

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH

**No Two People are the Same:
Respecting Cultural
Diversity when Delivering
Healthcare**

Wednesday, April 22, 2020
2:00-3:00pm ET



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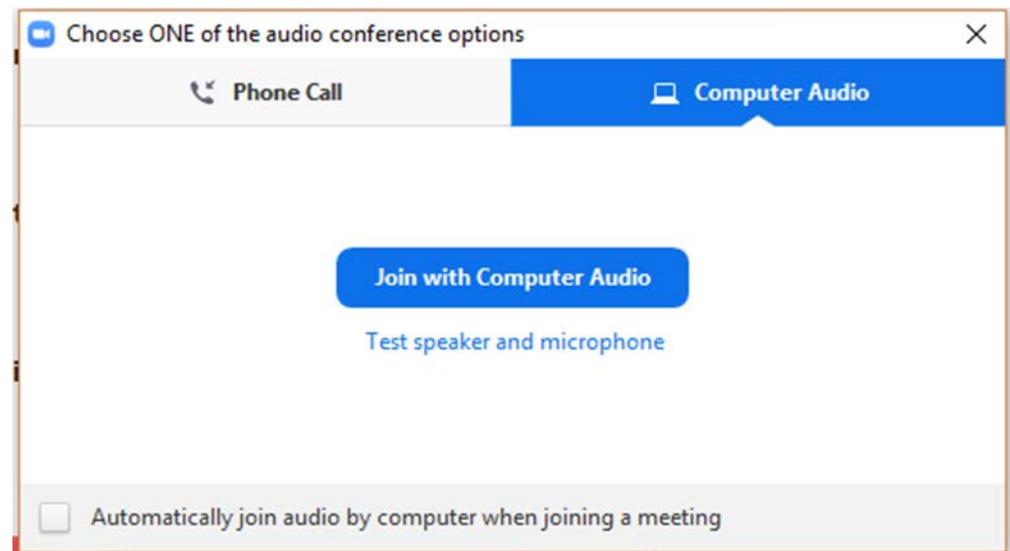
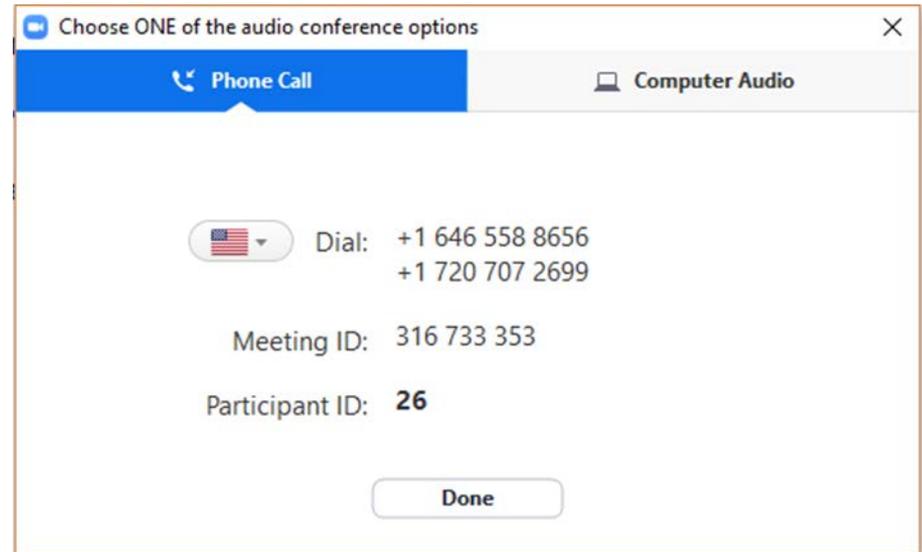
Center of Excellence for Integrated Health Solutions

Funded by Substance Abuse and Mental Health Services Administration

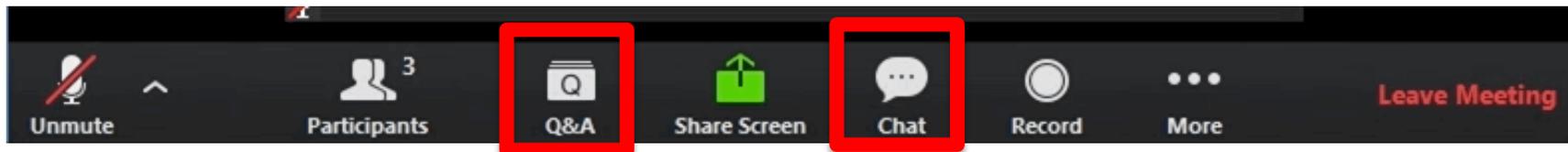
Operated by the National Council for Behavioral Health

Audio Logistics

- Call in on your telephone, or use your computer audio option
- If you are on the phone, remember to enter your Audio PIN



How to Ask a Question/Make a Comment



Type in a **question** in the **Q&A box**
Type in a **comment** in the **chat box**

Both are located at the bottom of your screen.
We'll answer as many questions as we can at the end of the presentation.

Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).

SAMHSA

Substance Abuse and Mental Health
Services Administration

www.samhsa.gov

Poll #1: What best describes your role?

- Clinician
- Administrator
- Policy Maker
- Payer
- Other (specify in chat box)

Poll #2: What best describes your organization? (check all that apply)

- Behavioral Health Provider
- Primary Care Provider
- Mental Health Provider
- Substance Abuse Provider
- Other (specify in chat box)



Introductions



Pierluigi Mancini, PhD

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If you talk to a man in
a language he
understands, that
goes to his head.
If you talk to him in his
language, that goes
to his heart.

