

Advancing Cultural Competency and Health Literacy to Achieve Health Equity

January 19, 2021 | 11AM-12PM

Chat In



Please use the chat feature to share your name, organization, and state.

**Who's Around
the Virtual Table**



The IPRO QIN-QIO: Where We Are



- Healthcentric Advisors
- Qlarant

The IPRO QIN-QIO Region

IPRO:

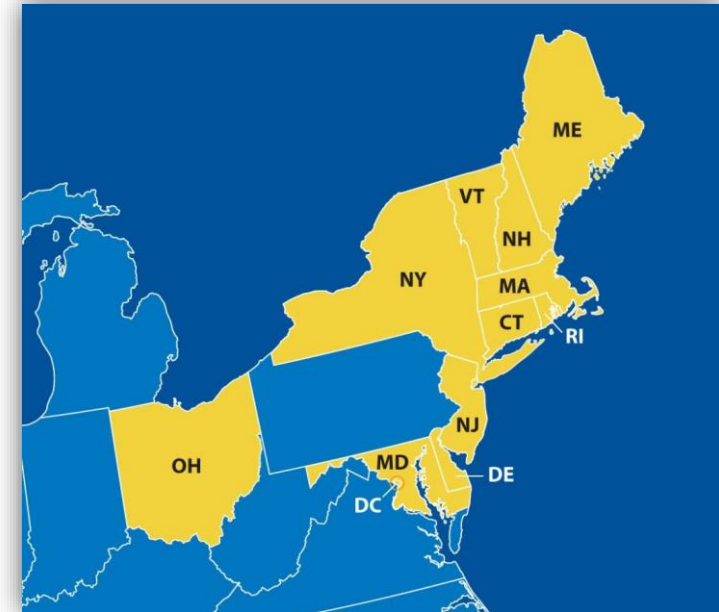
New York, New Jersey, and Ohio

Healthcentric Advisors:

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

Qlarant:

Maryland, Delaware, and the District of Columbia



Working to ensure high-quality, safe healthcare for
20% of the nation's Medicare FFS beneficiaries



**Thank you
for joining our SWEEP**



■ Healthcentric
Advisors
■ Qlarant

SWEEP: Strategic Web-based Education & Engagement Plan

- A virtual, multi-event learning program.
- Brings together technology, education, and support.
- Consists of:
 - **Presentations** - a gathering of healthcare providers from across our network
 - **Learning Circles** - a QIN-facilitated conversation conducted in smaller groups.

About This SWEEP



■ Healthcentric
Advisors
■ Qlarant

Addressing Health Disparities to Reduce Opioid Use Harm

- Identify, prioritize, monitor, and eliminate health disparities
- Improve patient and organizational health literacy
- Promote culturally & linguistically appropriate services
- Discuss perceptions of addiction, stigma, implicit bias
- Screen & address social determinants of health



Our Presenter



- Healthcentric Advisors
- Qlarant

Darci L. Graves, MPP, MA, MA



Our Presenter



- Healthcentric Advisors
- Qlarant

Darci L. Graves, MPP, MA, MA, joined the Centers for Medicare & Medicaid Services, Office of Minority Health in 2015. As part of her work, she assists in the coordination and implementation of priority office-wide programs, policies, and products. In addition, she provides subject matter expertise in areas such as culturally and linguistically appropriate services, rural health, cancer, health disparities, and health equity.

Ms. Graves holds graduate degrees in Communications, Religion and Sociology, and Public Policy and has nearly 20 years of professional and academic experience in the fields of cultural and linguistic competence and health education. Darci began her career as a faculty member at the University of Missouri-Kansas City School of Medicine, where she aided in the development, implementation, and management of diversity, spirituality, communications, and geriatrics curricula. Since then she has continued to write and work in the area of cultural and linguistic competency as it relates to topics including public safety, disaster preparedness and response, language access, and domestic violence.



Advancing Cultural Competency and Health Literacy to Achieve Health Equity



Darci L. Graves, MPP, MA, MA
CMS Office of Minority Health

January 19, 2021

“Working to Achieve Health Equity”

Today's Topics

- Laying the Foundation
- Understanding Terms & Concepts
- Connecting Concepts to Outcomes
- Sharing Tools & Resources
- Finding Out More

The Foundation

Patient Experience

Insurance Coverage

Find the Front Door

Check Out – Next Steps

Find a Doctor

Find Your Doctor

Pharmacy

Get an Appointment

Check In – Fill Out
Paperwork -- Wait

Tests – Blood Work –
Radiology – Etc.

