Cultural Competency Training For Health Care Providers 2017
Established as a community health maintenance organization, **The Health Plan** delivers a clinically-driven, technology-enhanced, customer-focused platform by developing and implementing products and services that manage and improve the health and well-being of our members.

**We achieve these results through a team of health care professionals and partners from across our community.**
The Health Plan’s goal is to enable optimal relationships that connect the care between our members and health care providers.

This improves:

• Health care
• Affordability
• Experience

Health equity and cultural competency are essential in meeting these goals.
The Health Plan intends to focus on:

- Value of diversity
- Vigilance about understanding the dynamics resulting from cultural differences
- Continuous expansion of cultural knowledge
- Consistent adaptation of services to meet culturally unique needs
- Provider liaison availability to help with cultural and linguistic needs
As a contracted health care provider, our expectation is for you and your staff to gain and continually increase knowledge and skills with improved attitudes about, and sensitivities to, diverse cultures. This results in effective care and services for all members by taking into account each person’s values, reality conditions and linguistic needs.
Cultural competence is the ability to communicate effectively and appropriately with people of other cultures.” - WIKIPEDIA

This ability depends on awareness of one's own cultural worldview, knowledge of other cultural practices and worldviews, tolerant attitudes towards cultural differences, and cross-cultural skills.

Cultural competence is a developmental process that evolves over an extended period.
Cultural awareness is the ability to recognize the different beliefs, values and customs that someone has based on that person's origins, and allows a person to build more successful personal and professional relationships in a diverse environment.

It involves the ability of standing back from our own point of view and becoming aware of not only our own cultural values, beliefs and perceptions, but also those of other cultures.
The perception of illnesses, diseases and their causes varies by culture.

The belief systems related to health, healing and wellness are as diverse as the populations we serve.

Culture and socioeconomic concerns influence help-seeking behaviors and attitudes toward health care providers and services.

Individual preferences affect traditional and nontraditional approaches to health care.

Health care providers from culturally and linguistically diverse groups are underrepresented in the current delivery system.
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

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

- Understands the importance of diverse public health workforce
- Understands the dynamic forces contributing to cultural diversity
- Takes into account cultural differences when developing and adapting approaches to problems
- Recognizes the importance of the role of cultural, social and behavioral factors in determining the delivery methods for the public health services
- Uses appropriate methods for interacting sensitively, effectively and professionally with persons of all ages and lifestyles from diverse cultural, socioeconomic, educational, racial, ethnic and professional backgrounds
- Listens to others in an unbiased manner, respects the points of view of others and promotes the expression of diverse opinions and perspectives
Impact on Members

Focusing on cultural competency not only raises awareness about why learning to manage differences can pay off for everyone, but also takes the primary focus off social engineering and squarely places it where it rightfully belongs—on making people more competent in their cross-cultural interactions.

In an organization, this means finding ways to close competency gaps so that people can work more productively together.

- Acknowledging their varied behaviors, beliefs and values
- Incorporating those variables into their assessments, interactions and treatments
Impact on Providers

When patients increase understanding of symptoms and compliance with treatment plans and follow-up activities, providers may also experience increased:

• Job satisfaction from seeing better quality of life and health for patients

• Efficiency in practice operations and appointment availability resulting from fewer repeat calls or visits from patients for the same problems or symptoms

• Potential for higher quality scores

• Potential for financial rewards from managed care organization’s quality incentive programs
By taking steps to improve your cultural agility, you will be better equipped to serve your patients regardless of race, ethnicity, culture, gender or sexual orientation or other individual factors. Some ways you can do that are to:

• Create a welcoming office environment with a culturally diverse staff reflective of the community served or provide staff with cultural competency resources and training

• Indicate in patient records whether a patient requires special services, so that each time the patient visits he/she experiences the same seamless experience as any other patient

• Collaborate with community-based organizations/other providers on solutions to improve population health
Providers can also identify training needs and address any identified opportunities to reduce personal bias, and increase knowledge and cross-cultural communication skills.

Providers can establish language service policies and procedures and provide frequently-used patient instructions and health education materials at the right level of literacy and in the most common languages of the community served.
Cultural competence is not an isolated aspect of medical care, but an important component of overall excellence in health care delivery.

Issues of health care quality and satisfaction are of particular concern for people with chronic conditions who frequently come into contact with the health care system.

Efforts to improve cultural competence among health care professionals and organizations would contribute to improving the quality of health care for all consumers.
“The concept of cultural competency has a positive effect on patient care delivery by enabling providers to deliver services that are respectful and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients.”

- National Institute of Health, Cultural Competency
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THANK YOU

We would like to take this opportunity to thank you for partnering with The Health Plan. We appreciate the quality health care services that you provide for our members.