-Nelson Mandela





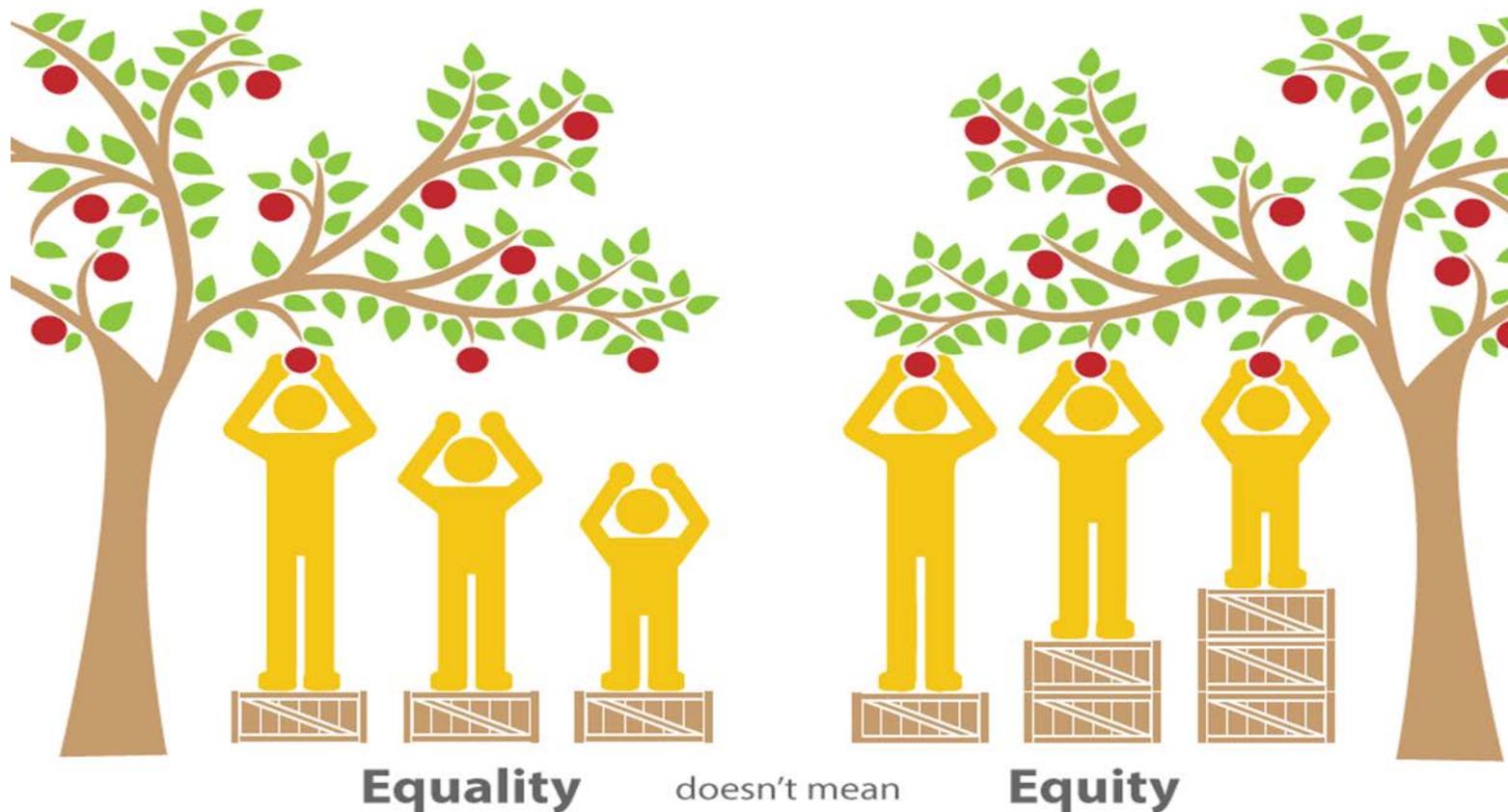
Learning Objectives

By the end of this webinar, you will be able to:

- Define Health Equity, Disparities and Literacy.
- Define Culture and Cultural Competence that affect delivery of services.
- Understand the barriers of Culture.
- Explain the importance of linguistic competency and cross-cultural communication.
- Discuss solutions to become culturally competent.
- Provide a framework for a cultural and linguistically competent plan.

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Health Equity, Health Disparities, and Health Literacy



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What is Health Equity?

“The attainment of the highest level of health for all people.”

Healthy People 2020



What is Health Inequity?





What are Health Disparities?

Differences in **Health Outcomes** and **Health Care Access, Coverage and Quality of Care**

In particular.....

Avoidable differences in health that result from cumulative social disadvantage.

(Adapted from The Connecticut Multicultural Health Partnership. Faces of Disparity.
<http://www.ctmhp.org>)

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... But what causes health disparities?

- Inequities in the **social determinants** of health?
- Environmental risk factors?
- Institutional factors?
- Provider factors?
- Consumer factors?

Sources: (1) Smedly BD et al. *Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care*. Institute of Medicine, 2002. (2) AMA. *Health Disparities*. Presentation, 2007. http://www.ama-assn.org/resources/doc/mss/ph_disparities_pres.pdf