Arrive at the
Office/Hospital/Clinic

Meet with Nurse/PA

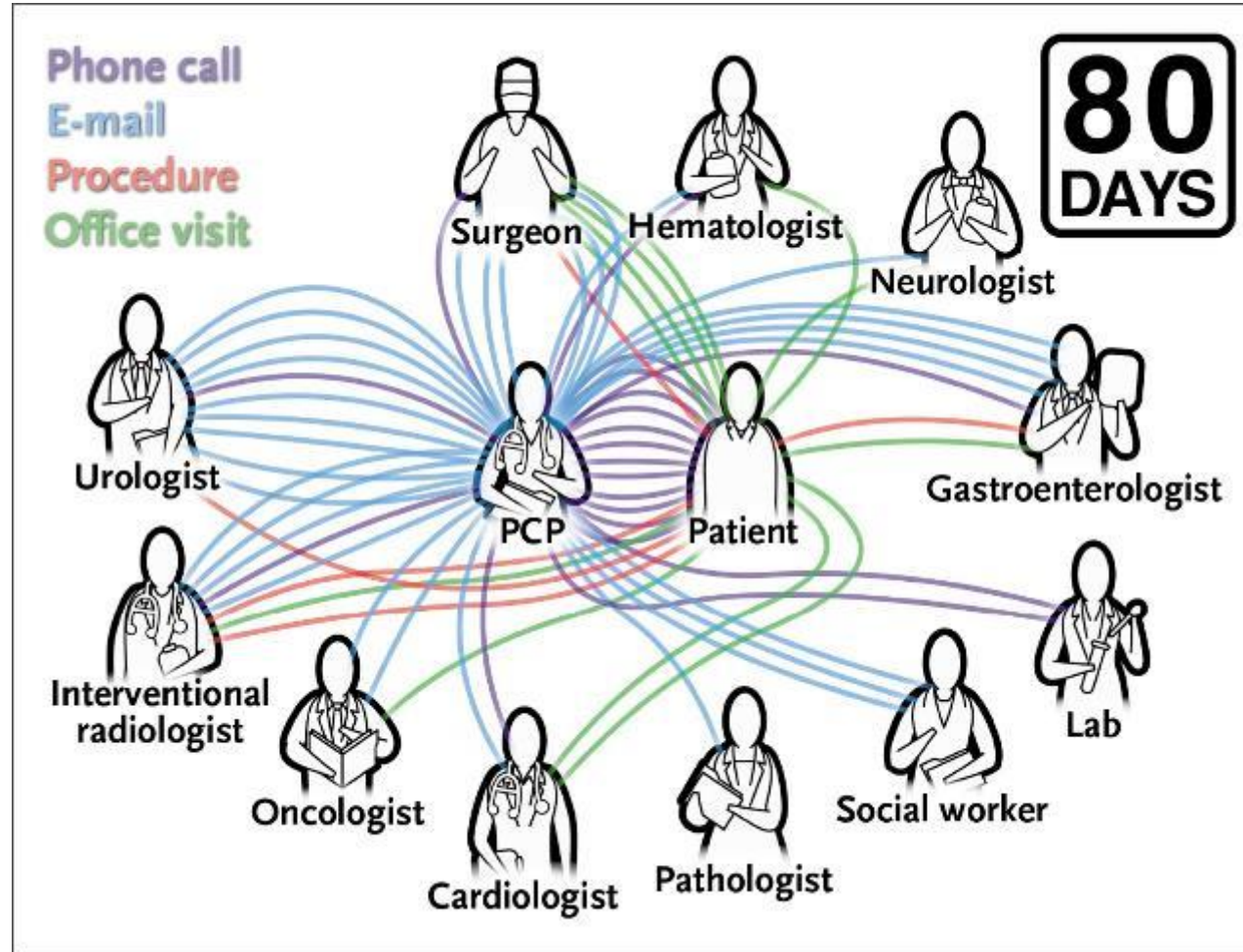
Therapy – Surgery --
Treatment

Park

Meet with Doctor(s)

Get Home

Patient Experience

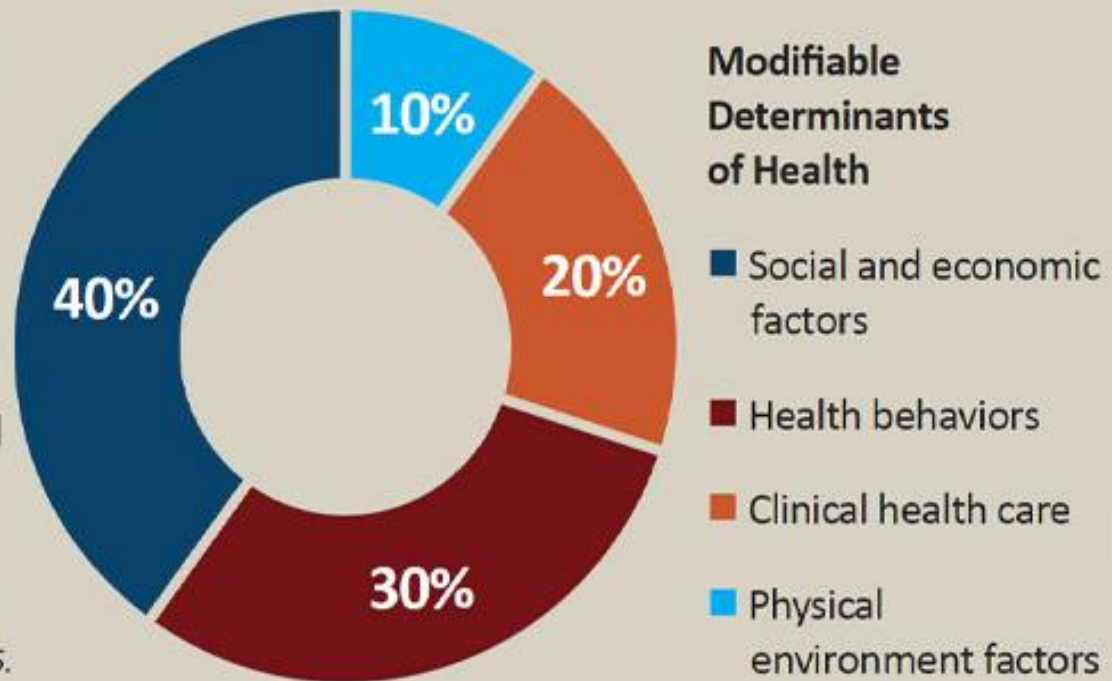


Modifiable Determinants of Health

What Affects Health?

