This slide deck was adapted from an eLearning course with audio. The audio is being provided in the area below for you to read.
Welcome to Cultural Proficiency: Our Journey to Health Equity.

The purpose of this course is to increase your knowledge of cultural proficiency and how it impacts the delivery of care.

At Trinity Health, it is our objective to honor and celebrate the diversity of cultures among our colleagues, clinicians, communities and to be inclusive by supporting all people for the Common Good.
After you complete this course, you will be able to:

- Define cultural competence and cultural proficiency.
- Recognize the need for cultural competence and culturally proficient care.
- Identify the key aspects of cultural proficiency.
- Describe what Race, Ethnicity and Preferred Language (REaL) data is and why it is important.
- Explain culturally proficient ways that Trinity Health complies with related regulatory laws and standards.
Culture is a term whose meaning has evolved. Defining culture meaningfully in the context of health and care is challenging. It has become key to connecting our world, which is made up of so many ethnically diverse societies.

What is Culture?

According to the National Institutes of Health, culture encompasses the “personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups.”

Culture can include any of the aspects of what makes us who we are—our beliefs about reality, how people should interact with each other, what we “know” about the world, and how we should respond to the social and material environments in which we find ourselves.
The increasing diversity of the nation brings opportunities and challenges for health systems, and the individuals within those systems, to deliver culturally competent services.

Cultural Competence in health care is the ability for providers and organizations to effectively deliver health and care services that meet the social, cultural, and linguistic needs of patients.

What does a culturally competent organization look like? And why is it so important?
A culturally competent organization has the capacity to bring into its system many different behaviors, attitudes, and policies and work effectively in cross-cultural settings to produce better outcomes.

This means that health programs for community members must be developed with local beliefs and practices in mind. This requires that one recognizes cultural factors and the skills needed to interact with others.
Primary health and care providers in the United States increasingly interact with patients of diverse cultures, races, and ethnic backgrounds.

Cultural competence provides many benefits for health professionals and health organizations. Social benefits include increased mutual respect between health workers and patients, increased trust, and promotion of patient responsibility and empowerment in their own health and wellness.

When we learn to understand others, we improve our chances of making things better in an increasingly multicultural world.
Trinity Health aspires to reflect the diversity of the communities that we serve. By preparing and supporting a workforce that demonstrates the attitudes, knowledge and skills necessary to work effectively with diverse populations.

A culturally competent health system can help to:
- Improve health outcomes and quality of care
- Contribute to the elimination of racial and ethnic health disparities.
- Provide relevant training on cultural competence and cross-cultural issues to health professionals and
- Create policies that reduce administrative and linguistic barriers to patient care.

Cultural competence is a helpful starting point as we begin the journey to becoming Culturally Proficient.
The changing demographic landscape in the United States provides a major reason why becoming Culturally Proficient has become critical to our organization.

Culture Proficiency influences how people relate to each other, colleagues and the community. It is defined as the knowledge, skills, attitudes and beliefs that enable people to work well with, respond effectively to, and be supportive of people in cross-cultural settings.

Culturally proficient health care uses a patient’s language and culture as:

• Tools to improve outcomes for that individual and
• Aligns with our Mission, Vision and Core Values

It is not solely the acceptance of cultural differences, but rather a

• Transformational process that allows you to acknowledge individuality and align with a group other than your own.
• All persons, regardless of linguistic or other cultural characteristics, deserve access to high quality health and care.

Cultural Proficient organizations connect better with the community they serve when they understand their needs.
Cultural proficiency uses six points along a continuum that offers a model or framework for developing oneself, teams and organizations while seeking to address diversity.

These six points are identified along the journey to becoming Culturally Proficient. They provide unique ways of seeing and responding to differences. The first three points of the continuum

- Cultural Incapacity
- Cultural Blindness and
- Cultural destructiveness

are composed of unhealthy values, behaviors, policies and practices.

The next three points are

- Cultural Pre-Competence
- Cultural Competence and
- Cultural Proficiency

and they represent the healthy individual values, behaviors and organizational policies and practices.

These levels can help to assess your current state and project the desired state creating a model that helps shift conversations.
Learn more about the unhealthy points along the Cultural Proficiency Continuum.
Cultural Destructiveness is the stage, when an organization has policies and procedures that are obstacles to a certain cultural group.

Discrimination is health care settings endangers people's lives through delays or denials of medically necessary care.

Read the scenario above.

Despite having a higher risk burden, African American women are less likely to receive adequate treatment or achieve adequate control of these risk factors than white women, even when patient characteristics were similar.
Cultural Incapacity

Genderqueer and nonbinary people have remained largely invisible in health research and studies.

Health experiences go well when the providers and staff use inclusive language, demonstrate their experience and education, and treat identity disclosure as routine.