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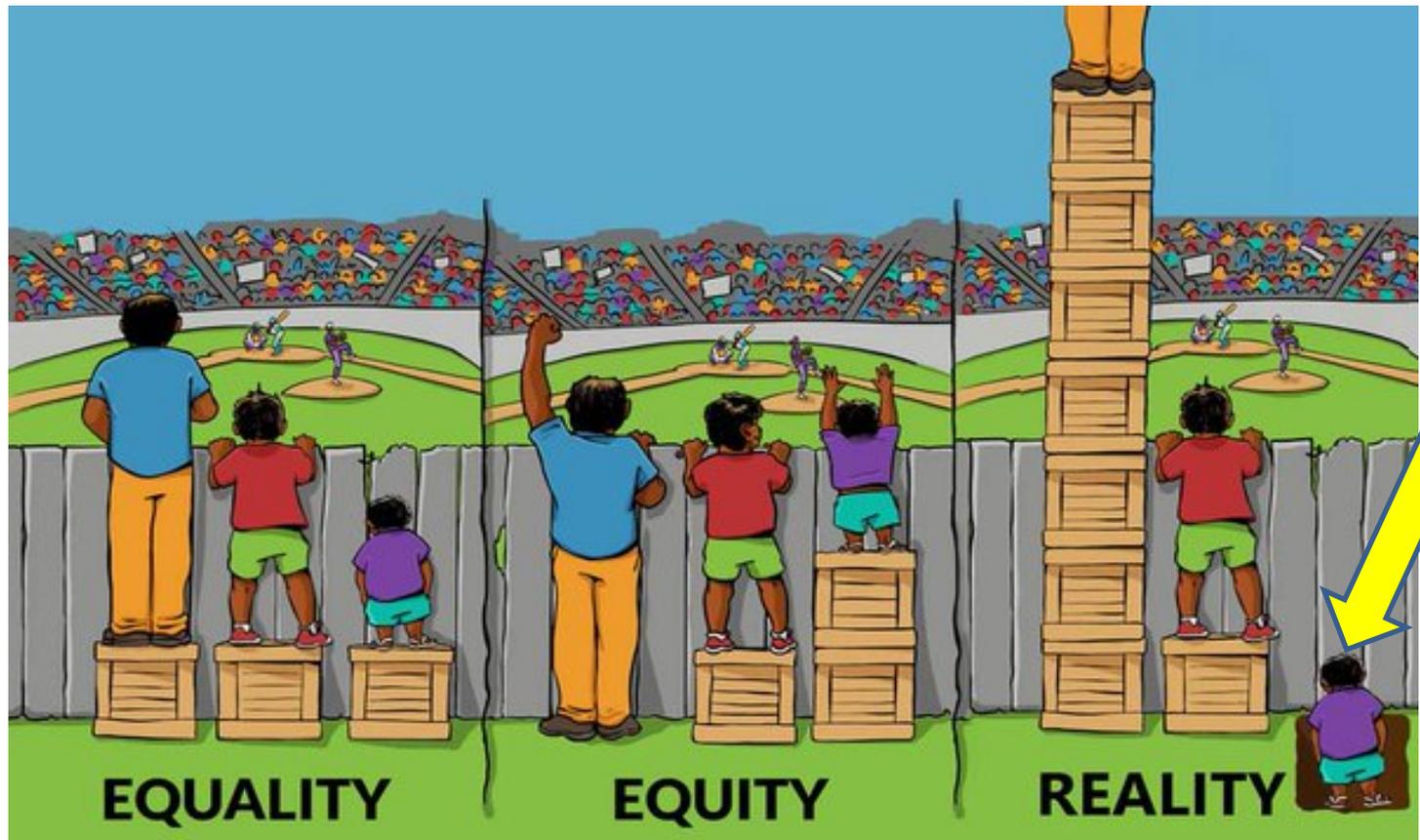
What is Health Literacy?

The degree to which individuals have the capacity to obtain, process and understand basic health information and services needed to make appropriate health decisions



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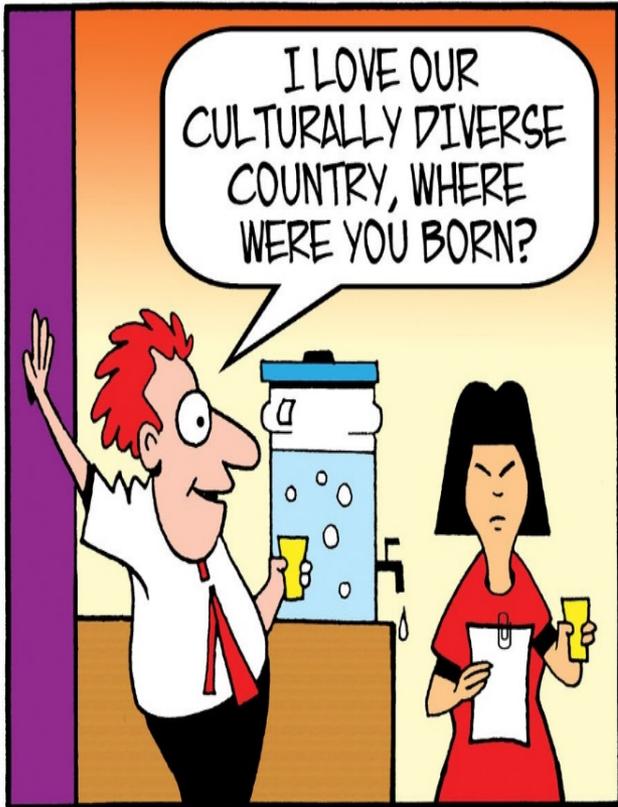
Without Health and Cultural Literacy....



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What is Culture?

