



CenCalHEALTH[®]
Local. Quality. Healthcare.

Cultural Competency and Health Literacy & Seniors and Persons with Disabilities (SPD)

Provider Training

Agenda

- CenCal Health Membership Demographics
- Cultural Competency & Health Literacy
- Linguistic Services & Resources
- Communicating with Sensitivity to Seniors and Persons with Disabilities (SPD)

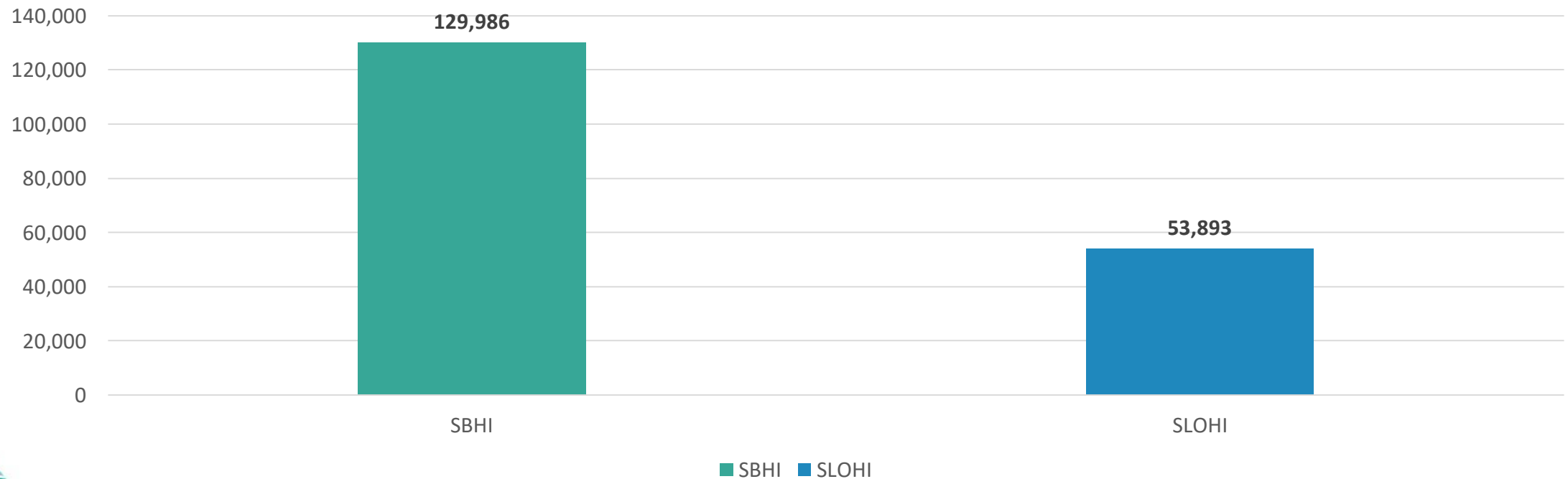


Provider Services Department
(805) 562-1676

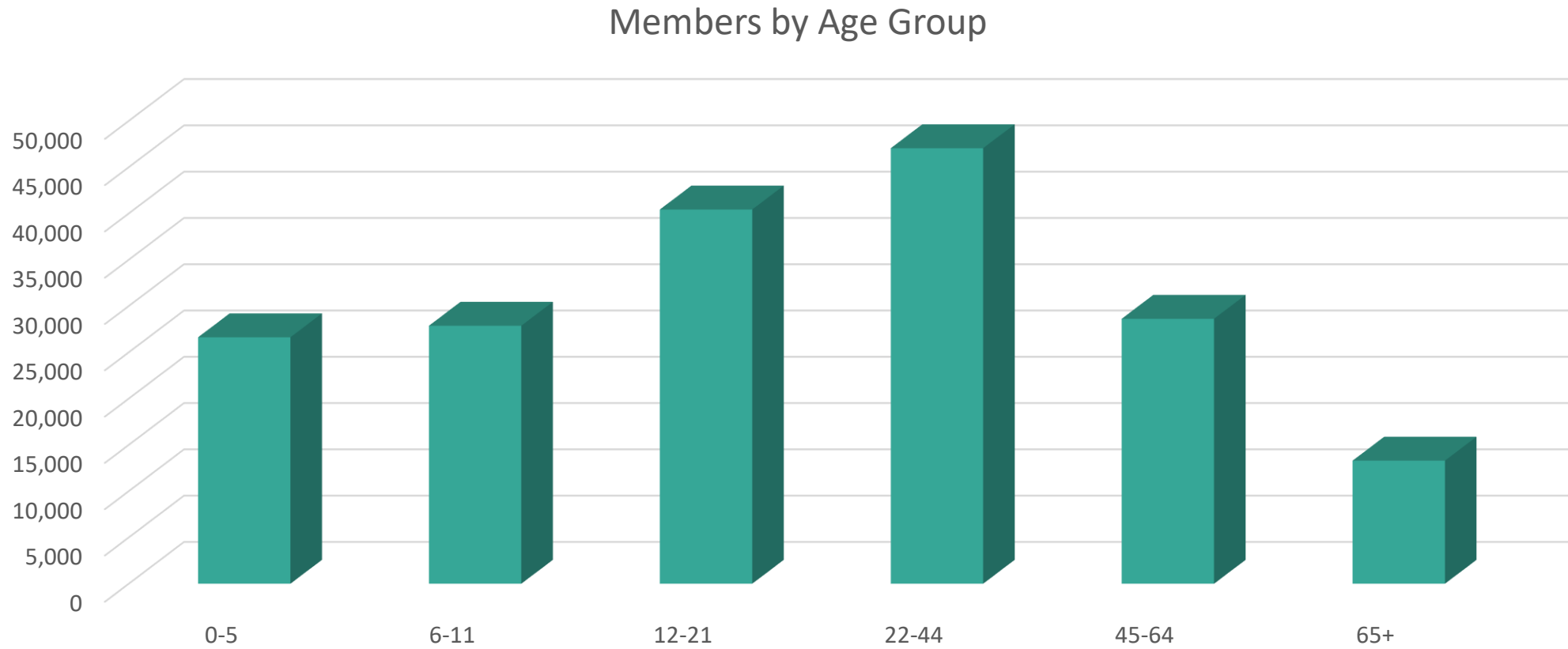
psrgroup@cencalhealth.org

CenCal Health Membership Demographics

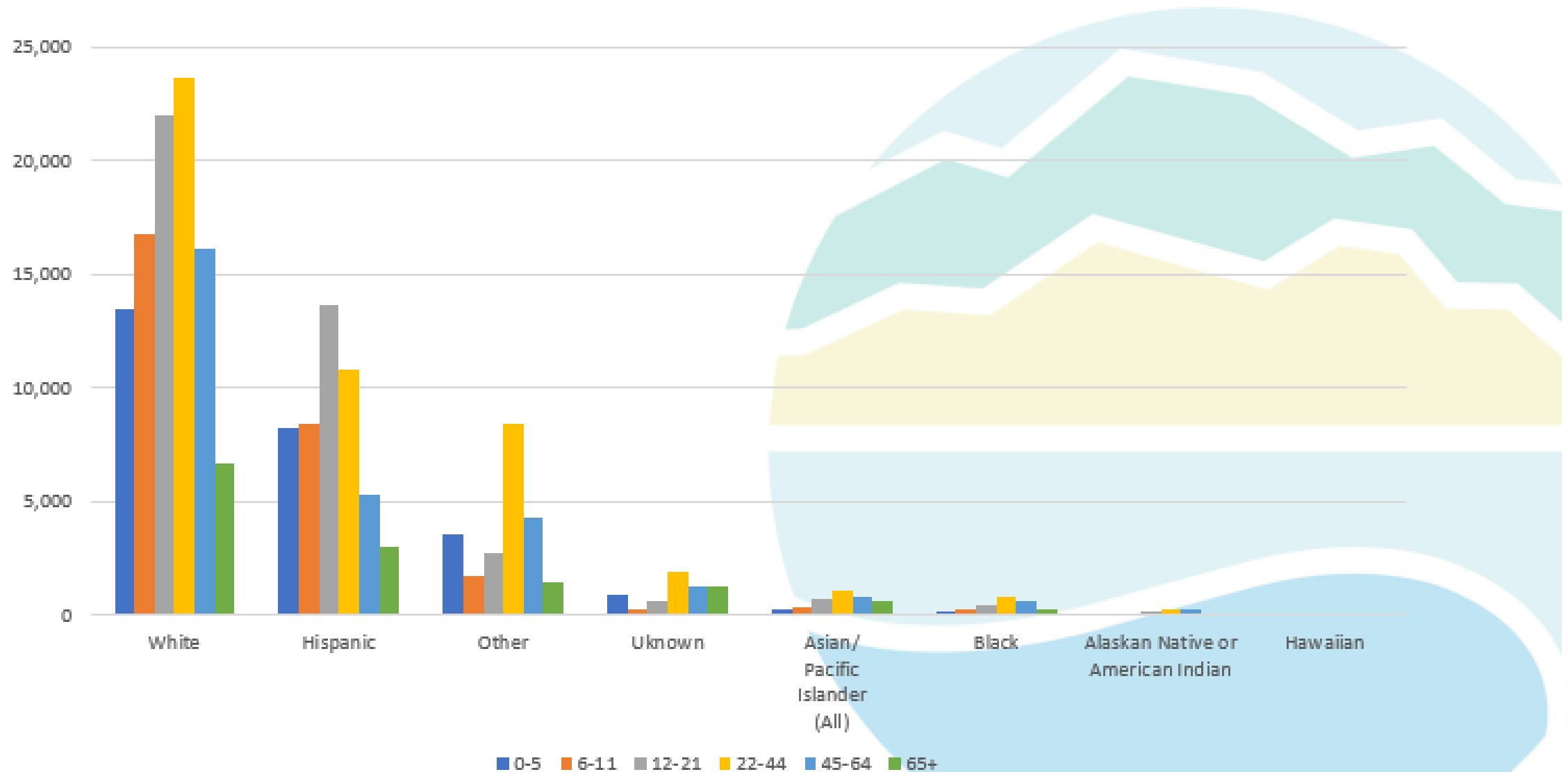
Membership Total By County
Total CenCal Health Membership
183,879 (2020)



