



TX CULTURAL SENSITIVITY PROVIDER TRAINING

2024

Agenda

- **What is Cultural Sensitivity?**
- **Our Focus**
- **Cultural Competency**
- **Linguistic Needs and Reading/Grade level Consideration**
- **Questions and Answers**

WHAT IS CULTURAL SENSITIVITY?

What is Cultural Sensitivity?

Cultural Sensitivity begins with the understanding that there are differences among cultures. Furthermore, cultural sensitivity includes placing value on this diversity.

Knowing that cultural differences as well as similarities exist, without assigning values (i.e. better or worse, right or wrong to those cultural differences).

DENTAQUEST'S FOCUS

DentaQuest's Focus

Texas Medicaid and CHIP recipients will vary in language and culture. Sensitivity to differing cultural influences, beliefs and backgrounds, can improve a Provider's relationship with patients and in the long run the health and wellness of the patients themselves.

DentaQuest places great emphasis on the wellness of its Members. A large part of quality health care delivery is treating the whole patient and not just the medical condition. Our goal is to effectively serve Members of all cultures, races, ethnic backgrounds and religions in a manner that recognizes values, affirms and respects the worth of the individuals and protects and preserves the dignity of each.

CULTURAL COMPETENCY

Cultural Competency

Cultural competency in the delivery of health care services to DentaQuest members...

- Starts with Awareness
- Grows with Knowledge
- Enhances with Specific skills

Cultural Competency

Providers must respect:

- The “survival merits” of immigrants and refugees
- The importance of cultural forces
- The holistic view of health and illness
- The importance of spiritual beliefs

In addition, always show respect and appreciation for the skills and contributions of other professional and paraprofessional disciplines.

Cultural Competency

Knowledge is an understanding...

Providers must have an understanding of:

- Race, ethnicity and influence
- Historical factors which impact the health of minority populations
- including racism and immigration patterns
- Cultural differences within minority groups
- Cultural beliefs of health and help seeking patterns of minority patients
- Health service resources for minority patients

Please refer to the Office Reference Manual (ORM) for additional information.

Cultural Competency

Skill is an ability...

Providers must have the ability to:

- Interview and assess minority patients based on a psychological, social, biological, cultural, political and spiritual model.
- Communicate effectively with the use of cross cultural interpreters.
- Avoid under diagnosis or over diagnosis.
- Formulate treatment plans that are culturally sensitive to the patient and family's concept of health and illness.
- Ask for a consultation.

Please refer to the Office Reference Manual (ORM) for additional information.

Cultural Competency

Cultural competence for the DentaQuest Provider is...

Being aware that the beliefs, practices, habits, likes, dislikes, norms, customs, rituals, and experiences make each patient who they are.



LINGUISTIC NEEDS AND READING/GRADE LEVEL CONSIDERATION

Linguistic Needs

DentaQuest is committed to ensuring that staff and subcontractors are educated about, remain aware of, and are sensitive to the linguistic needs and cultural differences of its Members. In order to meet this need, DentaQuest provides or coordinates the following:

- Member Services and our Member Services Advocate department is staffed with Spanish and English bilingual specialists.
- Trained professional language interpreters, including American Sign Language (ASL), can be made available face-to-face at your office if necessary, or via telephone, to assist with discussing technical, medical, or treatment information with Members as needed.

Language Services Associates will be available in 140 languages to assist Providers and Members in communicating with each other when there are no other translators available for the language. TDD access for Members who are hearing impaired: 800.855.2880 DentaQuest Member Services and health education materials are available in English and Spanish.

Linguistic Needs

Many of our members may have limited ability to understand and read instructions. Yet, most people with literacy problems are ashamed and will try to hide them from Providers...

- Low literacy can mean that your patient may not be able to comply with your medical advice and course of treatment because they do not understand your instructions.
- Member materials should be written at a fourth to sixth grade reading level.

The guidelines provided for communication with interpreters are also good guidelines for communicating with members with limited literacy, especially asking the member to repeat your instructions. Do not assume that the member will be able to read instructions or a drawing/diagram for taking prescription medicines or understanding of treatment. Above all else, be sensitive to the embarrassment the Member may feel about limited literacy.

Please contact us for interpretation services should there be a language barrier.


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DentaQuest encourages and advocates for providers to provide culturally competent care for its Members. Providers are also encouraged to participate in training provided by other organizations. You can visit <https://www.hrsa.gov/about/organization/bureaus/ohe/health-literacy/culture-language-and-health-literacy> for an online training course developed by the Health Resources and Services Administration (HRSA).

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