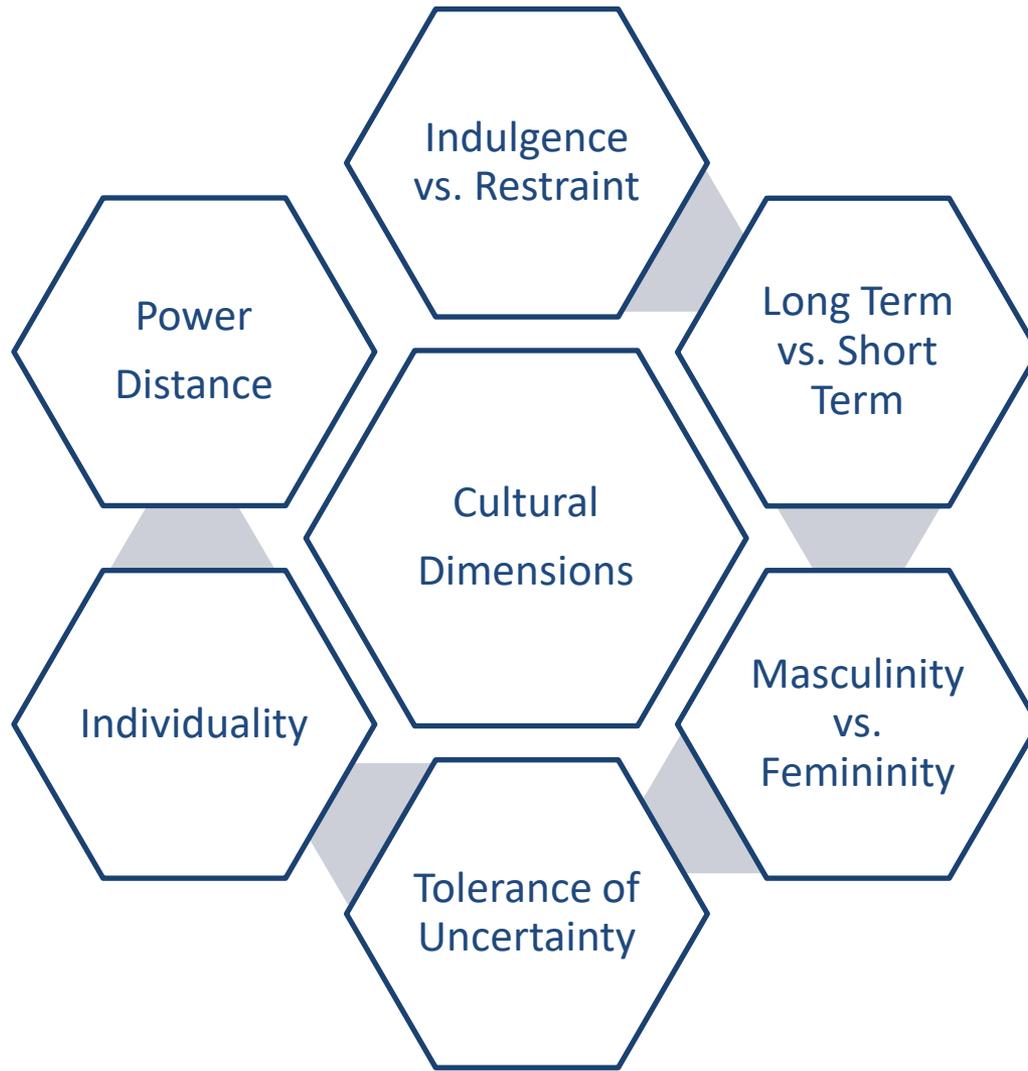
Definition

Culture: The integrated pattern of human behavior that includes the thoughts, communication, actions, customs, beliefs, values, and institutions of a racial, ethnic, religious, social, or other group.

United Nations Education, Scientific,
and Cultural Organization, 2010

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Cultural Dimensions



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What Culture is Not

- An individual's **personality**
- **Static**, it can change and adapt
- The **language** a person speaks
- An ***ethnic or racial group***
- Solely related to **geography**

Adapted from Gonzalez, V.M., Gonzalez, J.T., Freeman, V., & Howard-Pitney, B. (1991).



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How Does Culture Affect an Intervention?



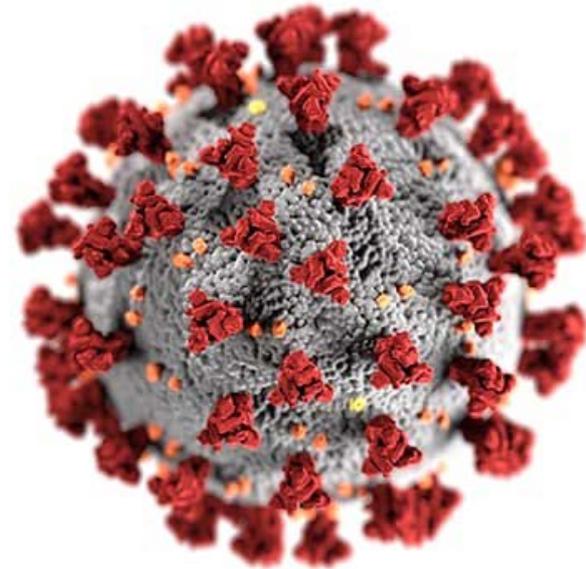
**Culture Is
Strength**

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Culture and COVID-19

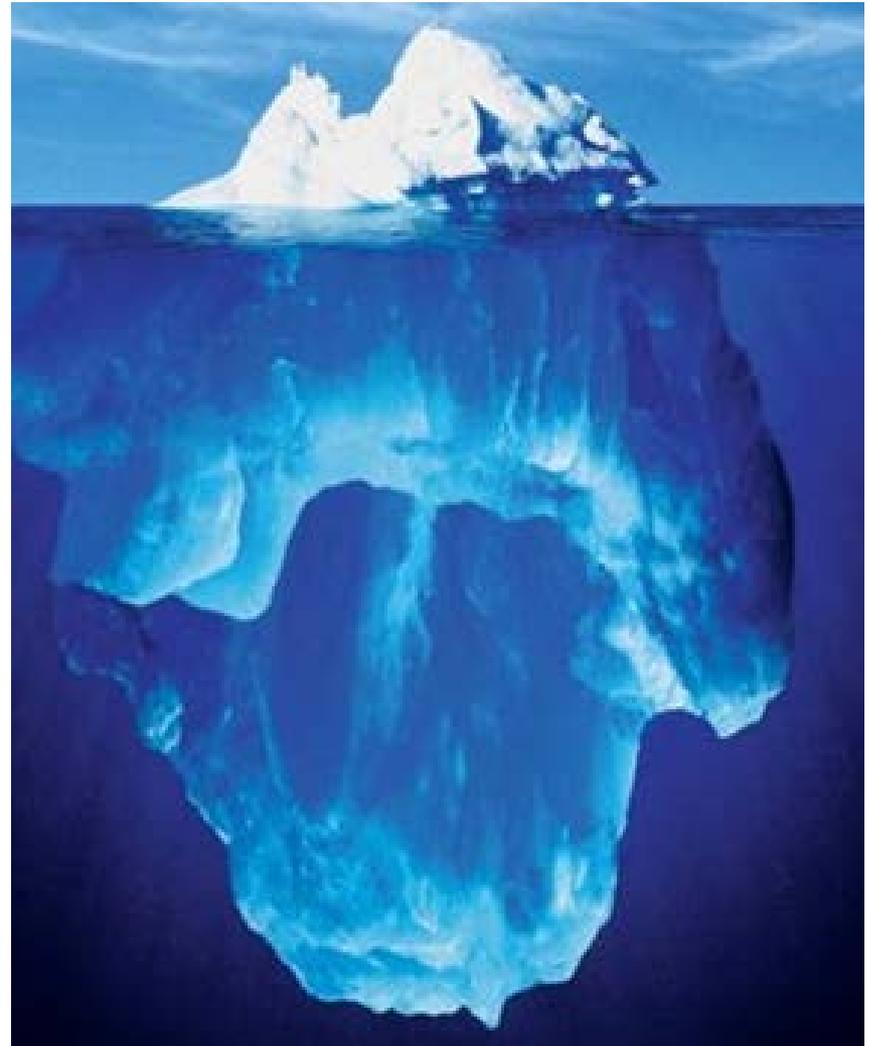
- Culture
- Biology
- Behavior
- Disparities



Poll #3: The Iceberg Concept of Culture

Think about gender, race and age as aspects of culture. Where would you place them on the iceberg?