Researchers at the University of Wisconsin Population Health Institute estimated the percentage of people's health—including length and quality of life—that is affected by factors that can be changed or modified (i.e., excluding genetics).

Source: Park, H., Roubal, A.M., Jovaag, A., Gennuso, K.P., and Catlin, B.B., 2015.



Social Determinants of Health

Figure 1

Social Determinants of Health

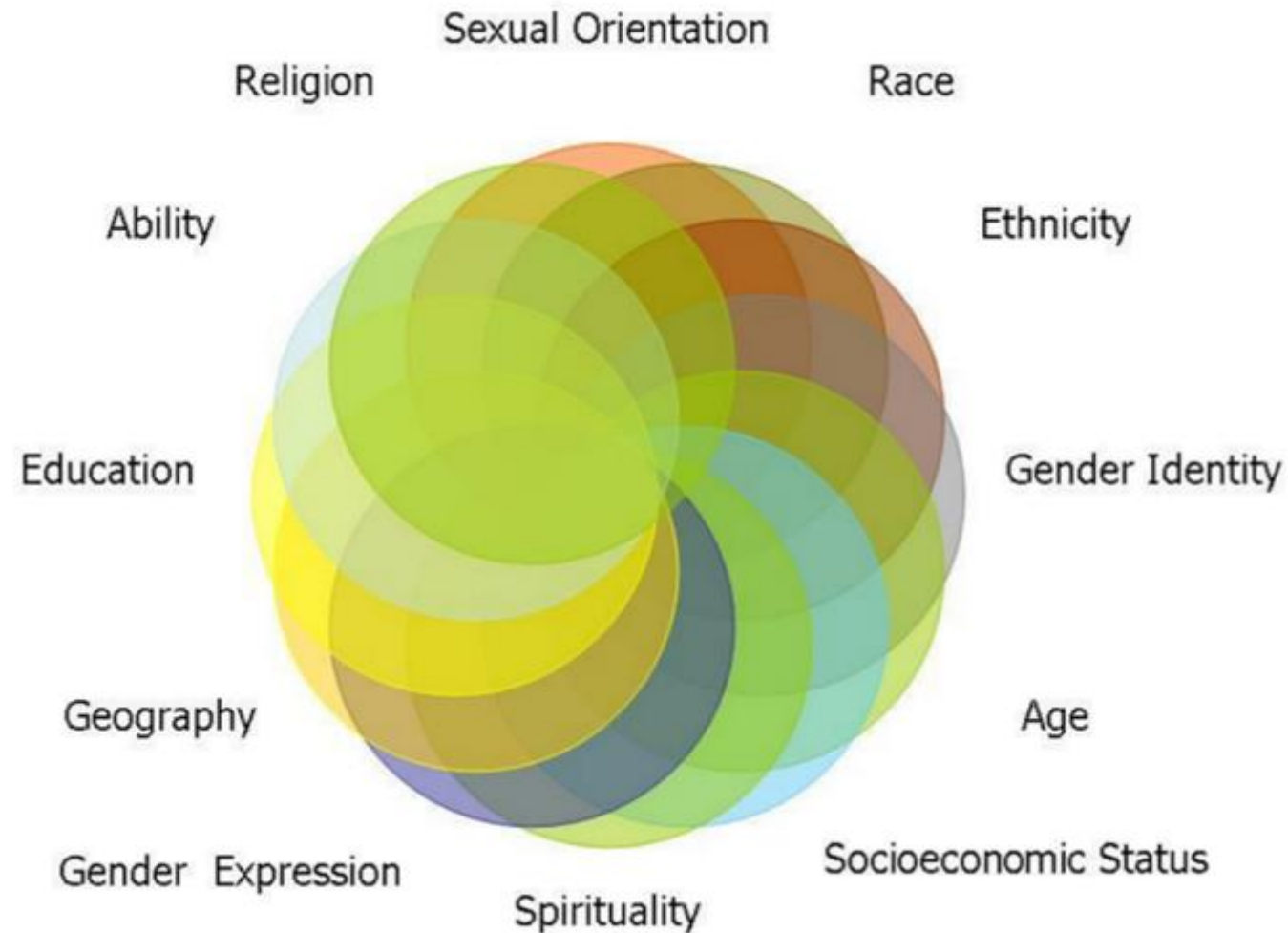
Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social Integration	Health Coverage
Income	Transportation	Language	Access to Healthy Options	Support Systems	Provider Availability
Expenses	Safety	Early Childhood Education		Community Engagement	Provide Linguistic and Cultural Competency
Debt	Parks	Vocational Training		Discrimination	Quality of Care
Medical Bills	Playgrounds	Higher Education		Stress	
Support	Walkability				
	Zip Code/ Geography				
Health Outcomes Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations					

Terms & Concepts

What Is Culture ?

Culture is defined as the integrated pattern of thoughts, communications, actions, customs, beliefs, values, and institutions associated, wholly or partially, with racial, ethnic, or linguistic groups, as well as with religious, spiritual, biological, geographical, or sociological characteristics.

