

Cultural Competency Quick Guide

What is Cultural Competence?

The ability to interact effectively with people from different cultures, which includes:

- the language,
- thoughts,
- actions,
- customs,
- beliefs,
- values and institutions that unite a group of people.

It's the application of how we approach our members based on the dimensions of diversity.

What is Diversity?

- A reflection of the differences between people
- Recognizing differences, accepting them, and allowing them to change our perceptions

Specific Dimensions of Diversity

- | | | |
|-------------|----------------------|-------------------------|
| • Race | • Sexual orientation | • Economic status |
| • Ethnicity | • Physical ability | • Language |
| • Gender | • Mental ability | • Religious affiliation |
| • Age | • National origin | • Marital status |
| | | • Learning style |

Diversity and Cultural Competence work together

Awareness and sensitivity has to be followed by being able to connect with the people in the cultures that you serve and adjust your approach to the manner that is culturally competent to the individual

Examples of cultural awareness

- *Eye contact:* Many cultures view direct eye contact as a sign of defiance or disrespect.
- *Personal space:* Some cultures value giving people a wide berth, while in others, keeping a distance would be interpreted as an insult.
- *Treatment of authority:* Many cultures have developed complicated and/or rigid hierarchies, and therefore individuals with this background may pay a lot of attention to rank or seniority.

Cultural Impact to Care

Culture informs:

- Concepts of health and healing
- How illness, disease and their causes are perceived
- Behaviors of patients who are seeking health care
- Attitudes toward health care providers

Culture impacts:

- Who provides treatment
- What is considered a health problem
- What type of treatment is needed
- Where care is sought
- How symptoms are expressed
- How rights and protections are understood

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Services the Support Diversity

Identify population diversities

- Beacon uses national census data and membership geographic data to identify the percentage of cultural/linguistic groups within each county/state where members reside.
- Whenever a cultural/linguistic group exceeds the established percentage, processes are implemented to ensure diversity of services for the identified cultural/linguistic groups.

Health literacy

- All written and electronic behavioral health, clinical, utilization management, and preventative health materials distributed to members are developed based on federal and state health literacy standards.
- All documentation can be made available in the threshold languages.
 - Members can access documentation in other languages through the member portion of BeaconHealthStrategies.com
- The reading ease of all written materials distributed to members is tested using the Flesch-Kinkaid Grade Level Readability Statistics Test.

Language assistance

- Limited English Proficiency (LEP) support
 - This includes written translation into alternative cognitively accessible formats.
- Interpretation Services
 - For all spoken languages, Beacon uses a telephonic interpretation service available 24/7
 - Will make face to face interpreters available
 - Contracts with ASL for assistance with face to face appointments for hearing impaired
- Use of Ask Me 3 Communication Tool and Teachback tool

Multi-cultural/linguistic providers

- During the credentialing/contracting process, practitioners are asked to identify their cultural/ethnic, linguistic and racial information.
- The provider's information is recorded in the management system and used to identify providers who match a member's cultural or linguistic need.
- If a provider match cannot be identified, Network Management will assist in a broader provider search per health plan guidelines.

Written translation

- Members are given the opportunity to request a written translation of any Beacon documentation mailed to them.
 - This includes translation into alternative cognitively accessible formats.
- At the time of a member's request, immediate verbal translation by a qualified interpreter will be offered.
- Requests for written translation are processed in accord with federal, state, and health plan guidelines.
- When this request is made, we need to reach out to the Director of Marketing for more information of the timeframe to provide this information to the member.

Allow for complaints/grievances

- Beacon has a specific Complaints and Grievances process that allows for members to be heard and reacted to