- Top part of the iceberg
- Bottom part of the iceberg



Cultural Competence



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Cultural Competence

Definition

Cultural competence: An organization's ability to recognize, respect, and address the unique needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual's racial, ethnic, religious, and/or social groups or sexual orientation.

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Cultural Competence vs. Cultural Awareness

Definitions

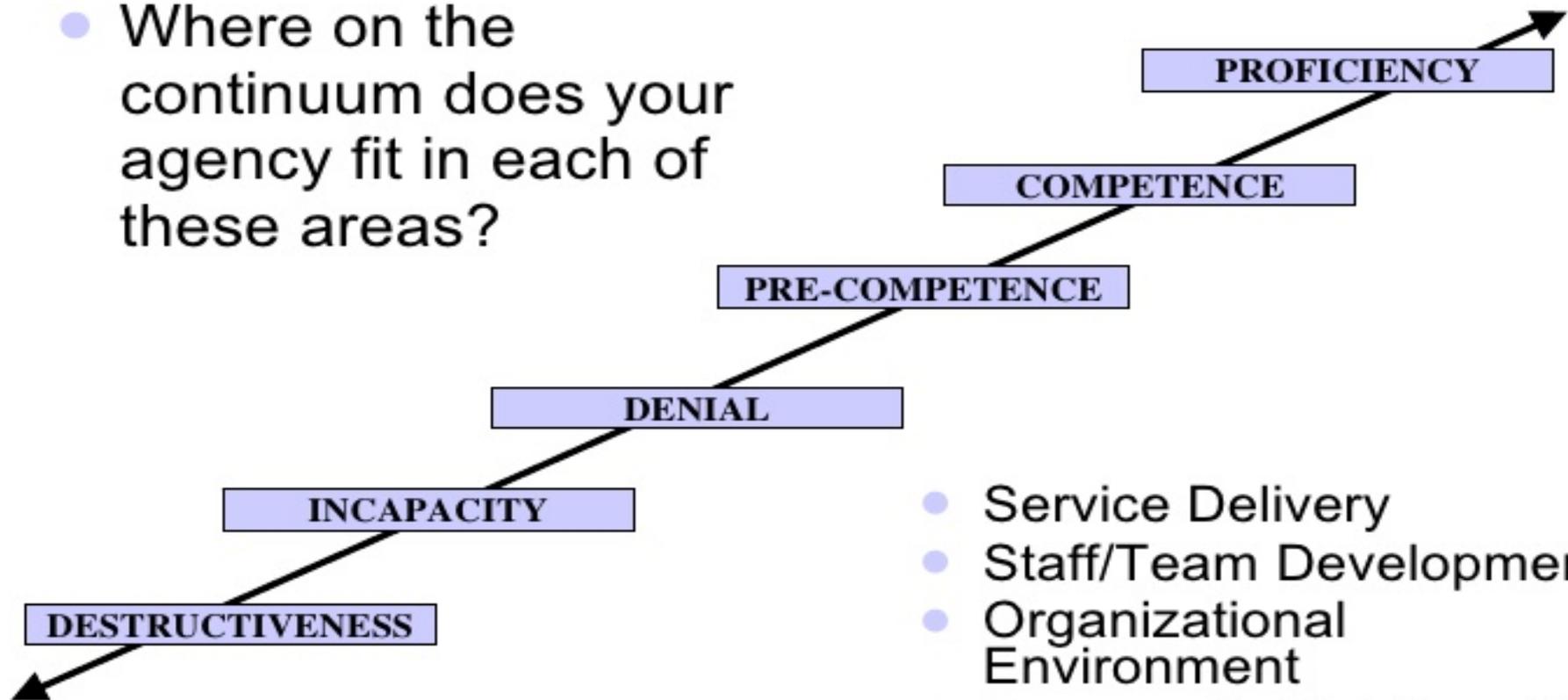
- Cultural competence:
The ability to effectively operate within different cultural contexts
- Cultural awareness:
Sensitivity and understanding toward individuals from different ethnic, racial and cultural backgrounds.

Source: National Association of School Psychologists

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Cultural Competence Continuum

- Where on the continuum does your agency fit in each of these areas?



- Service Delivery
- Staff/Team Development
- Organizational Environment
- Community Relationships



Language Competency

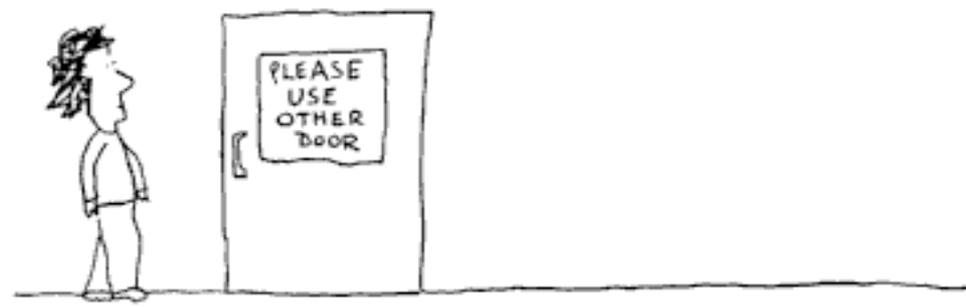
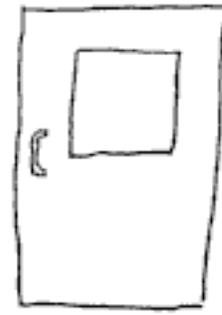
- Fluency
- Attitude
- Accents?