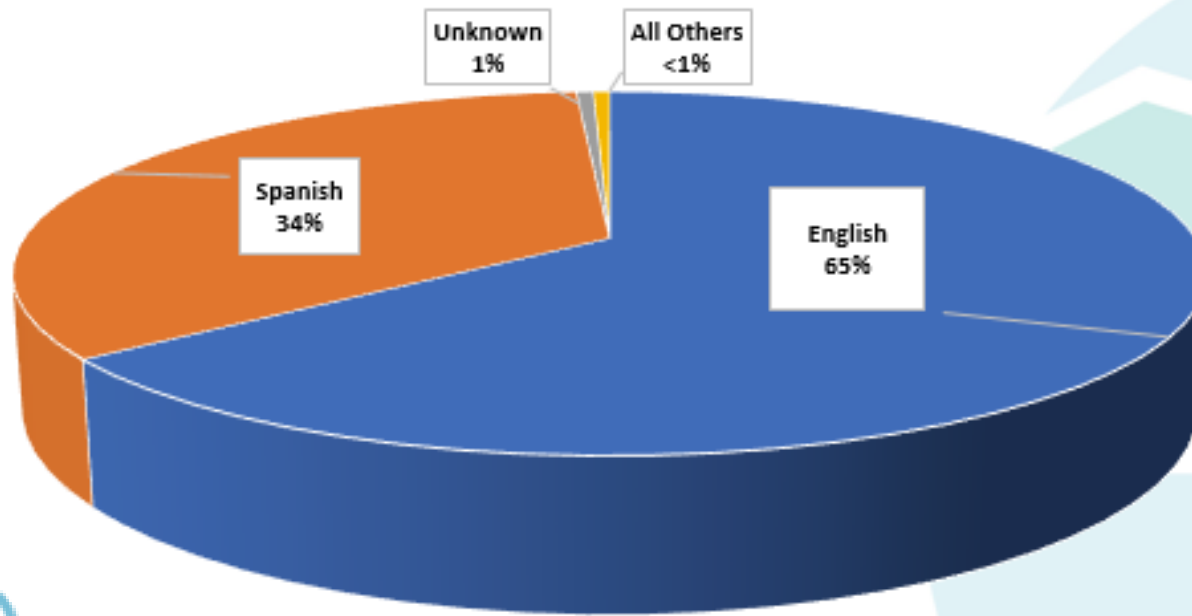
CenCal Health Membership Age Group



Members Ethnicity



Members' Preferred Language

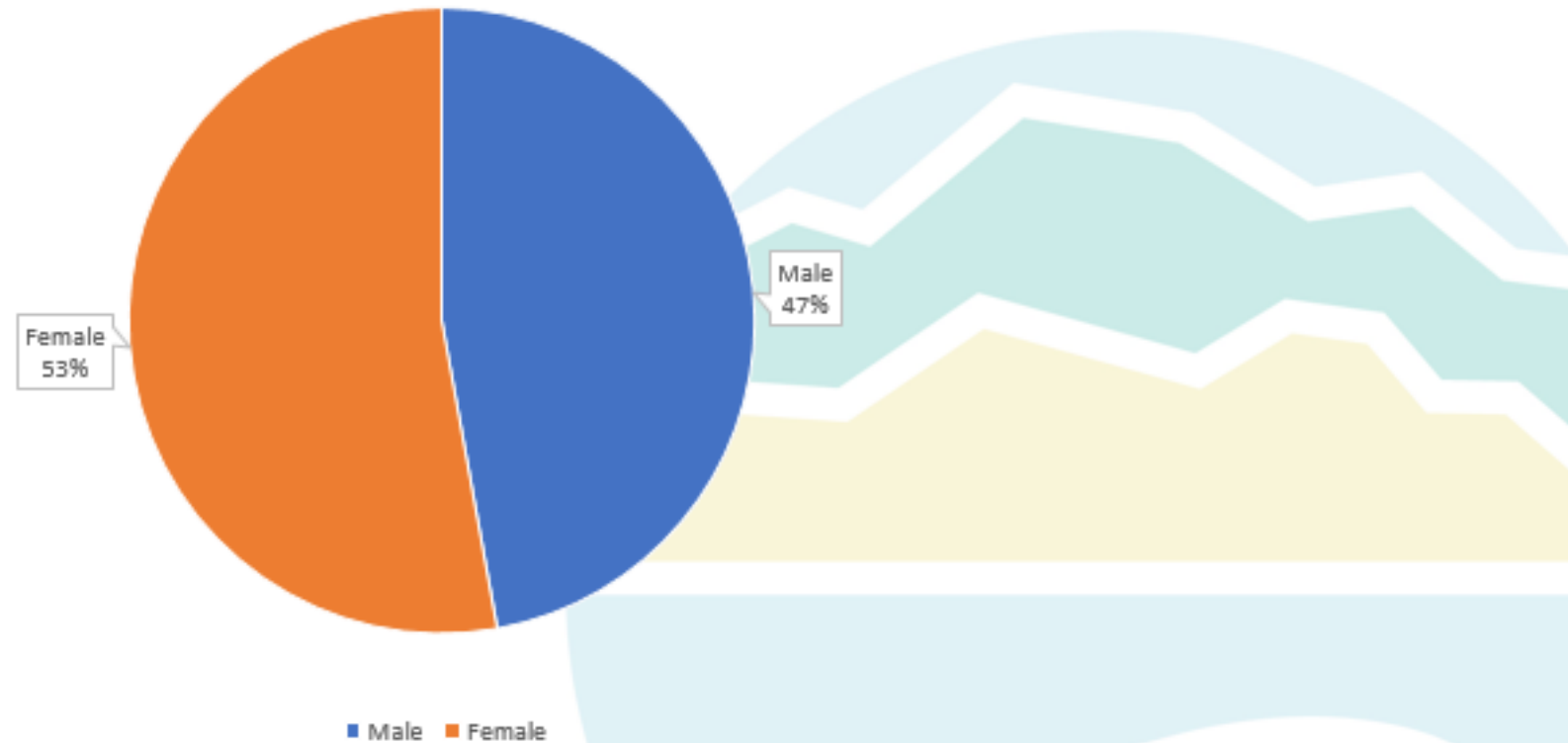


Languages spoken:
65% English
34% Spanish
1% Other

■ English ■ Spanish ■ Unknown ■ All Others

Language	Member Count
English	118,682
Spanish	63,202
Unknown	1,014
Vietnamese	222
Chinese	183
Arabic	144
Tagalog	113
Korean	94
Russian	71
Farsi	50
Sign Language	23
Samoan	21
Cambodian	15
Portuguese	11
Thai	7
Lao	6
French	5
Ilocano	5
Japanese	4
Italian	2
Armenian	2
Hebrew	1
Polish	1
Turkish	1
Grand Total	183,879

Members' Gender



Gender	Male	Female	Total (July 2020)
Total Members	86,724	97,155	183,879
Percent of Total	47%	53%	

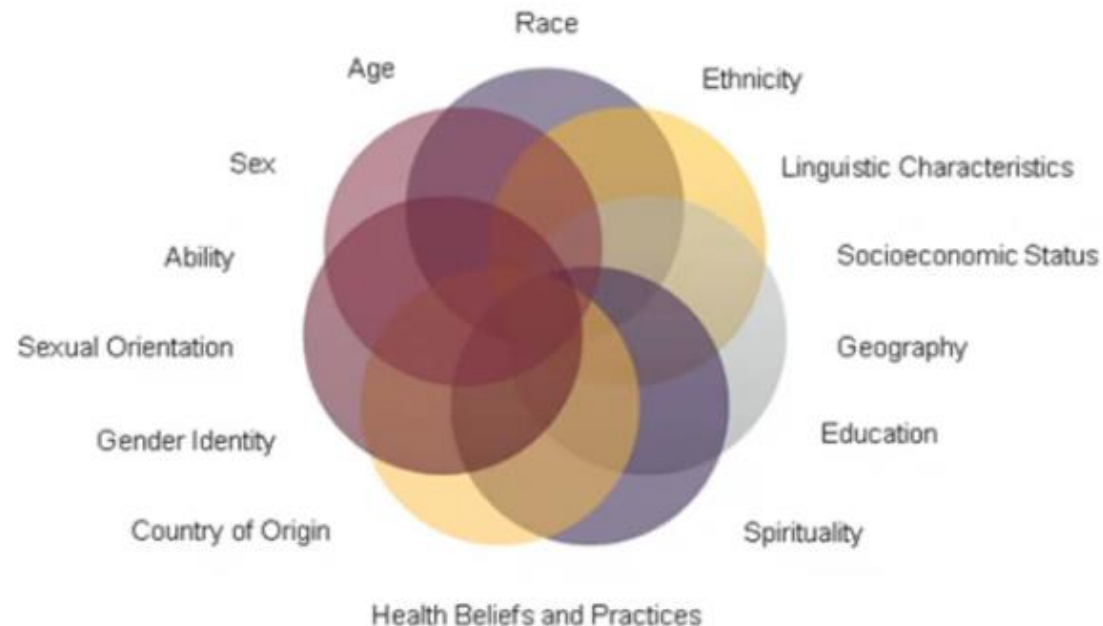
Culturally Competent Care & Health Literacy



National Center for Cultural Competence:

“Cultural competence in health care describes the ability of systems to provide care to patients with diverse values, beliefs and behaviors, including tailoring delivery to meet patients’ social, cultural and linguistic needs.”