A young Hispanic adult who identifies as genderqueer (not identifying as male or female) is admitted to the ED with severe stomach pains. Alanio is distressed and frustrated because they cannot articulate their needs in English. In excruciating pain, doubled over and crying, the need for relief is evident.

The physician is aware of the person’s distress but feels helpless in her inability to use inclusive language and the correct pronouns. Dr. Johnson is unsure how to connect with the patient to ask the necessary questions in order to get to the source of the patient’s pain.

Cultural Incapacity is the lack of capacity of systems and organizations to respond effectively to the needs, interests and preferences of culturally and linguistically diverse groups.

Read the scenario above.

Many of the healthcare facilities lack qualified interpreters and translators to help facilitate communication between English speaking patients and staff and there are inadequate resources to meet the special needs of a particular cultural segment.
During the Cultural Blindness stage, an organization is unbiased in their interactions with patients and treats everyone the same, regardless of race or ethnicity.

Read the scenario above.

The harm here is assuming that what works best for the dominant culture will also work for everyone else. Acting as if cultural differences do not matter or do not exist.
Learn more about the healthy stages of the Cultural Proficiency continuum.
In this stage, a practice or organization recognizes its limitations in serving a particular cultural segment and begins to take steps to improve care for this population.

Read the scenario above.

Health Care Providers who make sincere efforts to become more multicultural realize the importance of serving ethnically and racially diverse groups and at serving a single ethnic population.
During the Cultural Competence stage, a practice or organization accepts and respects cultural differences, and assesses its knowledge of culture and seeks to expand cultural resources.

Read the scenario above.

Culturally competent organizations are willing and able to better serve the needs of minority populations. They recruit culturally diverse employees and routinely provide cultural diversity training to staff. They are constantly assessing the quality of service they provide to minority cultures and are always striving to improve delivery of care to these patients and colleague relationships.
Cultural Proficiency is the final stage of the Cultural Proficiency continuum; during this stage Cultural Proficiency spills outside of the organization and into the community.

Trinity Health is constantly assessing the quality of service provided to minority cultures and are always striving to improve delivery of care to these patients.

Our Core Value Justice-fostering and building the right relationships with everyone allows us to be a Culturally Competent organization that is willing and able to adapt existing models of service to better serve the needs of minority populations and become Culturally Proficient.

Read the scenario above.

Support for cultural initiatives in the community and possibly lobbying for inclusive legislation or making charitable contributions to cultural interventions are recognized as models for striving to attain cultural proficiency.
Understanding more about why our Mission, Vision and Core Values are so important to our Culture, and what we are doing across ministries to support everyone’s deeper understanding can help reduce health disparities among patient populations that plague us today.
Trinity Health is committed to listening to, partnering with, and making it easy for our colleagues and those we serve to be their authentic selves without fear of judgment, prejudice, or inequitable treatment.
Trinity Health is committed to increasing diversity and eliminating health disparities in the communities we serve.

We continue to promote inclusiveness, processes for learning about differences and for responding appropriately by becoming Culturally Proficient.
Video: Click to play and watch a video as to Why is it important that we ensure that our Missions, Vision, and Core Values commit to Cultural Proficiency?
Video: Our Core Values represent our deeply held beliefs. Click to play and watch a video that shows how our Core Value Reverence aligns with our journey to becoming Cultural Proficient.
Video: Our Mission and Vision allows us to be vigilant in ensuring that our patients are receiving the care that we have committed to. Click to play and watch a video that shows how our Core Value Justice allows us to foster and nurture relationships to promote the common good.
Today there is recognition that we increasingly live in a multicultural world with an emphasis on improving health and wellness and controlling costs.

There are five essential elements that contribute to the ability to become culturally proficient; and provide the standards for individual behavior and organizational practices.

1. Valuing diversity and practicing cultural intelligence.
2. Having the capacity for cultural self-assessment.
3. Managing the dynamics of difference.
4. Having institutionalized cultural knowledge.
5. Having developed adaptations to service/curriculum delivery reflecting an understanding of cultural diversity.
The National Center for Culture Competence has identified six reasons for why Cultural Proficiency is important. It allows you to:

1. Respond to current and projected demographic changes.
2. Eliminate long-standing disparities in the health status of people of diverse, racial, ethnic, and cultural backgrounds.
3. Improve the quality of services and primary care outcomes.
4. Meet legislative regulatory and accreditation mandates.
5. Gain competitive edge in the marketplace.
6. Decrease the likelihood of liability/malpractice claims.

In today's era, Cultural Proficiency is a Must Do that aligns with our Core Values and allows us to steward resources that could be reinvested in the communities we serve while fulfilling our Mission and Vision.
Key aspects of Cultural Proficiency recognize that Professionals bring their own culturally diverse backgrounds into the professions, and this diversity can influence the effectiveness of communication and collaboration on behalf of patients.