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Barriers to Services

- Policy
- Facility-institutional
- Provider barriers

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Barriers - Immigrant Stress

- **Migration stress** - displacement and disorientation that comes with moving and adjusting without resources
- **Acculturative stress** - adjusting to new circumstances in a new cultural context
- **Traumatic stress** - extensive exposure to traumatic events prior to migration
- **Also** exacerbation of symptoms of disorders already present (learning disabilities)

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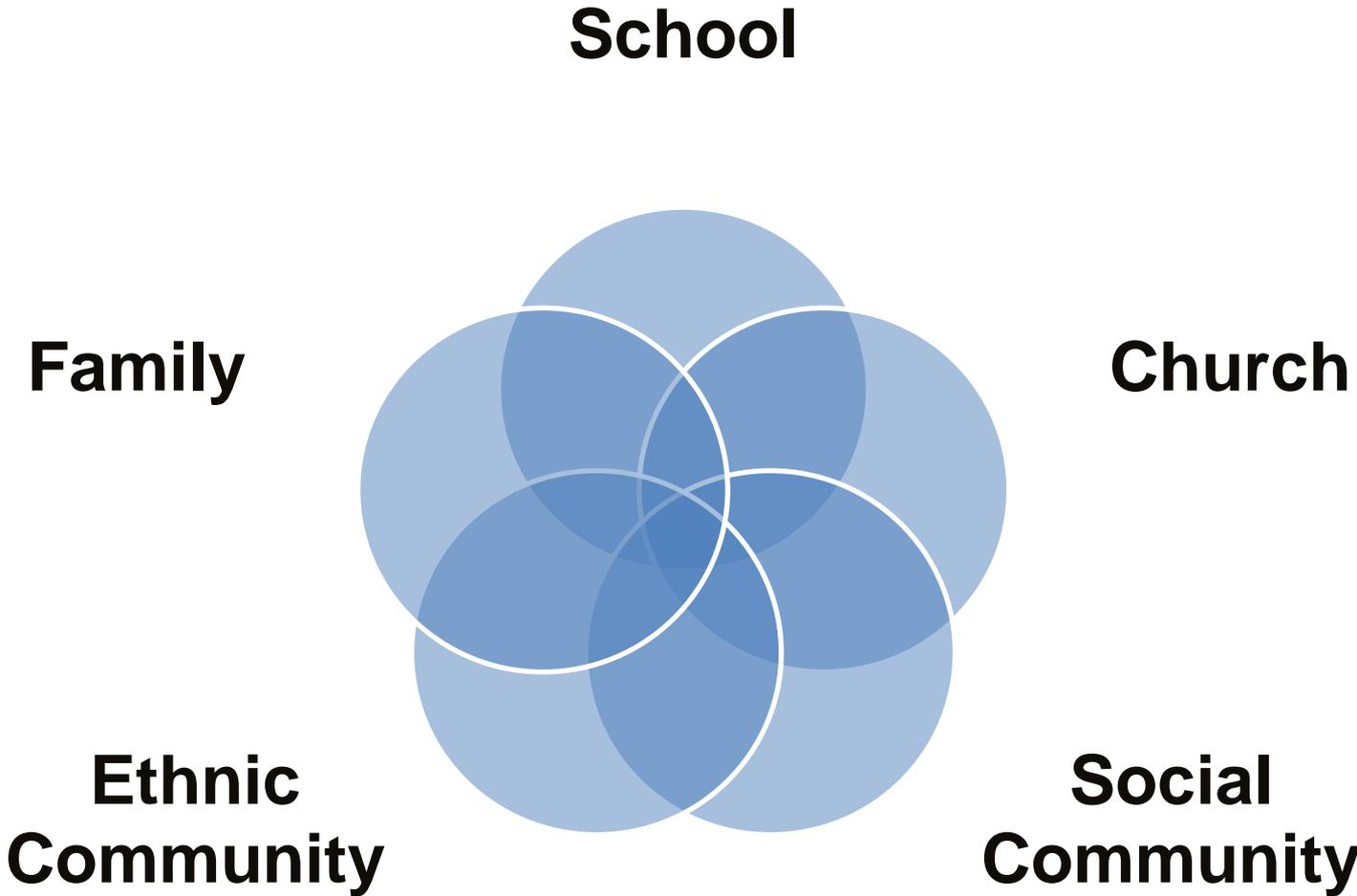


Barriers - Health Belief Systems

- Expressions of Culture in Health Care
 - Health Belief Systems
 - Define and categorize health and illness
 - Offer explanatory models for illness
 - Based upon theories of the relationship between cause and the nature of illness and treatments
 - Defines the specific “scope” of practice for healers

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Cultural Influences to seeking services



THE HEALERS



LOS INDIOS CHAMANES Y CURANDEROS

PARE DE SUFRIR, TENEMOS LA SOLUCION A SU PROBLEMA
¡Llame ya! 1-866-327-9710

Poseemos todos los secretos de la naturaleza para cambiar su vida. Tenemos el único amarre que le llevará a conseguir todo lo que quiera en el mundo.



Curo: alcoholismo, drogadicción, enfermedades naturales o sobrenaturales.

Regreso al ser amado y arreglo su matrimonio.

No sufra de impotencia.

Llame y sorpréndase con los resultados.

Trabaja incansablemente y no ve el fruto de su trabajo.

Venga y le enseñamos como multiplicar su dinero.

Evitamos divorcios y apresuramos matrimonios.

Nosotros los pobres también podemos lograr la felicidad.

USTED PUEDE SER VICTIMA DE UNA BRUJERIA SIN SABERLO
¡LAS CASUALIDADES NO EXISTEN, LA MAGIA NEGRA SI!

A pedido de la **COMUNIDAD LATINA**, desde New York a Atlanta, el profesor **GUILLERMO** el mas grande parapsicólogo, psíquico, naturalista de **FAMA MUNDIAL**

HECHICERIA BRUJERIA MAGIA NEGRA
 ¡usted tiene que ver para crear!

REGRESO AL SER AMADO EN 2 DIAS

Hago felices a los desdichados ayudo a sanar a los enfermos trato la impotencia sexual.

NIEVA GENERACION MISHIGA

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 Teléfono **770-451-1911** Larga Distancia Gratis **1.866.455.1911**

¡NO SUFRA MAS!

EL CURACA BLANCO, EL MENSAJERO DE TU FELICIDAD
LLEGO TRAYENDO LOS SECRETOS DE AMOR EN SOLO UNA NOCHE

Sexo, amor y placer entrelazado de pasión y lujuria bajo la sombra de un amor perfecto.

EL AMARRE QUE ESTA REVOLUCIONANDO TODO U.S.A.