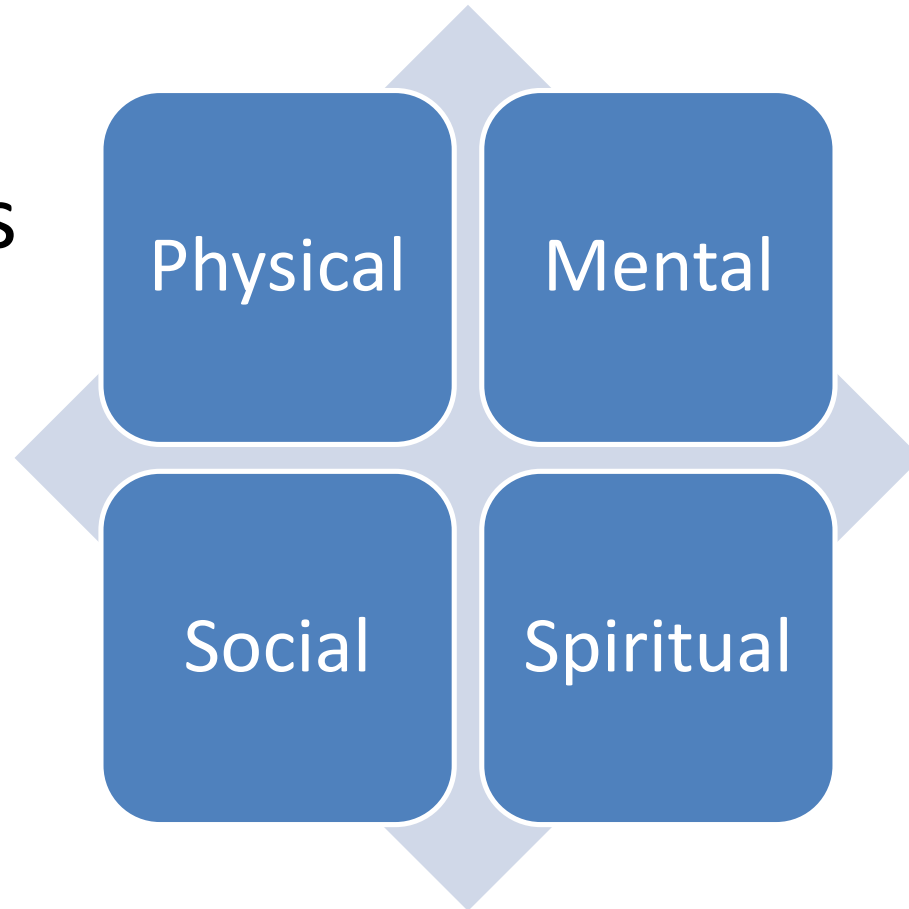
Interrelationship of Cultural Identities



Graves, 2001

What is Health?

Health encompasses many aspects, including physical, mental, social, and spiritual well-being.



What is Cultural and Linguistic Competency?

The capacity for **individuals and organizations** to work and communicate effectively in **cross-cultural situations** through the adoption and implementation of strategies to ensure appropriate **awareness, attitudes, and actions** and through the use of **policies, structures, practices, procedures**, and **dedicated resources** that support this capacity.

What are Culturally and Linguistically Appropriate Services (CLAS)?

Services that are **respectful of and responsive** to individual cultural health beliefs and practices, preferred languages, health literacy levels, and communication needs and employed by **all members of an organization** (regardless of size) **at every point of contact.**

What is Health Equity?

Attainment of the highest level of health for all people

Equality vs. Equity

Equality



Equity



What is health literacy?

- Healthy People 2030 addresses both personal health literacy and organizational health literacy and provides the following definitions:
 - **Personal health literacy** is the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.
 - **Organizational health literacy** is the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

Foundational Principle of Healthy People 2030

Achieving health and well-being requires*:

- eliminating **health disparities**,
- achieving **health equity**, and
- attaining **health literacy**.

*formatting added

Connecting Concepts to Outcomes

Six Domains of Quality in Medicine

Safe	Avoiding harm to patients from the care that is intended to help them.
Effective	Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and misuse, respectively).
Patient-Centered	Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.
Timely	Reducing waits and sometimes harmful delays for both those who receive and those who give care.
Efficient	Avoiding waste, including waste of equipment, supplies, ideas, and energy.
Equitable	Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.

National Academies of Medicine/ Perspectives

”

Reducing disparities requires attention to the essential components of equitable, patient-centered, high-quality care – that is, **to culturally and linguistically appropriate care as well as attention to health literacy.**

