

Strengthening Health Equity: Policy-Based Approaches to Improving Cultural Competence in Integrated Care

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Disclosures

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Acknowledging the Issue

- Culturally and ethnically diverse populations continue to experience behavioral health disparities due unmet physical and mental health needs.
- The healthcare workforce is projected to grow by over two (2) million jobs; yet, racial and ethnic diversity is still poor, contributing to health disparities. (U.S. Bureau of Labor Statistics, 2018)
- Cultural competence training for healthcare providers improves providers' knowledge, understanding, and skills for treating patients from diverse socioeconomic, cultural, and linguistic backgrounds. (Renzaho et al, 2013)

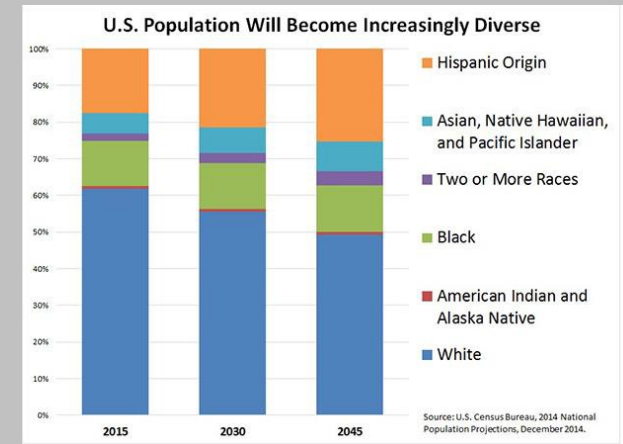
Defining Integrated Care

The process and product of various health care professionals collaborating to deliver patient care services which may include screening, assessment, treatment planning, treatment implementation, and outcome evaluation.



Why is Cultural Competence Needed?

- Increasing diversity
- Embedded in health care environment
- Associated with quality & reducing disparities



What does the evidence say?

- Studies suggest integrated care improves clinical outcomes and can reduce health disparities (Sanchez et al, 2016)
- Limited evidence of effectiveness of integrated care that addresses barriers to optimal health for marginalized populations (Sanchez et al, 2016).

Project Overview



The purpose of Project THRIVE is to identify factors important to patients, providers, and clinic administrations in developing a patient-centered, culturally tailored integrated care model and ultimately provide support in the reduction of health and mental health disparities, improve health equity, and enhance the quality of life for underserved individuals, families, and communities.



Multidisciplinary Project Team

Brian McGregor, PhD, Principal Investigator

Allyson Belton, MPH, Associate Project Director

Lizeth Camacho, PhD, Research Associate

Kisha Holden, PhD, MSCR, Contributor (former investigator)

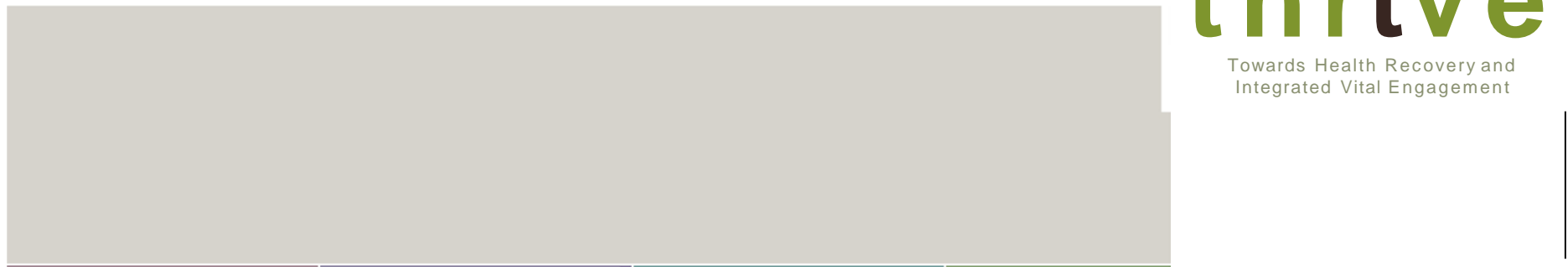
Glenda Wrenn, MD, MSHP, Contributor (former investigator)

Ruth Shim, MD, MPH, Contributor (former investigator)



thrive

Towards Health Recovery and Integrated Vital Engagement



Provider Educational Activity



- **Setting** – 3 primary care clinics within the Grady Health System
- **Participants**
 - Physicians
 - Physician Assistants
 - Nurses
- **CME and CNE Offered (1 CEU each)**
- **CANVAS** – web-based platform
 - Resources include a webinar on cultural competence, web links to educational resources, academic articles
- **Pre-test** – assessment of cultural competence knowledge and attitudes, SDH
- **Post-test** in 30 days

- Account
- Dashboard
- Courses
- Calendar
- Inbox
- Arc
- Help

- Announcements
- Modules
- Discussions
- Chat

Cultural Competency Education for Integrated Care Settings

[View Course Stream](#)

Coming Up [View calendar](#)

Nothing for the next week



Towards Health Recovery and
Integrated Vital Engagement

Welcome to the Cultural Competency in Integrated Care Online Course!

Welcome to the Project THRIVE Cultural Competency in Integrated Care online course. This educational activity is focused on best practices in culturally-centered care. We aim to provide you with information and resources that will help you gain additional knowledge and enhance your skills related to cultural competency. The training education consists of: a webinar, selected readings, and a list of resources. All resources provided in this training - including the webinar - are available for download.

Prior to accessing the webinar and the other educational materials, complete the pre-course survey to assess your baseline knowledge about this topic.

Thank you for your participation!

Getting Started with the Course:

1. Review the course overview
2. Complete the [Pre-Course Survey](#)



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 Account

 Dashboard

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Home

Announcements

- Pre-Course Survey

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Discussions

Pre-Course Survey

1 p is | Submit

Chat

- Integrated Care Webinar

Prerequisites: Pre-Course Survey

[Complete All Items](#)

SU Integrated Care Leadership Program Webinar

- Selected Readings

Assigned Reading 1: A CRASH-Course in Cultural Competence

0 pts

Assigned Reading 2: Cultural Competence and Health Care Disparities - Key Perspectives and Trends

0 pts

... Resource Page

[!!] Resources

- End of Course Quiz

Prerequisites: Pre-Course Survey, Integrated Care Webinar, Selected Readings

[Complete All Items](#)

End of Course Quiz

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Expected Outcomes and Conclusions



- Increase in provider cultural competence knowledge & self-efficacy in delivering culturally competent care
- Improved attitude towards cultural competence

Next Steps

- Encourage integration of cultural competence into provider education throughout Grady Health System
- Evaluate client-, structural-, and organizational-level outcomes

Recommendations

- **Ongoing training** for current/future healthcare workers
- **Standardizing system-level training** on cultural competence and integrated care
- Creating **strategic plans** for workforce diversity initiatives
- Encouraging organizational adoption of the **National Culturally and Linguistically Appropriate Services (CLAS) Standards**
- Preparing medical educational programs to meet **LCME Standard 16**, which speaks towards institutional diversity

Acknowledgements

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THANK YOU!