UNICOS POSEEDORES DE LOS MAS PODEROSOS SECRETOS, CONJURIOS Y RITUALES NUNCAANTES REALIZADOS CON LA MAGIA BLANCO Y NEGRA

10% de descuento presentando este anuncio

¡APRESURAMOS MATRIMONIOS, EVITAMOS DIVORCIOS!

SI FALLO LE DARE TRES VECES MAS DE LO ACORDADO, SIN DUDAS NI MURMURACIONES.

¡LIBERSE!
 El amor es el secreto de la felicidad. La felicidad es el secreto de la salud. La salud es el secreto de la riqueza. La riqueza es el secreto de la libertad. La libertad es el secreto de la vida. La vida es el secreto de la felicidad.

ANGRA LE TOCA A USDED SER FELIZ

CURANDEROS AMAZONICOS ATAN Y DESATAN Y CON SUS POERES RETAN A CUALQUIERA.
 Secretos para el amor, trabajo, salud y el negocio.

CON UNA SOLA LLAMADA CAMBIARA EL RUMBO DE SU FRACASO
1-800-685-5552 ó 213-380-9060

Deja su correspondencia a: 2010 WINDY PARK DR. LACA 10118
AHORA TE TOCA A TI SER FELIZ
 elcuracablancob@yahoo.com

Llamadas **GRATIS** las 24 horas en vivo.

COMANCHE

CASCABEL DE LA SALUD, SUERTE Y AMOR
¡Garantizado! - ¡Sepárela ya!

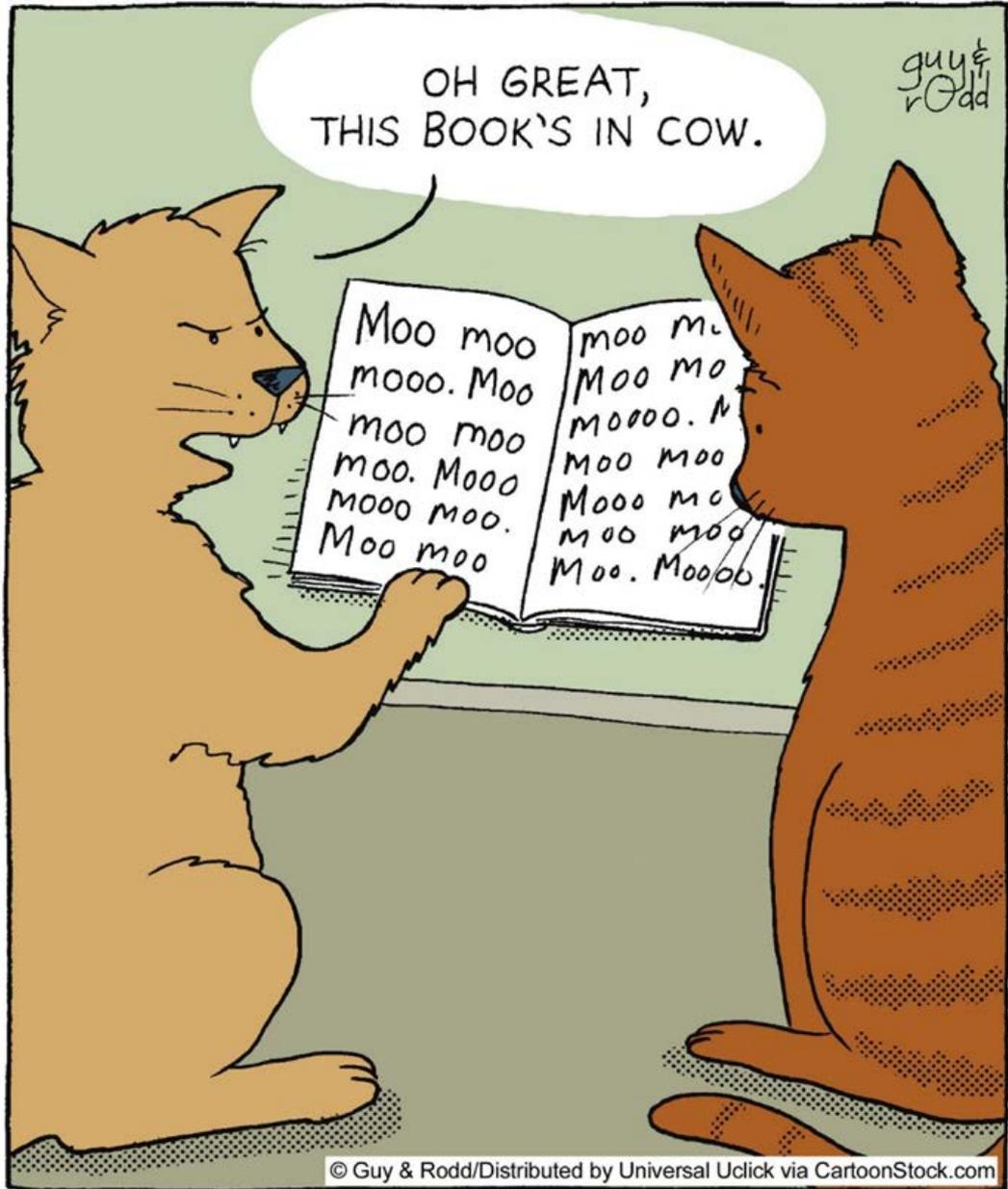
COMUNIDAD INDIGENA COMANCHE

¿TIENE PROBLEMAS?
COMANCHE CURA TODOS SUS MALES

¡MATEO DEL SER AMADO, CURA DE LA IMPOTENCIA Y EL ALCOHOLISMO, NO TIENE TRABAJO, DINERO, SALUD Y AMOR, VEGA LA COMUNIDAD INDIGENA, TRATAMIENTOS DE ENFERMEDADES NATURALES O SOBRENATURALES, SE HACEN LIMPIAS Y CURAS GARANTIZADAS.

5146 JIMMY CARTER BLVD. NORCROSS, GEORGIA 30093
¡Llame YA! 770-840-8010

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Definitions

- **Language** - The words, their pronunciation, and the methods of combining them used and understood by a community.
- **Translation:** The conversion of written texts from one language to another.
- **Interpreting:** The re-expression of spoken messages in spoken form in a second language.



