

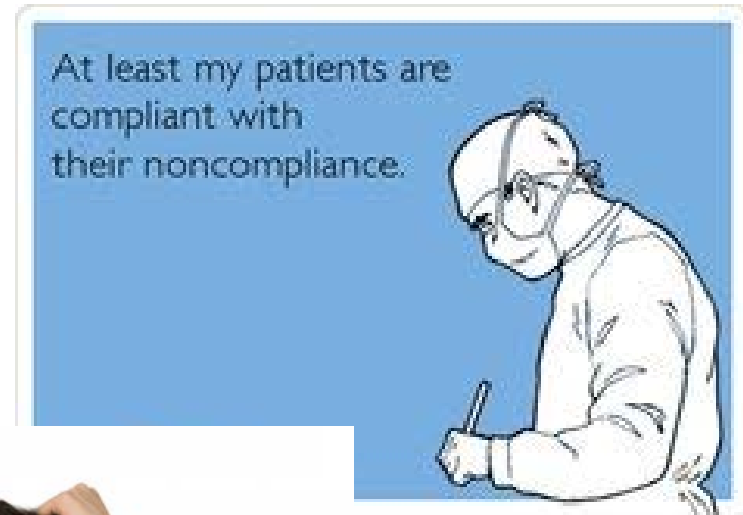
Building Strong Relationships

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Clinician Assumptions

- Non-Compliance
- Non-Adherence
- Not my Job
- Do not have the time
- Do not have the resources



Institutional Imperative

- **Title VI of the Civil Rights Act of 1964:**
 - If you are eligible for Medicaid you can not be denied assistance because of race, color or national origin
- **CLAS Standards -Principal Standard:**
 - Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.
- **Joint Commission – A Roadmap for Hospitals:**
 - Incorporate Cultural Competence and patient-and family-centered care concepts into care delivery

✓ Checklist for Organization Readiness (continued)

Provision of Care, Treatment, and Services

- Create an environment that is inclusive of all patients.
- Develop a system to provide language services.
- Address the communication needs of patients with sensory or communication impairments.
- Integrate health literacy strategies into patient discussions and materials.
- Incorporate cultural competence and patient- and family-centered care concepts into care delivery.

Patient, Family, and Community Engagement

- Collect feedback from patients, families, and the surrounding community.
- Share information with the community about the hospital's efforts to meet unique patient needs.

What Clinicians Can Do?

Sometimes its okay to ask patients questions to help clarify key aspects of the clinical problem from the point of view of the patient. This includes the problem's meaning, potential sources of help, and expectations for services.

1. Cultural Competency Training
2. Partner with Social Workers
3. Require Home Visits:
 - Allow resident to select patient
4. Mandatory service:
 - Community Organizations



Cultural Competency Training

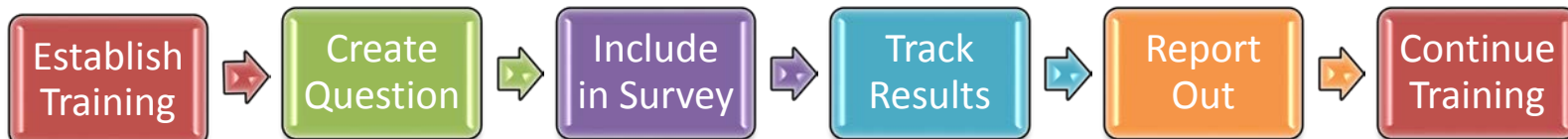
Cultural competence is "a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations." "Competence" in the term *cultural competence* implies that an individual or organization has the capacity to function effectively "within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities."



1. <http://www.cdc.gov/nchhstp/socialdeterminants/definitions.html>
2. <http://www.theinclusionsolution.me/cultural-competence-part-4-you-have-to-do-the-work/>

Cultural Competency Accountability

- Train organization and provide tools – Cultural Formulation Interview (CFI)
 - *American Psychiatric Association provides tool to enhance clinical understanding*
- Implement a question that captures cultural competence behavior on the patient satisfaction survey
- Track the question by:
 - **Hospital**
 - **Department**
 - **Unit**
- Set goal with help from CMO and department chairs
- Work with CMO to report out to the chairs of these departments to provide updates on measures quarterly
- Partner with departments to provide development plans and coaching opportunities when units fall below goals



Clinician Accountability

- Measure the Cultural Competency of your Clinical Staff/Patient Facing Employees:

Patient Satisfaction Survey:

- “How often did the patient care staff respect your expressed cultural, religious, or gender identity and sexual orientation?”