Because social and economic change is coming faster and faster, organizations are understanding the need for culturally competence in order to become Culturally Proficient.

The challenge of working together on behalf of others requires understanding different professional cultures, languages, and expectations.
Studies show that new entrants to the workforce and communities increasingly will be people of color, immigrants, and white women because of birth rates and immigration patterns.

Our patients are more likely to be single, non-white, not have a college degree, work less than full time, and not speak English as their first language.

When a Member’s culture is excluded from consideration, we end up with inequality or health disparities.
Health disparities are the differences in health and wellness between groups that are closely linked with social, economic, and environmental disadvantages.

Different languages may be the most obvious barrier to effective communication, but social inequities and complex health and social needs are all social influences of health.
Health is not shaped only by biology, but also where we live, work and play. It is increasingly important to address health disparities as the population becomes more diverse.

Factors that lead to Health Disparities is often caused by differences between groups in:

Social, economic and environmental factors:
- Lower income groups
- Environment, such as water and air quality

Barriers to health care, such as:
- Health insurance
- Transportation
- Language
- Literacy

Differences in quality of health care
- Different treatments
These differences can be credited to mistrust of the health system due to numerous historical treatment outcomes as well as language and literacy barriers.

On our journey to becoming Culturally Proficient, Trinity Health changes how colleagues think about other cultures, how they communicate, and how they work together.
Across Trinity Health, we serve a greatly diverse Membership that expects us to consider each Member as an individual and discuss care appropriately to ensure that their cultural expectations have not only been considered, but also heard and incorporated into their care.

On our journey to becoming Culturally Proficient, we will change how colleagues think about other cultures, how they communicate, and how they work together.

Recognizing health equity requires valuing everyone equally with focused and ongoing societal efforts to address avoidable inequalities, and historical and contemporary injustices.
The United States is a “mixing pot” of many different cultures, beliefs, and backgrounds. As such, certain “norms” have developed over the years and can be used by people from all different backgrounds. As such, certain “norms” have developed over the years and can be used by people from all different backgrounds.

Cultural Norms are the agreed upon expectation and rules by which a Culture guides the behavior of its members.
It is important to do your due diligence to understand any Member populations unique to your Ministry.

When considering cultural norms, there are numerous things to keep in mind.

Every group of people belongs to at least one culture, but it is important to understand cultural expectations and read body language for subtle cues on what to expect.
There is much progress yet to be made in ensuring that all patients are treated with equal respect and dignity.

REaL data collection is to improve the quality of care and outcomes for all patients. Collecting data on patient Race, Ethnicity, and Language (REaL) is an important first step in reducing health disparities. One of the most important rationales for collecting race and ethnicity information directly from patients is that you get to create holistic view of the patients. This encourages efficient communication between physicians and patients and increases the overall quality of patient care providing deeper insights into specific conditions.
To help assure quality care for all, federal mandates have been issued requiring the capture of information on race, ethnicity and language data as self-reported by patients or their caregivers.

New regulations from The Joint Commission, the Affordable Health Care Act, and Center for Medicare and Medicaid Service require hospitals to identify and address these social influencers of health.

The result is that all patients having examinations or procedures performed at a hospital will be asked questions related to REaL. By collecting this information, the federal government believes that it can improve the quality of care for patients served.
Trinity Health brings together knowledge about different groups of people and transforms it into standards, policies, and practices that work for the entire workforce.

There are several external regulatory organizations that guide the work of Cultural Proficiency. The two main organizations that help guide Trinity Health are the Office of Minority Health and The Joint Commission.

The Office of Minority Health is dedicated to improving the health of racial and ethnic minority populations through the development of health policies and programs that will help eliminate health disparities. The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards) aim to improve health care quality and advance health equity by establishing a framework for organizations to serve the nation’s increasingly diverse communities.
The Joint Commission has made several efforts to better understand individual patients’ needs and to provide guidance for organizations working to address those needs. The Joint Commission first focused on studying language, culture, and health literacy issues. The scope has been expanded to include the broader issues of effective communication, cultural competence, and patient and family-centered care.

The mission of the U.S. Department of Health & Human Services (HHS) is to enhance and protect the health and well-being of all Americans. It is important that we continue to look to the national CLAS standards to design and implement policies and procedures to foster diversity and inclusion, and ensure new staff are provided with training and other support necessary to work with culturally diverse communities.
When health workers at all levels of care are given the tools and training they need to become Culturally Proficient, improved patient satisfaction and outcomes are the inevitable result.

Think Cultural Health as we continue along our journey to becoming Culturally Proficient.
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• Identify the key aspects of cultural proficiency.
• Describe what Race, Ethnicity and Preferred Language data (REaL) is and why it is important.
• Explain culturally proficient ways that Trinity Health complies with related regulatory laws and standards.
Thank you and this ends our course on Cultural Proficiency.