Betancourt, J., Green, A. & Carrillo, E. (2002). *Cultural competence in health care: Emerging frameworks and practical approaches*. The Commonwealth Fund.



What is Health Literacy and Why is it important?

The degree to which an individual has the capacity to obtain, communicate, process, and understand basic health information and services to make appropriate health decisions.

Centers for Disease Control and Prevention. (2016). What is Health Literacy. Retrieved from <https://www.cdc.gov/healthliteracy/learn/index.html>

- Affects an individual's ability to:
 - ✓ understand health information and communicate with their providers
 - ✓ engage in self-care and chronic disease management
 - ✓ navigate the healthcare system

Health Literacy (continued)

Factors Affecting Health Literacy:

1. Communication skills of health care professionals
2. Culture

Cultural competency gives professionals the ability to work cross-culturally and it can contribute to health literacy by improving communication and building trust.



Who is a Patient with Limited English Proficiency (LEP)?

Limited English proficiency (LEP) is a term used to describe individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Currently, 38 million people in the United States—roughly 12.5% of the population



How Can I Recognize a LEP Patient?

LEP patient might:

- Speak to the bilingual receptionist in Spanish (or other non-English language).
- Have their child/friend/family member call to make their appointment.
- Ask few questions and avoid initiating conversation
- Have difficulty filling out paperwork.
- Nod or simply say “yes” to most questions or comments.
- Give unusual or inconsistent answers

Effects of Language on Health Status

LEP patients:

- Encounter significant disparities in access to health care
- Are less likely to have a consistent source of care (PCP)
- Are more likely to receive unnecessary diagnostic tests
- Suffer more serious adverse outcomes from medical errors and drug complications
- Are more likely to miss appointments
- Make less use of preventive care

The Importance of Using Qualified Interpreters

LEP patients:

- Improve communication, meet member needs and ultimately better outcomes
- Expand cultural awareness
- Increase member & provider satisfaction
- Comply with state law and contract requirements



Who is a Qualified Interpreter?

An individual who has:

- Documented and demonstrated proficiency in both English and the other language;
- Fundamental knowledge in both languages of health care terminology and concepts relevant to health care delivery systems; and
- Education and training in interpreting ethics, conduct and confidentiality.

Please do not use family or friends to interpret

- Unfamiliar with medical terms and concepts
- Family or friends may “filter” information incorrectly
- Causes confidentiality issues
- Patient may withhold important information due to family/friend in the room
- Children should never be used
- Patients have the right NOT to use family or friends as interpreters

Linguistic Services & Resources



Elizabeth Ginder
Senior Provider Services Trainer

Interpreting Services

CenCal Health believes in the importance of providing services in the language of choice for our membership. We recognize the importance of clear communication with your patients and we are committed to assisting you through telephonic, and our new video remote interpreting service options with our Certified Language Interpreter (CLI) operator.

Interpreting Services

CenCal Health ensures interpreting services to all eligible CenCal Health members:

- Interpreting is available in over 200 languages free of charge
- Phone/Video interpreting is not required. Face-to-Face is available for ASL members
- Phone Interpreters are available 24 hours a day, 7 days a week
- CenCal Health recognizes that face-to-face interpreting is an important option for interaction and understanding complex situations

Ensuring Compliance

- Document a member's request or need for interpreter services and their primary language in the medical chart
 - Make it easily resourceful for your medical staff to reference during visits
- If a member declines (refuses) interpreter services, document this in the member's medical chart. We highly recommend that a family member/friend not interpret medical appointments
- Ensure that bilingual staff that provide interpreter services have been assessed and are capable of health care interpreting
- Offer handouts and health education materials in member's primary language

General guidelines for CenCal Health's Interpreting Services:

- It's the responsibility of the provider to request interpreter services, **not the Member** and appointments should remain scheduled
- Providers should continue to use "Voice-only" Interpreting (telephone service) whenever possible
- PCPs should continue to staff their own Spanish Interpreters (except if they do not offer it for urgent care services)
- Video and phone interpreting is available in a variety of languages



- Video for American Sign Language (ASL) is available anytime for all provider types
- All providers will need to supply their own device (laptop, tablet, phone etc.) for these services. CenCal Health will not provide these devices
- Do not use a member's phone for video or phone interpreting services
- Do not give members your provider login or password for this service
- Do not pre-schedule video interpreting services in advance as appointments may change

Talking Points with Members

Here are a couple of recommended ways to offer interpreter services:

- Offer our point chart and see what their language of choice is to determine a members language of choice
- Video Remote Interpreting (VRI) allows a member to point to the language they speak

Interpreter Service Available	
English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	
Arabic عربي اشر إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم المذ أو مجاناً.	Korean 한국어 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Armenian Հայերեն Ցոյց տուէք ո՞ր լեզուն էլ խօսուիք՝ Եւրոպական մէջ մը Լեզունը էլ տանք. Եւրոպական մէջ էլ տրամադրուի անվճար.	Laotian ພາສາລາວ ຂ້ອຍສາສາດເຈົ້າເຂົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍສາສາດໃຫ້ທ່ານເຮັດໜ້າທີ່ແກ້ໄຂບໍ່ແມ່ນພາສາ.
Cantonese 廣東話 請指認您的語言，以便為您提供免費的傳譯服務。	Mandarin 國語 請指認您的語言，以便為您提供免費的口譯服務。
French Français Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Polish Polski Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
German Deutsch Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	Portuguese Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Hindi हिन्दी अस्मी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा दुभाषिये का प्रस्थ अप पर बिना किसी खर्च के किया जाता है।	Russian Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hmong Hmoob Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	Spanish Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian Italiano Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaaloob nang libre sa inyo.
Japanese 日本語 あなたの話す言語を指して下さい。無料で通訳を提供します。	Thai ไทย ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาคนให้ท่าน การใช้คนไม่ต้องเสียค่าใช้จ่าย
Khmer (Cambodian) ខ្មែរ (កម្ពុជា) សូមបង្ហាញភាសា ហើយនឹងមានអ្នកបកប្រែភាសាមកជូន។ អ្នកបកប្រែភាសានឹងមិនមានថ្លៃឡើយ។	Vietnamese Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Phone Interpreting Services

From the moment you place a request with Certified Language Interpreter (CLI) operator, you are immediately connected to a professional interpreter.

