



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

Cultural Competency and Linguistic Services Training

Cultural Competency and Linguistic Services

- El Paso Health is committed to ensuring that governance; leadership, associates, providers and subcontractors are educated about, remain aware of, and are sensitive to the cultural differences and language needs of our Members.
- To accomplish this goal, El Paso Health established a *Cultural Competency Plan* that reflects the National CLAS principle standards, builds upon our relationships with the community, our Members, and the health care Providers in our borderland community.

Cultural Competency and Linguistic Services

- Annually, cultural competency trainings are conducted to further reinforce our expectations for providing services that are respectful of the linguistic, cultural, religious, and disability needs of our Members rights.
- El Paso Health trains Associates and Providers (which includes governance, leadership, and workforce individuals) on the 15 National Culturally and Linguistically Appropriate Services Standards (CLAS) and health equity through policy, practices, and allocated resources.

Cultural Competency and Linguistic Services

Culturally and Linguistically Appropriate Services Standards (CLAS)

- What is CLAS? It is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity.
- 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 care organizations to implement culturally and linguistically appropriate services.

Cultural Competency and Linguistic Services

Culturally and Linguistically Appropriate Services Standards (CLAS)

Principal Standard

1. 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.

Governance, Leadership and Workforce

2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Cultural Competency and Linguistic Services

Culturally and Linguistically Appropriate Services Standards (CLAS)

Communication and Language Assistance

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Cultural Competency and Linguistic Services

Culturally and Linguistically Appropriate Services Standards (CLAS)

Engagement, Continuous Improvement, and Accountability

9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
10. Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
11. 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.

Cultural Competency and Linguistic Services

Culturally and Linguistically Appropriate Services Standards (CLAS)

Engagement, Continuous Improvement, and Accountability Cont.

12. 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.
13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
15. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

Cultural Competency and Linguistic Services

Cultural Competency

- It is important to recognize that people of different cultures have different ways of communicating, behaving, and problem-solving.
- Cultural Competency means the ability of individuals and systems to provide services effectively to people of various cultures, races, ethnic backgrounds, and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves their dignity.

Cultural Competency and Linguistic Services

Health Literacy

- Health literacy is defined as “the degree to which individuals understand basic health information and the services needed to make appropriate health decisions.”
- When Members understand, they can make positive changes and take better care of their health.
- A Member’s health literacy can be affected by cultural beliefs, level of education and the ability to understand the English language.
- American Medical Association video on Health Literacy:
<https://www.youtube.com/watch?v=ubPkdpGHWAQ>
(AMA “short health literacy” video)

Cultural Competency and Linguistic Services

- El Paso Health's *Culturally Competency Plan* policy is infused throughout the organization operations.
- We partner with agencies that offer interpreter services for Providers and Members to ensure the delivery of culturally and linguistically sensitive services.
- Our contracted interpreters are competent and proficient in English and other languages common in the El Paso SDA, have training in the ethics of interpreting and have the ability to interpret accurately and impartially.

Cultural Competency and Linguistic Services

- Both Members and Providers may request interpreter services free of charge.
- Providers who do not have staff that meet the language needs of a Member may call El Paso Health's Member Services Hotline or the 24-hour on-call Member Services Representative for assistance with obtaining interpreter services.
- Members may request interpreting services by calling the Member Services Hotline or accessing the TDD line.

Cultural Competency and Linguistic Services

- El Paso Health facilitates Provider orientations, annual surveys and quarterly Member Advisory Group meetings to promote our Cultural Competency Plan and educate network Providers and Members about culturally competent services to avoid disparities in the delivery of medical services to the diverse populations of the El Paso SDA.
- El Paso Health Member Services and Outreach Associates assist Members in accessing culturally and linguistically (health literacy) appropriate community health and social service resources.
- Our Cultural Competency Plan is implemented as part of our commitment to recognizing the cultural diversity among our Members, Providers, stakeholders, constituents and the general public.

Cultural Competency and Linguistic Services

In summary, El Paso Health provides covered services to Members of all cultures, races, ethnic backgrounds and religions, and disabilities in a manner that recognizes values, affirms, and respects the worth of our Members and protects and preserves their dignity through the provision of the following resources:

1. 100% of in-house call center and case management staff are bilingual English/Spanish
2. Arrange and pay for interpreter services through contracted vendors for sign language and other languages.
3. Coordination of tri-lingual interpreter services that involve the use of English/Spanish interpretation, American Sign Language and/or Mexican Sign Language
4. Written Member materials in non-English languages (health literacy)
5. Assurance that our Providers' facilities, as well as the offices of El Paso Health, are ADA compliant
6. Resolution of complaints from Members reporting language barriers with Providers and/or El Paso Health Associates



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For more information:



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