
- Increase satisfaction
Why Are Culturally and Linguistically Appropriate Services Important?

- Improve care
- Eliminate disparities
- Advance health equity
The **National CLAS Standards**

**National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care**
The National CLAS Standards

1. Principal Standard
2-4. Governance, Leadership and Workforce
5-8. Communication and Language Assistance
9-15. Engagement, Continuous Improvement, and Accountability
Cultural Competency Program for Oral Health Professionals
Why is a Program in Cultural Competency for Oral Health Professionals Needed?

 “There is a silent epidemic of dental and oral diseases that burden millions of children and adults”
  – Dr. Howard Koh, HHS Assistant Secretary for Health

 “...There are profound and consequential disparities in the oral health of our citizens.”
  – Surgeon General, David Satcher, MD, PhD in *Oral Health in America: A Report of the Surgeon General*
What is the *Cultural Competency Program for Oral Health Professionals*?

New Office of Minority Health e-learning program providing oral health professionals with the knowledge and skills to deliver oral health care and services to culturally and linguistically diverse populations.
Why is a Program in Cultural Competency for Oral Health Professionals Needed?

Will help oral health professionals:
- Expand patient base
- Deliver higher quality of care
- Decrease clinical errors
- Reduce oral health disparities
Why is a Program in Cultural Competency for Oral Health Professionals Needed?

HHS Oral Health Initiative

Think Cultural Health

HHS Office of Minority Health
Cultural Competency Program for Oral Health Professionals: Development Process

1. Needs Assess & Systematic Literature Review
2. Program Courses Developed
3. Advisory Committee Members Review
4. Program Pilot Testing
5. Advisory Committee Meeting
6. Program Field Testing
7. Advisory Committee Final Review & Approval
Cultural Competency Program for Oral Health Professionals

- The first HHS Office of Minority Health e-learning program based on the enhanced National CLAS Standards
- All program courses are informed by the National CLAS Standards
Cultural Competency Program for Oral Health Professionals

- Program consists of 3 courses
- Features 3 video case studies
- Other features include:
  - “Filling in the Gaps” box
  - “Cultural Connections” box
  - “Think About It” questions
Course 1: Fundamentals of Culturally and Linguistically Appropriate Oral Health Care and Services

Learning Objectives

- Articulate the meanings of culture, and cultural and linguistic competency and how they can affect oral health care delivery.
- Explain the importance and benefits of providing culturally and linguistically appropriate oral health care.
- Describe disparities in oral health.
- Discuss the barriers to accessing oral health care and services.
Introduction to Course 1: Fundamentals of Culturally and Linguistically Appropriate Oral Health Care and Services

Course 1 gives you the fundamentals of culturally and linguistically appropriate oral health care and services. You'll learn about what it means to provide culturally and linguistically appropriate oral health care and services, why it is important, and its benefits. Course 1 will then highlight the initial strategies, informed by the National CLAS Standards, that you can implement in your day-to-day work to start providing culturally and linguistically appropriate oral health care.

Learning Objectives

- Articulate the meanings of cultural and linguistic competency, and how they can affect oral health care delivery.
- Explain the importance and benefits of providing culturally and linguistically appropriate oral health care.
- Describe disparities in oral health.
- Discuss the barriers to accessing oral health care and services.

There are 3 sections, or modules, in this course. Before beginning Module 1 and Module 2, you will be asked to answer some pretest questions just to figure out what you know before completing the module. You must complete the pretest before moving on to the next module in the course.

Don't worry about finishing the course in one sitting - you can leave at any point (except during the posttest) and return to the last page you were reviewing when you log in again!
Course 2: Culturally and Linguistically Appropriate Oral Health Practice Management

Learning Objectives

- Describe some preparation steps to take to provide culturally and linguistically appropriate services in oral health practice.
- State key factors in enhancing oral health prevention and treatment services through patient care.
- List the essential components of culturally and linguistically appropriate oral health care and services.
- Identify and describe culturally and linguistically appropriate practice management strategies that can enhance your patient care and services.
Course 2

Module 2 (Part 4 of 7)
Key Strategies to Providing CLAS Services

Gather Feedback

Engage current and potential patients:

How do I engage current and potential patients in a hospital setting? You could...

- Ensure that the webpage describing dental services/practices on the hospital site includes pictures of people and text that is available in languages that are reflective of the community.
- Obtain informational and educational materials in the most commonly used languages in the community in which the hospital serves.
- Consider volunteering at bars, expos, or other community-based hospital outreach events, taking care to bring multilingual educational and informational materials about the care you provide in the hospital.
- Ensure that your department or center has appropriate signage featured, particularly in patient care and service areas. For example, signage that utilizes symbols such as created by Hablamos Juntos, found here: http://www.hablamosjuntos.org/signage/PDF/SymbolsPoster_Sep13.pdf; or these by the Department of Transportation found here: http://www.hablamosjuntos.org/signage/PDF/FOOTSYMBOLS.PDF
Course 3: Communication and Messaging in the Dental Chair

Learning Objectives

- Explain the meaning of communication and the characteristics of effective communication with your patients.
- Articulate why effective communication is a key factor in providing culturally and linguistically appropriate prevention and routine services.
- Identify barriers to effective communication.
- Describe how differences in communication styles affect the ability to provide culturally and linguistically appropriate services in oral health.
- Describe culturally and linguistically appropriate techniques that enhance your ability to provide effective, culturally and linguistically appropriate services.
Course 3 Module 4 (Part 4 of 4)

Utilization of Bilingual Staff and Interpreters

What are interpreters? How can I better use my bilingual staff in offering interpretation services?

The most effective and appropriate approach to using external interpreters and interpretation services and using bilingual colleagues and/or staff as interpreters is to ensure that anyone offering this service is properly trained to do so. To better utilize your bilingual colleagues and/or staff, you can ensure that they are trained to provide medical interpretation services and that they follow the Standards of Practice for Health Care Interpreters developed by the National Council on Interpreting in Health Care.

Whether bilingual colleagues and/or staff, another interpreter or other interpretation services are used, it is important to remember that the ultimate role of an interpreter is to act as a conduit of information between you and your patient. To ensure that information is communicated effectively, using the triadic interview process is recommended, where you, your patient and the interpreter are situated and interact as illustrated below.

Click each person for more information.
Course 3 Video Case Study (Part 1 of 1)

Motivation

Introduction

We are back again to Dr. Smith's office after a couple more months to see his progress in providing culturally and linguistically appropriate oral health care and services. Course #3 was chock full of information about communication, such as effective, culturally and linguistically appropriate communication means more than using a qualified interpreter or interpretation services. It also means understanding how culture affects communication styles, preferences, and differences, and then using that information to meet patients where they are. Motivational interviewing is one culturally and linguistically appropriate method to communicate more effectively with patients.

Let’s watch this third vignette to see how Katie communicates with her teenaged patient.
Think Cultural Health

Advancing health equity at every point of contact

- National CLAS Standards
- E-learning programs
- Join the CLCCHC
- CLAS Clearinghouse

TCH
Join the CLCCHC

OMH’s Center for Linguistic and Cultural Competency in Health Care at TCH:

- e-Newsletter
- Specialty Vignettes
- Community Calendar
For More Information:

www.ThinkCulturalHealth.hhs.gov

Crystal_Barksdale@sra.com