Follow these easy steps to connect to a telephonic interpreter in more than 200 languages:

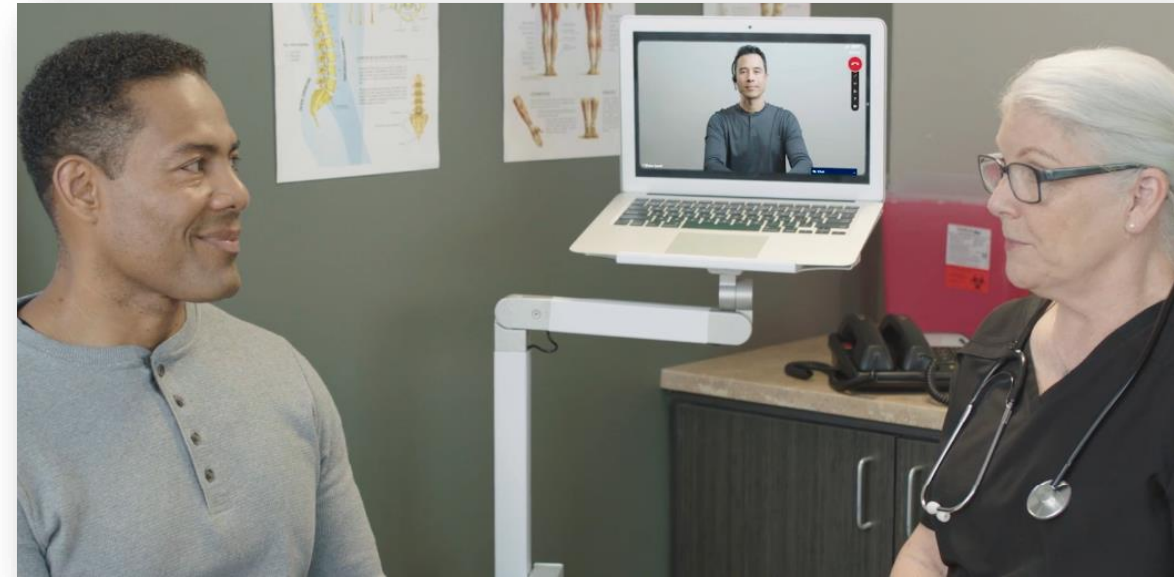


Video Remote Interpreting (VRI)

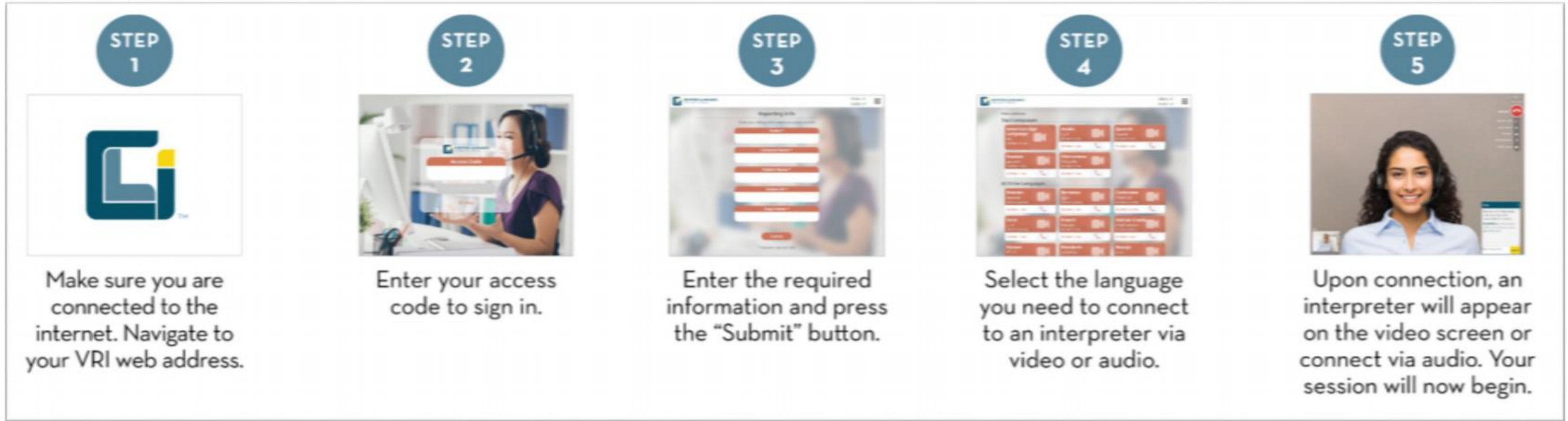
CenCal Health offers Video Remote Interpreting (VRI)

Requirements:

- Available to contracted CenCal Health providers
- CenCal Health eligible members



Provider Access



VRI Web Address: cencalhp.cli-video.com
VRI Access Code: 48cencalhp

Resources

- VRI User Guide – Access Steps & Tech Support Contacts
- Remote Interpreting Language List
- Provider Manual, Language Assistance Program (Section N)
- Online resources and CLI phone & Video Remote Interpreting training videos