nam.edu/Perspectives

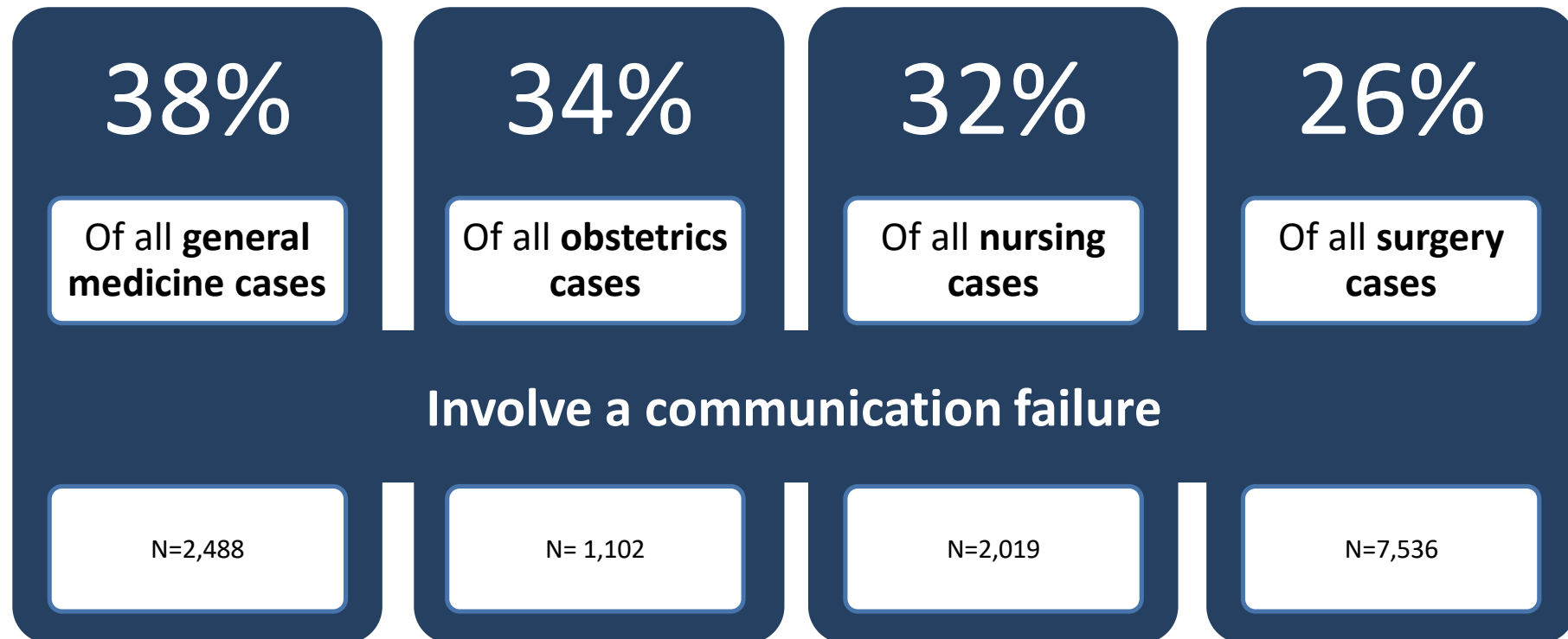
Cultural Competency, Health Literacy, & Patient Safety

Patient safety events that can result from the failure to address culture, language, and health literacy include **diagnostics errors, missed screenings, unexpected negative responses to medication, harmful treatment interactions from simultaneous use of traditional medicines, healthcare-associated infections, adverse birth outcomes, inappropriate care transitions, and inadequate patient adherence** to provider recommendations and follow-up visits.

Cultural Competency, Health Literacy, & Patient Engagement/Trust

Cultural and linguistic competence strategies, such as provision of language assistance and the [engagement] of cultural brokers, **can promote effective communication** with diverse patients that is critical to engage them as collaborative partners in their care. Other interventions, such as cultural competence training, can **increase understanding** of what the patient is experiencing and **give providers skills to bridge cultural differences** and **foster increased trust**.

Communication Failures within Selected Services



National CLAS Standards

The National CLAS Standards are a set of 15 action steps intended to advance health equity, improve quality, and help eliminate health care disparities by providing a blueprint for individuals and health and health care organizations to implement culturally and linguistically appropriate services.

Examples of CLAS

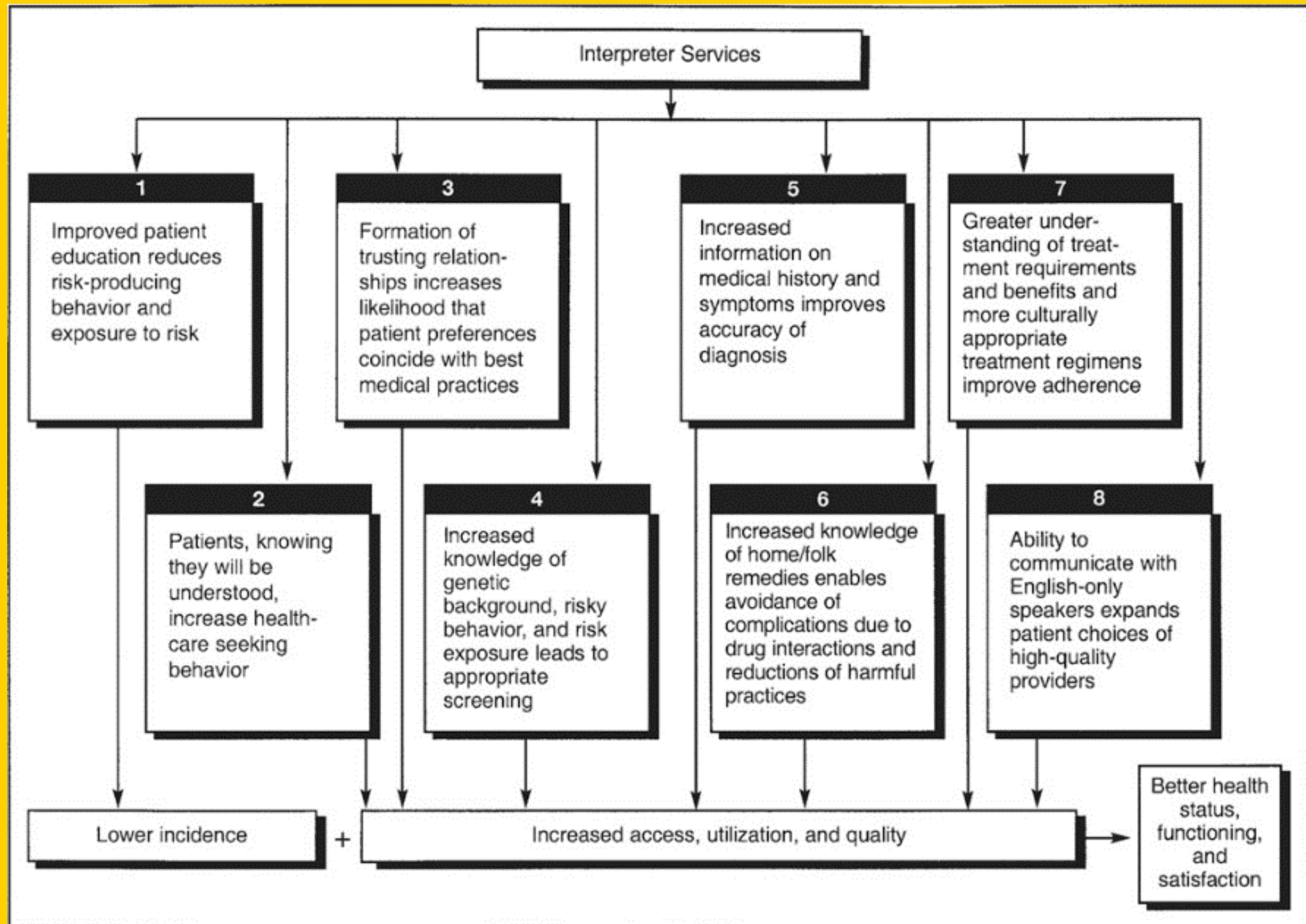
- Establish culturally and linguistically appropriate goals, policies and management accountability, and infuse them throughout the organizations' planning and operations.
- Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into assessment measurement and continuous quality improvement activities.