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What Steps do you need to take to Ensure Language Access?

- Do you know what the language needs of your community are?
- Do you have a communication and language assistance plan?
- How do you know your client's preferred language?
- Do you train your staff in language services or interpreting?
- How do you let your clients know that there are language assistance services?

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Poll # 4: What are the top 4 foreign languages spoken in U.S. households?

- Chinese (including Mandarin and Cantonese)
- German
- Russian
- Spanish
- Arabic
- Tagalog (including Filipino)
- Vietnamese
- French (including Cajun)
- Korean

Source: Migration Policy Institute tabulations from the U.S. Census Bureau pooled data from 2009 – 2011 American Community Survey.

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Linguistic Diversity in the U.S.

The top foreign languages spoken in households in the U.S are:

Language Spoken	Number of United States Households
Spanish	40,489,813
Chinese (including Mandarin, Cantonese)	3,372,930
Tagalog (including Filipino)	1,701,960
Vietnamese	1,509,993
Arabic	1,231,098
French (including Cajun)	1,216,668
Korean	1,088,788
Russian	909,374
German	905,691
Other Indo-European Languages	866,747
Haitian	856,009
Hindi	810,877
Portuguese	767,210
Italian	576,154
Other Slavic Languages	575,375
Polish	539,151
Amharic, Somali, or other Afro-Asiatic Languages	521,932
Yoruba, Twi, Igbo, or other Western African Languages	515,629
Yiddish, Pennsylvania Dutch or Other West Germanic Languages	487,675
Urdu	474,481



Solutions



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What Can We Do To Overcome These Barriers?

- Develop cultural and linguistic competence in service delivery
- Establish culturally competent standards of care.
 - E.g. CMHS standards, CLAS standards
- Promote mental health education and awareness in immigrant communities

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Policy Solutions

- Funding mechanisms
- Development of **Cultural and Linguistic Competence Office** at the State level
- Enforcement of CLAS Standards
- Enforcement of interpreter requirements
- Tele counseling for LEP

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Facility-institutional Solutions

- CLC Organizational Assessment and CLC Plan
- Collaborative relations with primary care providers serving minorities
- Increase Facility's linguistic and cultural competence
- Modifying reimbursement practices

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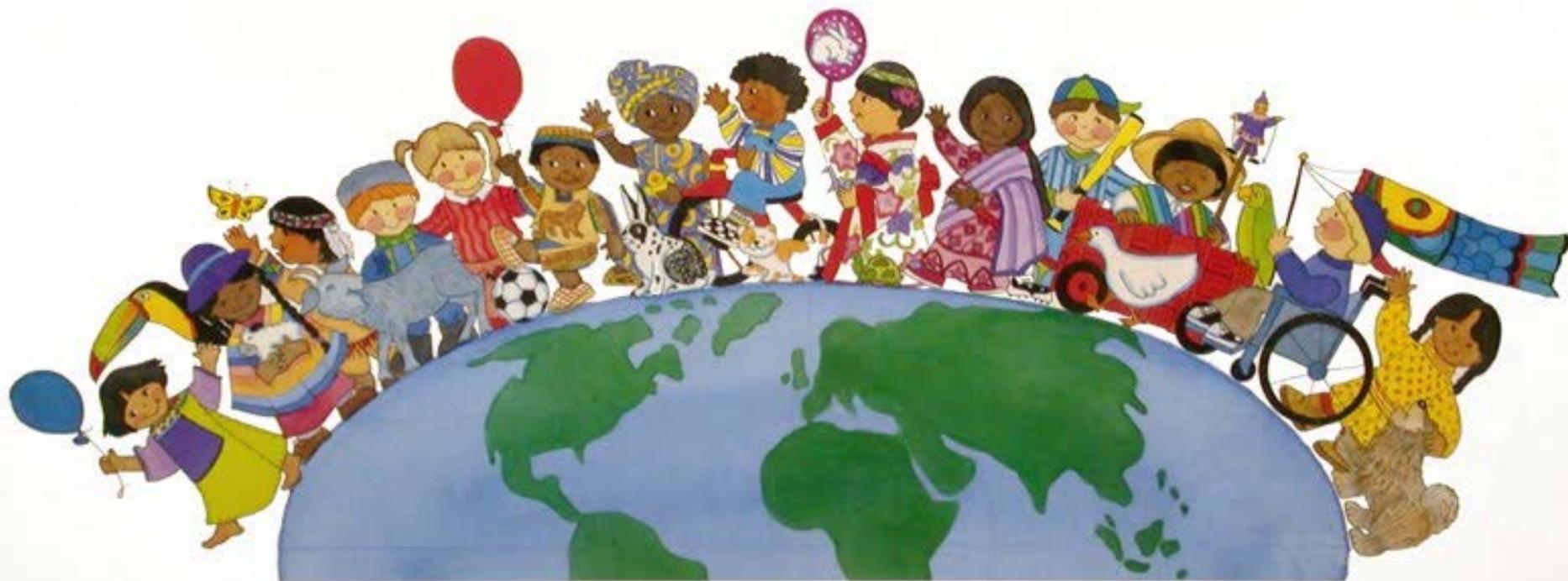


Provider Solutions

- CLC Organizational Assessment and CLC Plan.
- Clinical and Administrative Staff Training.
- Increase provider's linguistic and cultural competence.
- Effective interventions

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Culturally and Linguistic Competent Agencies



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Questions? Thank you!



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Upcoming Webinars & Events

COVID-19 Office Hours – Learn more and register for events or view previous session recordings on our website here:

<https://www.thenationalcouncil.org/integrated-health-coe/training-events/>

Upcoming

- [Taking Time for Self-Compassion](#) – Tomorrow, 3-4pm ET
- [Health Equity Considerations](#) – Thursday 4/30, 3-4pm ET

Learning Communities and ECHOs – Learn more on our website here:

<https://www.thenationalcouncil.org/integrated-health-coe/learning-collaboratives/>

Relias Online Trainings – Learn more on our website here:

<https://www.thenationalcouncil.org/integrated-health-coe/training-events/>

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Thank You

Questions?

Email integration@thenationalcouncil.org

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www.samhsa.gov

1-877-SAMHSA-7 (1-877-726-4727) 1-800-487-4889 (TDD)