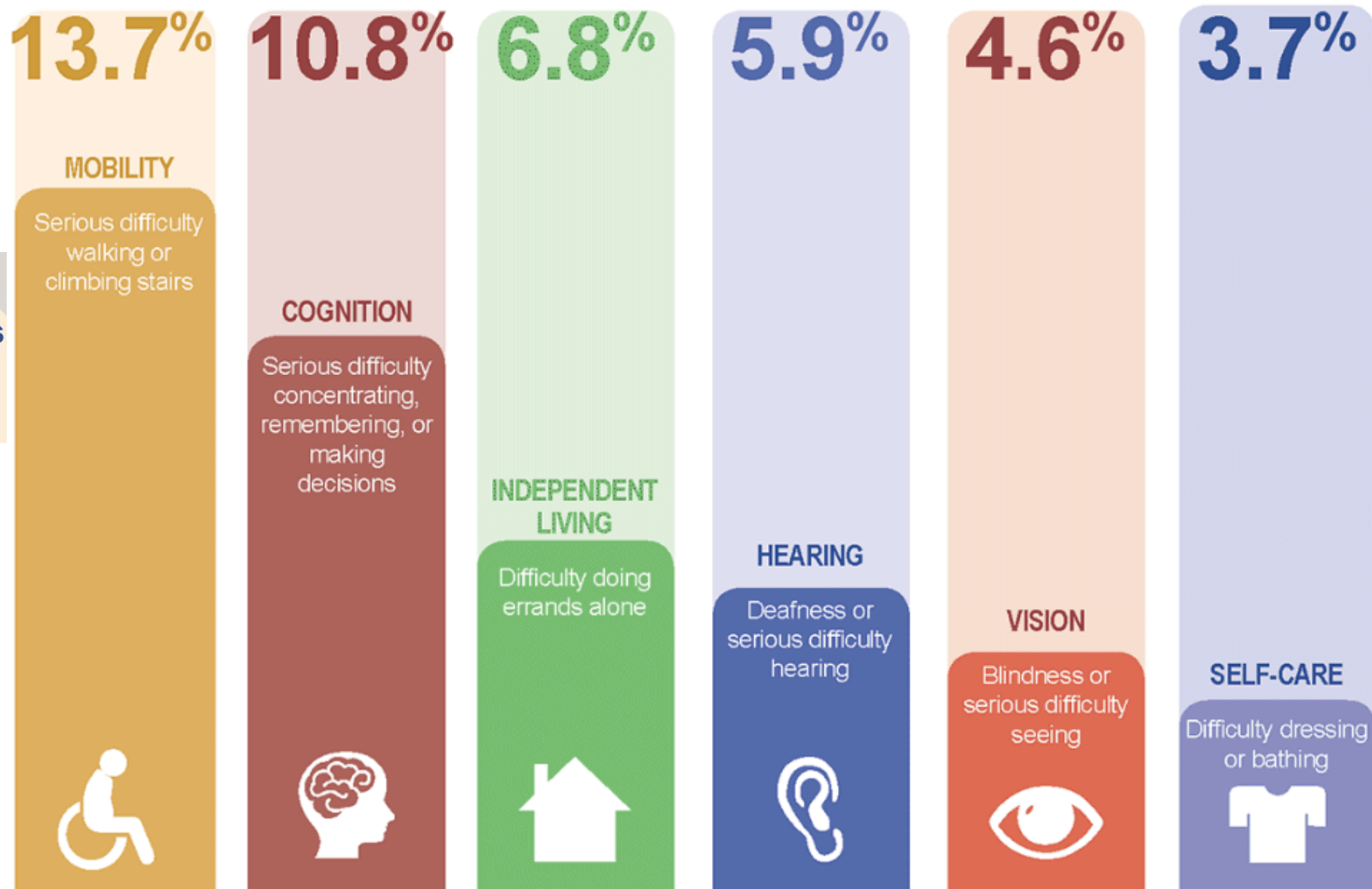
cencalhealth.org/providers/cultural-linguistic-resources/

Communicating with sensitivity to Seniors and Persons with Disabilities (SPD)



26% of adults in the United States have some type of disability
(1 in 4)

Percentage of adults with functional disability types



Seniors and Persons with Disabilities (SPD) Population



5%

Seniors & Persons
with Disabilities

Americans with Disabilities Act (ADA)

- Federal Civil Rights Law passed in 1990
- Protects persons with disabilities, similar to protections on the basis of race, color, sex, national origin, age, and religion
- Ensures equal access to employment, public services, public accommodations, transportation, and telecommunications



Disability is defined by the ADA as:

- Physical or mental impairment that substantially limits one or more major life activities; or
- Record of a physical or mental impairment that substantially limited a major life activity; or
- Being regarded as having such an impairment



The ADA Ensures Equal Access To:

Public Accommodations



Employment



Public Services



Tele-communication



Tips for interacting with SPDs

Acceptable – Neutral*	Unacceptable - Offensive
She has a disability; she is a person with a disability	She is disabled; handicapped; crippled
He has cerebral palsy	He is afflicted with; stricken with; suffers from; a victim of cerebral palsy
She has a congenital disability	She has a birth defect
He uses a wheelchair; has a wheelchair	He is confined to a wheelchair; wheelchair bound
She has a developmental disability; intellectual disability	She is retarded; slow
She is an older person with a disability	She is frail
He doesn't have a disability	He is normal; whole; healthy; able-bodied

Tips for interacting with SPDs

Relax

- If you are not sure, ask.
- Using common terms is OK.

Listen Attentively

- Do not finish their sentences.
- Do not pretend to understand.

Speak to the Person

- Face the person when using an interpreter.
- Talk directly to the person.

Be Aware of Surroundings

- Describe potential obstacles.
- Adjust to their level.

Ask Before Helping

- Do not grab.
- Offer your arm for balance.

Focus on the Person

- Disabilities do not define a person.
- Assume a person can do it.



Tips for interacting with seniors



Use Formal Greetings

Use "Mr." or "Mrs."

Do not use "Dear" or "Sweetheart."

Speak with Care

Enunciate and make eye contact.

Talk louder only when asked.

Try not to use jargon, acronyms and abbreviations.

Be Kind

Avoid Interrupting.

Imagine they are a friend.

Improving Communication with SPD Patients

Easy-to-Read Materials:

- Standard fonts
- 2-syllable words
- 10-15 words/sentence
- 3-4 sentences/paragraph
- Headings
- Bullets
- Action-oriented

- 1) Interpreter services
- 2) Assistive Listening Devices
- 3) Text messaging
- 4) California Relay Service
- 5) Patient materials
 - English and other languages
 - Easy to understand
 - Large print
 - Audio
 - Video

Access & Safety

The site shall maintain the following safety accommodations for physically disabled persons:

1. Designate a disabled parking space near the primary entrance
2. Maintain pedestrian ramps
3. Exit doorways width should be at least 32 inches wide to allow for passage of a wheelchair
4. Passenger elevator should be maintained in working condition for multi-level floor accommodations
5. A clear floor space should be provided for persons in wheelchairs
6. Restrooms should be accessible to physical disabled individuals
7. Hand washing facilities should be available and include running water, soap and paper towels

Changes in Access/Availability – Please contact CenCal Health if at any time the site becomes inaccessible to physically disabled individuals

Medical Transportation Services

Transportation is managed by Ventura Transit System (VTS) to and from medically necessary services, such as doctor appointments, specialty mental health, substance use disorder, dental, pharmacy pick up, medical supply pick up and more.