Examples of CLAS (cont.)

- Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.
- Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.

Examples of CLAS (cont.)

- Partner with the community to design, implement and evaluate policies, practices and services to ensure cultural and linguistic appropriateness.
- Create conflict- and grievance-resolution processes that are culturally and linguistically appropriate to identify, prevent and resolve conflicts or complaints.



Tools & Resources

Health Equity Across HHS

The collage features several screenshots of HHS websites and a central graphic. The top left shows the HRSA (Health Resources & Services Administration) website with a search bar and navigation links. The top right shows the NIH (National Institutes of Health) website with a search bar and navigation links. The middle left shows the SAMHSA (Substance Abuse and Mental Health Services Administration) website with a search bar and navigation links. The middle right shows the Office of Health Equity (OHE) website with a search bar and navigation links. The bottom left shows a graphic titled "PAVING THE ROAD TO HEALTH EQUITY" with a road leading to a horizon. The bottom right shows the CMS.gov (Centers for Medicare & Medicaid Services) website with a search bar and navigation links. The central graphic features a smiling woman and the text "Advancing Health Equity at Every Point of Contact".

HRSA
Health Resources & Services Administration
Get reimbursed for COVID-19 testing and treatment of uninsured individuals. Learn more »
Grants | Loans & Scholarships | Data Warehouse | Training
Office of Health Equity

SAMHSA
Substance Abuse and Mental Health Services Administration
Find Treatment | Practitioner Training | Public Messages | Grants | Data | Policy

NIH
Eunice Kennedy Shriver National Institute of Child Health and Human Development
Healthy pregnancies. Healthy children. Healthy and optimal lives.
Research | Health | Grants & Contracts | Clinical Research
COVID-19 is an emerging, rapidly evolving situation.
Get the latest public health information from CDC: <https://www.coronavirus.gov>
Get the latest research information from NIH: <https://www.nih.gov/coronavirus>
NIH staff guidance on coronavirus (NIH Only): <https://employees.nih.gov/pages/coronavirus>

Office of Health Equity (OHE)
OHE serves as a catalyst to strengthen the institute's commitment to ensuring the health and

PAVING THE ROAD TO HEALTH EQUITY
Health Equity
Programs
Measurement
Infrastructure
CDC

Behavioral Health Equity
Behavioral Health Equity is the right to access quality health care for all populations regardless of individual's race, ethnicity, gender, socioeconomic status, sexual orientation, or geographical location. This includes access to prevention, treatment, and recovery services for mental and substance disorders.

Advancing Health Equity at Every Point of Contact

CMS.gov
Centers for Medicare & Medicaid Services
Medicare | Medicaid | Medicare-Medicaid Coordination | Private Insurance | Innovation | Regulations & Guidance | Research, Statistics, Data & Systems | Outreach & Education
Equity Initiatives
CMS Equity Plan for Medicare
Elder Care
Connected Care: The Chronic Care Management Services
Social Health
Advancing Health Equity
S&D
Health Observations
Webinars & Events
Health Equity Award
American Indian/Alaska Native Center

Data Snapshots & Data Highlights



[Atrial Fibrillation](#)



[Autism Spectrum Disorders \(PDF\)](#)



[Chronic Kidney Disease \(PDF\)](#)



[Depression \(PDF\)](#)



[Diabetes \(PDF\)](#)