PATIENT
SATISFACTION &
EXPERIENCE SURVEYS



Measure Example – Patient Satisfaction Survey

1	DIVERSITY																	
2	PATIENT SATISFACTION	Final		Final		Final		Final						FY16 Top Box Goals (based on 2015 HSTM Database)				
3	QUESTION: H4RC - Staff respect for family's cultural and spiritual need TOP BOX: Percent 55	FY16 Top Box Scores																
4		FY15 (Jul14- Jun15)	YTD (n)	FY16Q1 (Jul-Sep15)	Q1 (n)	FY16Q2 (Oct-Dec15)	Q2 (n)	FY15Q3 (Jan-Mar16)	Q3 (n)	FY15Q4 (Apr-Jun16)	Q4 (n)	FY15 (Jul15-Jun16)	YTD (n)	Min Success	Successful	Exceeds	Far Exceeds	
5	(A) COMPOSITE	86.0%	4058	83.6%	1828	86.7%	2060	84.5%	1970			85.2%	3888	85.0%	88.0%	91.0%	94.0%	
6	1. INPATIENT	81.2%	968	80.6%	263	83.0%	348	79.7%	252			82.0%	611	85.0%	88.0%	91.0%	94.0%	
7	CardioVascular ICU	84.3%	102	81.0%	21	80.0%	20	91.7%	14			80.5%	41	85.0%	88.0%	91.0%	94.0%	
8	Med/Surg BN2T3	72.5%	98	78.7%	47	82.6%	46	65.4%	26			80.6%	93	85.0%	88.0%	91.0%	94.0%	
9	Med/Surg BN5T2	82.5%	114	81.8%	33	92.9%	28	87.0%	23			86.9%	61	85.0%	88.0%	91.0%	94.0%	
10	Surg/Onc/Gyn BN5T3	85.8%	113	80.0%	30	87.2%	39	81.8%	22			84.1%	69	85.0%	88.0%	91.0%	94.0%	
11	Ortho/Neuro BN6T3	82.6%	121	69.6%	23	83.0%	112	78.1%	32			80.7%	135	85.0%	88.0%	91.0%	94.0%	
12	Obstetrics	84.0%	119	94.6%	37	93.5%	31	91.3%	23			94.1%	68	85.0%	88.0%	91.0%	94.0%	
13	Telemetry BN4T1	80.3%	132	75.0%	20	55.6%	18	65.2%	23			65.8%	38	85.0%	88.0%	91.0%	94.0%	
14	Telemetry BN4T2	77.5%	133	74.2%	31	72.4%	29	78.0%	41			73.3%	60	85.0%	88.0%	91.0%	94.0%	
15	Inpatient Surgical - Butler County	82.8%	99	85.7%	21	88.0%	25	83.3%	48			87.0%	46	85.0%	88.0%	91.0%	94.0%	
16	2. INPATIENT REHAB	86.0%	93	75.0%	12	88.9%	18	63.6%	11			83.3%	30	85.0%	88.0%	91.0%	94.0%	
17	3. SAME DAY SURGERY	92.5%	480	80.6%	149	81.2%	149	83.2%	149			80.9%	298	85.0%	88.0%	91.0%	94.0%	
18	NASC	na	0	na	0	na	0	97.8%	45			97.8%	45	85.0%	88.0%	91.0%	94.0%	
19	Perioperative Services/SDS	89.7%	165	91.5%	47	95.7%	46	93.0%	43			93.6%	93	85.0%	88.0%	91.0%	94.0%	
20	SDS - Butler County	95.3%	148	92.5%	40	87.8%	41	93.8%	41			90.1%	81	85.0%	88.0%	91.0%	94.0%	
21	Surgery Center - Bethesda North	92.8%	167	97.6%	41	97.6%	42	90.7%	43			97.6%	83	85.0%	88.0%	91.0%	94.0%	
22	4. OUTPATIENT	88.5%	1314	87.6%	766	89.6%	728	86.4%	765			88.6%	1494	85.0%	88.0%	91.0%	94.0%	
23	ATC	89.9%	69	87.0%	23	93.8%	16	90.0%	20			89.8%	39	85.0%	88.0%	91.0%	94.0%	
24	Breast Center	94.9%	37	100.0%	21	95.8%	24	95.8%	24			97.8%	45	85.0%	88.0%	91.0%	94.0%	
25	Cardiac Cath Lab	92.1%	101	76.7%	30	88.0%	25	95.5%	22			81.8%	55	85.0%	88.0%	91.0%	94.0%	
26	CardioVascular	90.2%	92	84.2%	19	82.4%	17	79.2%	24			83.4%	36	85.0%	88.0%	91.0%	94.0%	
27	Diagnostics* - Arrow Springs	90.9%	88	100.0%	16	89.5%	19	92.0%	25			94.3%	35	85.0%	88.0%	91.0%	94.0%	
28	Diagnostics* - BNH	87.9%	91	86.4%	22	84.2%	19	78.3%	23			85.4%	41	85.0%	88.0%	91.0%	94.0%	