There are two transportation criteria's:

- Non-Medical Transportation (NMT)
- Non-Emergency Medical Transportation (NEMT)
 - A Physician Certification Form (PCF) authorization is required prior to service and requested/signed off by the requesting physician

PHYSICIAN CERTIFICATION FORM

NON EMERGENCY MEDICAL TRANSPORTATION (NEMT) REQUIRED JUSTIFICATION

NEMT services require *Prior Authorization*, except when the NEMT service is medically necessary for a discharge to home or a SNF, or for a transfer to another facility. CenCal Health must review and approve NEMT services BEFORE the member schedules a pick-up with VTS. Incomplete or inaccurate forms may cause delays and/or denials. CenCal Health may take up to fourteen (14) calendar days to review and process NEMT requests. This PCS Form is not required for Non-Medical Transportation (NMT) services. Completed and signed forms must be promptly submitted to CenCal Health, Utilization Management (UM) Department via fax or uploaded securely through our Secure File Drop:

- CenCal Health UM Fax: **805-681-3071**
- CenCal Health's Secure File Drop Link: <https://transfer.cencalhealth.org/filedrop/hs>

Patient Information:

First Name:	Last Name:	Date of Birth:
CenCal Member ID #:		Phone Number:
Address:		Caregiver Name:
City:	State:	Zip:
Caregiver Phone Number:		
Patient currently mobilizes via: <input type="checkbox"/> Wheelchair <input type="checkbox"/> Walker <input type="checkbox"/> Cane <input type="checkbox"/> Other (describe):		

NEMT PROVIDER CERTIFICATION, JUSTIFICATION & SIGNATURE REQUIRED

Disclaimer: CenCal Health is required to authorize the lowest cost type of NEMT services that is adequate for the member's medical needs.

NEMT Vehicle Type (please check one):

Ambulance: <input type="checkbox"/> Basic Life Support (BLS) <input type="checkbox"/> Advanced Life Support (ALS)	<input type="checkbox"/> Litter/Gurney Van	<input type="checkbox"/> Wheelchair Van	<input type="checkbox"/> Air Ambulance
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NEMT Anticipated Duration:

Start Date:	End Date:	<input type="checkbox"/> 30 Days	<input type="checkbox"/> Six (6) Months	<input type="checkbox"/> 12 Months
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ICD-10 Code(s):

Diagnosis:

Justification: Provide specific physical and medical limitations that preclude the member's ability to reasonably ambulate without assistance or be transported by public or private vehicles. Include medical, behavioral health, or the physical condition that prevents ordinary means of public transportation:

Provider Information:

Provider's Full Name (Print):		
Title:	Provider NPI:	
Phone Number:	Fax Number:	Email:

Certification Statement: This form **must be signed** by the physician, physician assistant, nurse practitioner, certified nurse midwife, physical therapist, speech therapist, occupational therapist, dentist, podiatrist, mental health or substance use disorder provider responsible for providing care to the member and responsible for determining medical necessity of transportation consistent with the

SPD Resources

Training Video Modules & Resources

- Providers can find tips and learn about 'Hassle Factors' when assisting Seniors and Persons with Disabilities (SPD)
- Free clinical practice tools
- Disability Etiquette – Communication strategies when interacting with people with disabilities



A screenshot of the CenCalHEALTH website. The top navigation bar includes links for "Explore CenCal Health", "Members", "Providers" (highlighted with an orange box), "Community", "Health & Wellness", and "Contact Us". A search bar is on the right. A dropdown menu is open under "Providers", showing "Cultural and Linguistic Resources" (highlighted with an orange box), "Cultural Competency and Health Literacy" (highlighted with an orange box), "Forms, Manuals and Policies", "Behavioral Health", "(CCS) Whole Child Model", "Case Management", "Disease Management Programs", "Patient Education Materials", "Quality of Care", "Facility Site Review", "Provider Bulletin newsletter", "Send Us Feedback", "File a Grievance", and "Do You Suspect Fraud?". The main content area is titled "Providing Care to Seniors and Persons with Disabilities:" and lists "Training Modules & Resources" (including Etiquette Quick Tips for Hearing, Physical, Speech, and Visual Disabilities, Language Tips, and Questions to Ask for Identifying Communication & Accommodation Needs) and "Training Videos" (including Introduction to Hassle Factors, Hassle Factors: Communication Access, and Hassle Factors: Physical Access). At the bottom, there are tabs for "LATEST NEWS" and "UPCOMING".

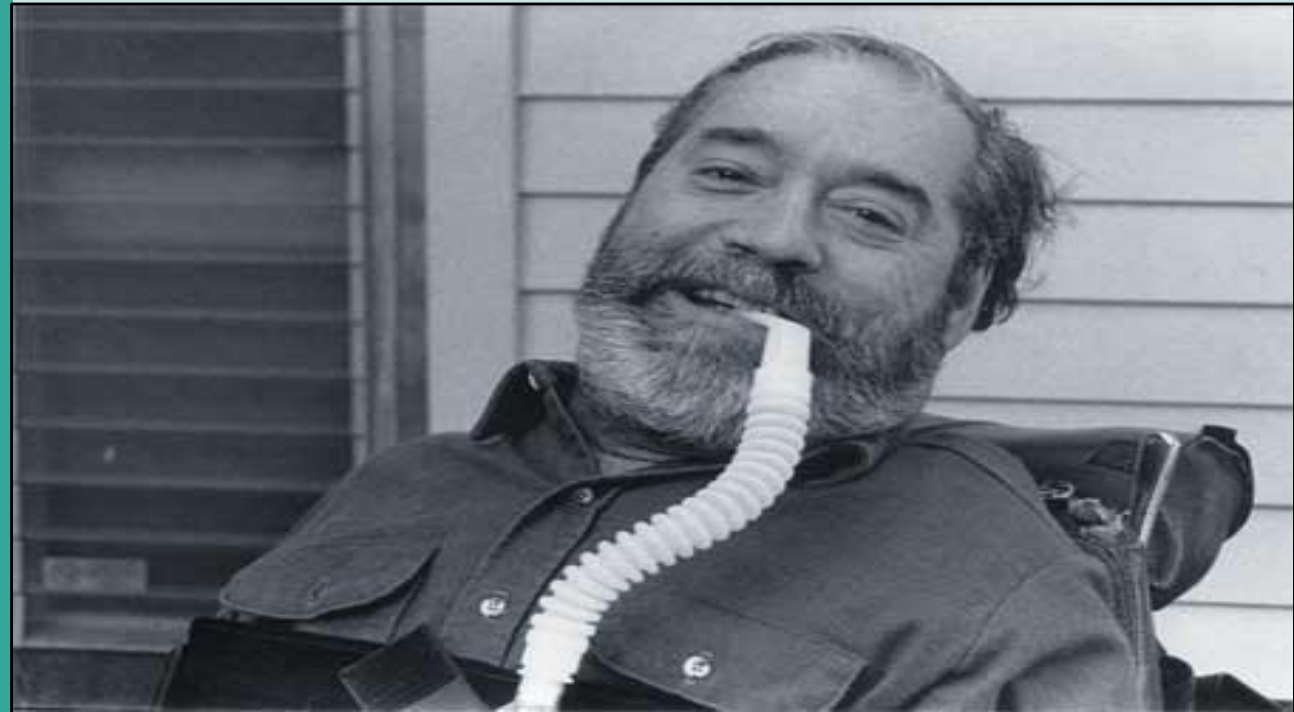
<https://www.cencalhealth.org/providers/cultural-linguistic-resources/cultural-competency-and-health-literacy/>