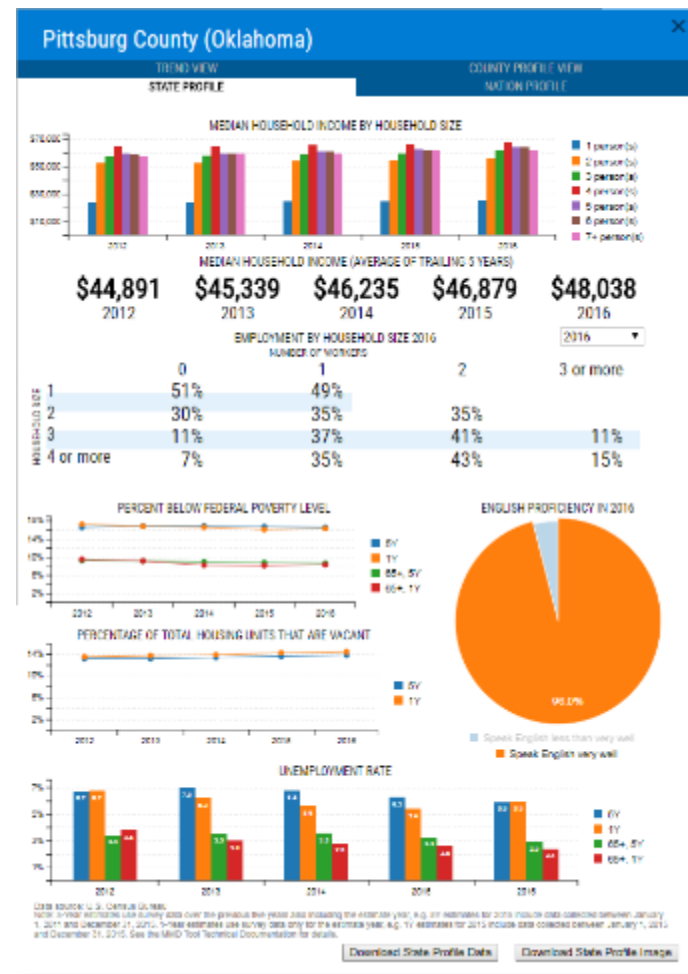
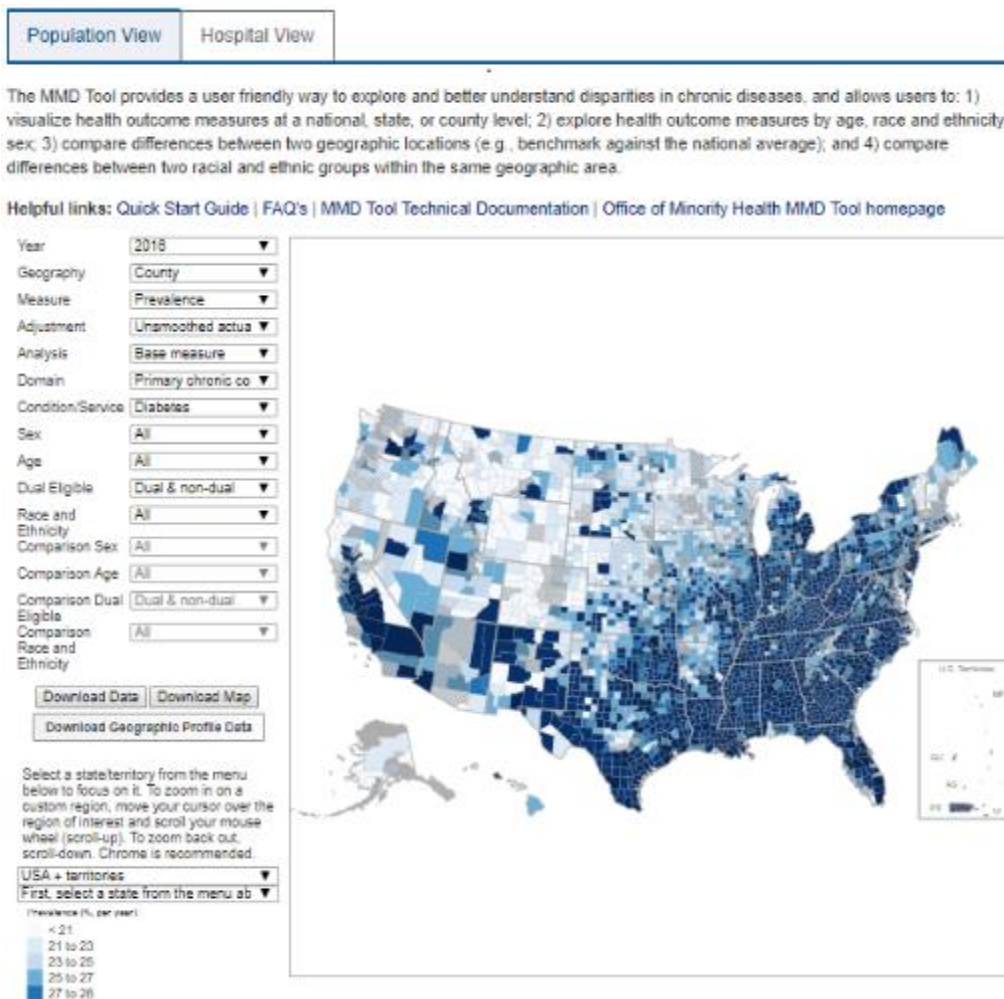


[Heart Failure \(PDF\)](#)

