



# Cultural Competency Plan

2010-2011

## Cenpatico Cultural Competency Plan 2010- 2011

Cenpatico's 2010- 2011 Cultural Competency Plan reviews the activities to be undertaken during 2010 and 2011. Based on progress toward reaching the goals established and priorities established, the plan will be reviewed again in early 2012 to reflect future implementation steps.

Cenpatico has been working to integrate and promote culturally competent services into the behavioral health system. The areas served have seen rapidly changing demographics that have created a need for culturally competent providers and an overall delivery system that can respond to the behavioral health needs of a diverse population. In response to this need, Cenpatico has developed this plan for members served, providers contracted and all employees of Cenpatico.

The Cenpatico Cultural Competency Plan was developed using current literature as a guide. Cenpatico developed a National Advisory Council consisting of leaders in the field of behavioral health and advocates of consumers of behavioral health to continuously evaluate our level of cultural competency.

The Cenpatico vision for culturally competent care is:

- Care that is given with understanding of and respect for the consumer's health-related beliefs and cultural values and their level of physical abilities
- Staff that respect health related beliefs, physical and emotional disabilities, interpersonal styles, and attitudes and behaviors of the consumers, families, and communities they serve
- Leadership from administrative, management and clinical operations that includes assessments and processes that ensure a uniform and consistent response by all staff for each individual.

Cenpatico has adopted a definition of cultural competence, which defines culture in the broad sense, as there are other things in addition to race, language, and ethnicity that contribute to a person's sense of self in relation to others. These may be more specific or more general subgroups based on attributes (such as gender or sexual orientation), or shared life experiences (such as survival of violence and/or trauma, education, occupation, or homelessness). Multiple memberships in these subgroups contribute to an individual's personal identity and sense of own "culture". Understanding how these factors affect how a person seeks and uses behavioral health, as well as their culture group's historical relationship to behavioral health is important to providing culturally competent care.

The cultural competency goal of Cenpatico is *"To support the creation of a culturally competent behavioral health system of care that embraces and supports individual differences to achieve the best possible outcomes for individuals receiving services."*

Highlights of the 2008- 2009 Cultural Competency Plan include:

- Implemented training for all staff in cultural competency,
- Contracted with Language Services Associates to offer interpreter services telephonically when speaking with Customer Services and Clinical staff,
- Contracted with Language Services Associates to offer interpreter services in person during visits with the practitioner of service,
- Notified members and practitioners about the contract with Language Services Associates via the newsletter, manuals, handbooks and the web including how to access services,
- Began dialogue with our corporate parent Centene to have data about linguistic and cultural preferences shared with Cenpatico,
- Assessed our network of providers to determine the languages spoken within their offices,

- Assessed census data to gain insight into the composition of our member base to better understand their cultural preferences,
- Developed training programs for our practitioners including those found on e-learning.

The goals of the 2010-2011 Cultural Competency Plan are:

- Expand the tools and processes available to Cenpatico staff in delivery of Culturally and Linguistically Appropriate Services as well as services to those with physical disabilities.
- Assure Cenpatico providers receive education in provision of culturally competent care.
- Measure progress in meeting goals through a defined set of performance metrics.
- Obtain data from Centene that will inform our program and assist in meeting our goals.

The following is the roadmap for achieving the goals of the Cenpatico Cultural Competency Plan

### **Goal 1: Understandable and Respectful Care Delivered by the Cenpatico staff**

To ensure Consumers receive effective, understanding, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

The following steps will be taken to bring staff to a higher level of understanding on how to recognize and respond appropriately to health-related beliefs and cultural values.

#### **Implement an annual training curriculum for staff**

- Cenpatico will continue to require all employees receive training in basic cultural competence on an annual basis.
- Cenpatico will implement training courses for staff interfacing with members and their families.

#### **Assess the value of member surveys for Care Management staff**

- Cenpatico will assess the value of adding the survey questions asked of members currently accessing the Customer Services queue to a queue for Case managers and Care Coordinators.
- Questions proposed: “Did we help you today?” and “Were you treated with respect?”

#### **Evaluate assessments performed for cultural sensitivity**

- Assure all assessments routinely performed by Care Coordinators and Case Managers include the members’ cultural and linguistic preferences.
- Assess the Member Satisfaction Survey results related for cultural sensitivity of Cenpatico staff and the network of practitioners

### **Goal 2: Data Systems that Support Information Gathering Related to Cultural and Linguistic Competency**

To assure our data systems can capture and report data pertinent to cultural and linguistic preferences.

#### **Eligibility data will contain the members’ cultural and language preferences.**

- Files received from the health plans and from the states will contain data that identifies the member’s cultural and language preferences.
- Data systems at Cenpatico will be able to accept the cultural and linguistic preferences data.
- Assure standardized assessments link to data regarding cultural and linguistic preferences

#### **Assessment of Data by Population Group and Geographic Area**

- Data systems are structured to assess the cultural and language preferences within sub-groups
- Partner with the state and local health plans to evaluate their community profile and integrate this data to develop the network

#### **Goal 3: Assure Language Assistance Services Are Accessible**

To assure our bi-lingual Customer Services staff is certified in the languages they speak.

##### **Determine a method of testing our staff to determine their level of competence in spoken language.**

- Evaluate course material at local colleges and adult study programs to determine if they can be used to test spoken language competency.
- Prepare a written test to be taken by all applicants and all existing staff who choose to identify themselves as bi-lingual.
- Monitor use of Language Services Associates through their reports of utilization to ascertain the need for bi-lingual staff.

##### **To assure network practitioners know how to access services**

- Annually provide the information related to accessing language services to practitioners in the Provider Report, the newsletter for Cenpatico' practitioners.
- Prepare/distribute a brochure that details how a practitioner accesses assistance for language interpretation.

#### **Goal 4: Performance Measures**

To develop valid and reliable performance measures to assess our progress in meeting the goal of cultural competence and to assure a reduction in disparities among populations studied.

##### **Determine a source for standardized measurement that will be consistent with data collected by Cenpatico.**

- Review potential data sources with the National Advisory Council to determine their applicability.
- Identify the sub-populations to be measured.
- Assess HEDIS measure reporting for each plan for those measures noting languages and ethnicity.

#### **Goal 5: Maintain a staff that reflects the cultural diversity of the membership.**

To ensure hiring and retention policies are consistent with the cultural diversity of our membership.

##### **Survey Cenpatico employees to determine their cultural and ethnic background.**

- Determine method to survey employees to assure their confidentiality while obtaining information regarding their cultural and ethnic background.
- Assess staff diversity and identify areas for improvement.

By approving the Cultural Competency Plan, Cenpatico is given the support of its Quality Improvement Committee (QIC) to invest in the steps outlined in this plan.

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Signature of QIC Chair

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Date