Ed Roberts acquired polio in 1954 at age 14 and became paralyzed from the neck down. The attending physician told his mother, ***“You should hope he dies.”***

Known as “The Father of the Independent Living Movement,” he co-founded the World Institute on Disability in Berkeley, CA. Mr. Roberts started the first independent living center in the US in the 70’s... there are now about 500 across the U.S.

“Disability is a part of life. Some of us are going to get it young, and some of us are going to get it old.”

~Ed Roberts (1939-1995)

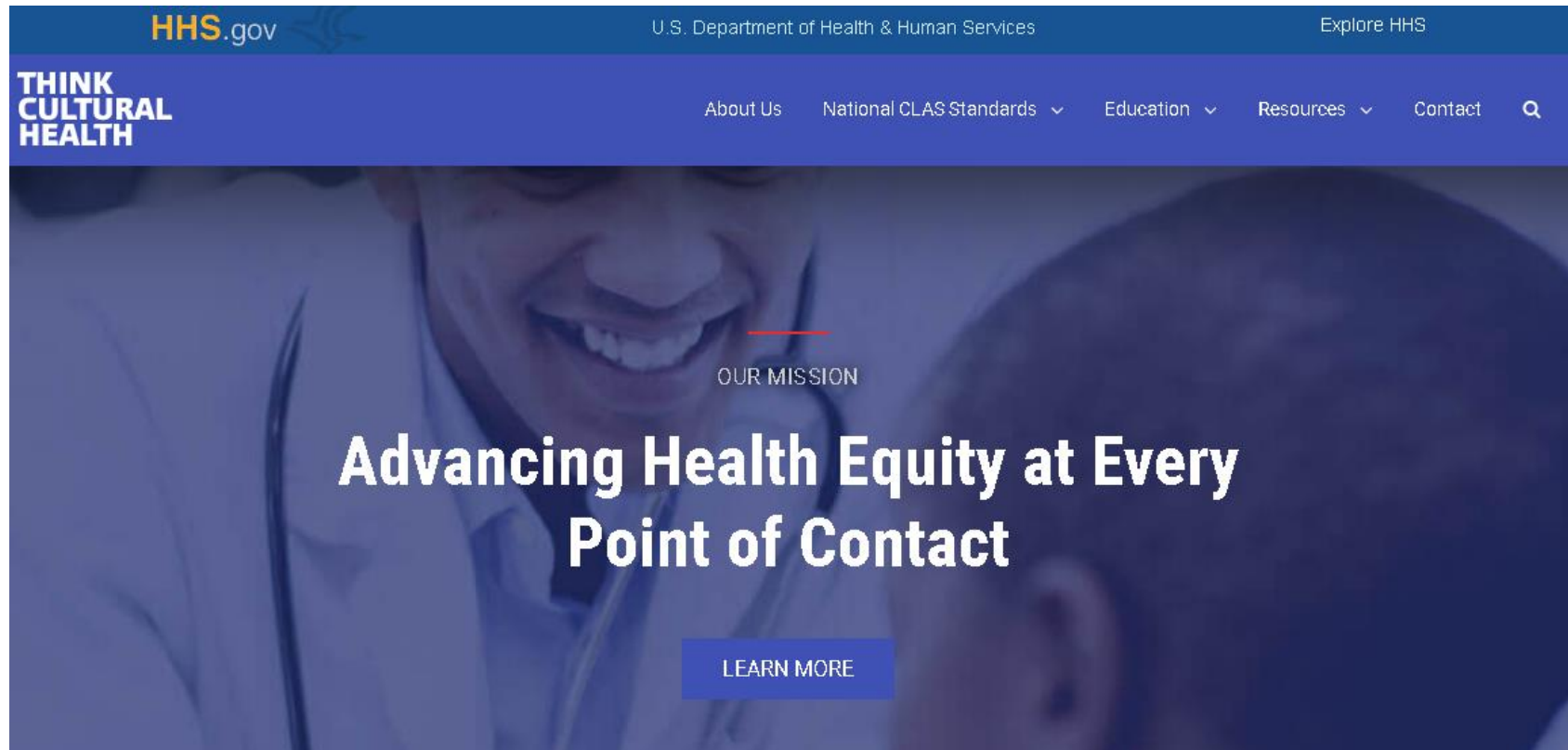


Questions?

Additional Trainings & Resources

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

thinkculturalhealth.hhs.gov



Additional Trainings & Resources

CenCal Health Website:

- Cultural Competency and Health Literacy
- Cultural & Linguistic Resources

<https://www.cencalhealth.org/providers/cultural-linguistic-resources/>

Practical Strategies for Cultural Competent Evaluation

https://www.cdc.gov/dhdsr/docs/Cultural_Competence_Guide.pdf



Training Conclusion

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- Communicating with Sensitivity to Seniors and Persons with Disabilities (SPD)



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Health & Wellness
cencalhealth.org/health-and-wellness/



CenCal HEALTH[®]
Local. Quality. Healthcare.