Health Research Reports

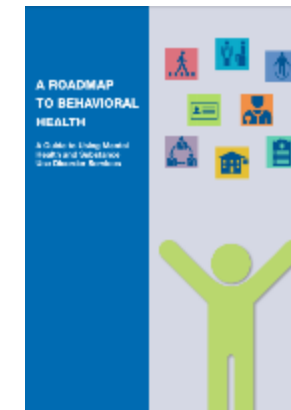
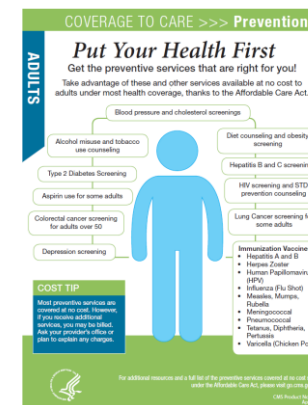
- Impact of Hospital Readmissions Reduction Initiatives on Vulnerable Populations
- Putting Patients First: Today's Disparities Research Leading to Health Equity Tomorrow
- Racial, Ethnic, and Gender Disparities in Health Care in Medicare Advantage
- Rural-Urban Disparities in Health Care in Medicare

Mapping Medicare Disparities Tool



From Coverage to Care

- Roadmap to Better Care and a Healthier You
- 5 Ways to Make the Most of Your Health Coverage
- Roadmap to Behavioral Health
- Manage Your Health Care Costs
- Enrollment Toolkit
- Prevention Resources
- Partner Toolkit and Community Presentation



go.cms.gov/c2c

CoverageToCare@cms.hhs.gov

Quality Improvement & Interventions

- A Culturally and Linguistically Tailored Type 2 Diabetes Prevention Resource Inventory
- Guide to Developing a Language Access Plan
- Building an Organizational Response to Health Disparities: Five Pioneers from the Field
- A Practical Guide to Implementing the National CLAS Standards: For Racial, Ethnic and Linguistic Minorities, People with Disabilities and Sexual and Gender Minorities
- Guide to Reducing Disparities in Readmissions

Improving Access to Care for People with Disabilities

- Improving Communication Access for Individuals who are Blind or have Low Vision
- Improving Communication Access for Individuals who are Deaf or Hard of Hearing
- Modernizing Health Care to Improve Physical Accessibility: Resource Inventory
- Getting the Care You Need: A Guide for People with Disabilities - English
 - Chinese / 中文
 - Haitian Creole / Kreyòl Ayisyen
 - Korean / 한국어
 - Russian / Русский
 - Spanish / Español
 - Vietnamese / TIẾNG VIỆT
- Navigating Health Care with a Disability - Our Stories: Video Vignettes

go.cms.gov/omh

For More Information

Health Equity Technical Assistance Program



PRIORITIZE

Identify disparities, plan initiatives, and set SMART aims.



ACT

Implement targeted interventions to reduce health disparities.



IMPROVE

Evaluate and improve your plan to reduce disparities.

HealthEquityTA@cms.hhs.gov



Contact Information

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Darci.Graves@cms.hhs.gov



CMS OMH Homepage

go.cms.gov/omh

Discussion

**We welcome your
questions and
comments!**



Next Presentation



- Healthcentric Advisors
- Qlarant

Culturally Competent Approaches to Opioid Use Disorder Treatment

Tuesday, February 23, 2021

11:00 AM – 12:00 PM

To Register:

<https://qi.ipro.org/>

SWEEP Team



- Healthcentric
Advisors
- Qlarant

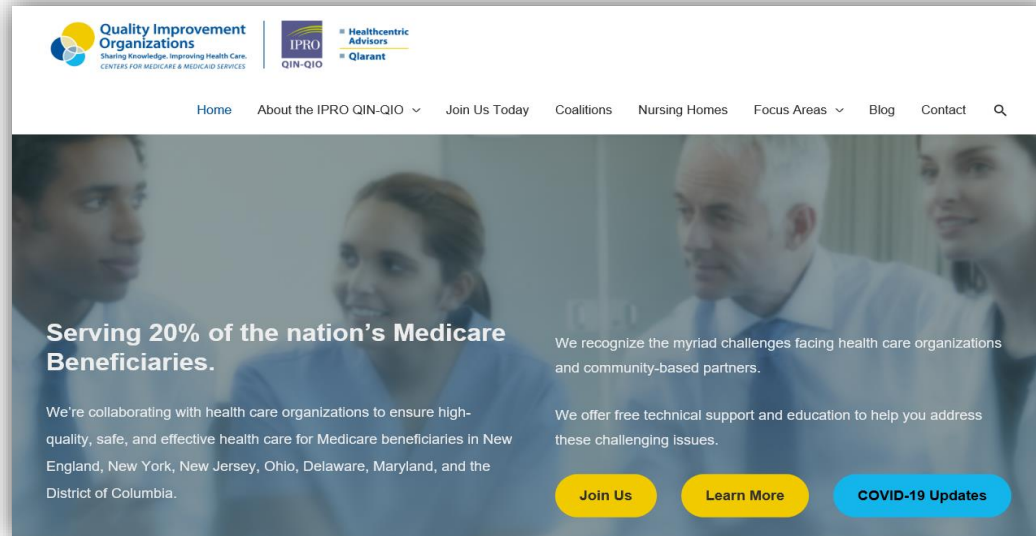
Have a question? Contact us!

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Learn More & Stay Connected

<https://qi.ipro.org/>



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This material was prepared by the IPRO QIN-QIO, a collaboration of Healthcentric Advisors, Qlarant and IPRO, serving as the Medicare Quality Innovation Network-Quality Improvement Organization for the New England states, NY, NJ, OH, DE, MD, and the District of Columbia, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy. 12SOW-IPRO-QIN-T2-A1-21-256



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