



**Staten Island**  
Performing Provider System

5/23/2016

# Cultural Competency and Health Literacy Milestone 2

Training Strategy



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## Cultural Competency and Health Literacy Training Strategy Overview

The Cultural Competency and Health Literacy (CC/HL) Training Strategy has been developed to address the drivers of health disparities affecting the Staten Island community. This plan features an overview of data presented in Milestone 1; a gap analysis of CC/HL training data gathered from clinical and community based partner organizations; overview of SI PPS current and future CC/HL training; outcome measurement: partner deliverables, compliance tracking and reporting, measuring effectiveness.

With increasing diversity in the U.S. population and strong evidence identifying disparities in our health care system – it's critically important for health care professionals to be specifically educated about their patient's demographics (e.g. gender, age, etc.) and their culture (e.g. language, traditions, beliefs, etc.). These factors influence the patient's health status, health care delivery and health behaviors. Due to the evolving nature of our society we can strive to become *culturally competent*. As a network of health and social service providers we must make a commitment to attain *cultural awareness* and remain open to constantly learning about diverse groups and communities we are in contact with.

In addition to cultural awareness, it's important for individuals to understand and integrate the tenants of health literacy into their workflows and all forms of communication. Health literacy, for the purposes of this training strategy is considered the umbrella under which culturally and linguistically appropriate health-related services are rendered. It is defined by the U.S. Department of Health and Human Services as the degree to which individuals have



the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions. The promotion of health literacy by both members of the general public and healthcare professionals is critical to active and informed participation in health and healthcare and is commonly identified as a key action to reduce health inequalities.

## Supporting Data

According to data collected and presented in SI PPS's Cultural Competency and Health Literacy Strategy and survey feedback from our partner sites, the following diverse groups experience health disparities on Staten Island:

- Persons with Disabilities
- Lesbian, Gay, Bisexual, Transgender and/or Questioning individuals
- Military and/or Integrative (first responders: NYPD, FDNY, EMS) Service Personnel
- Elderly and Aging Population
- Racial and Ethnic Groups:
  - Black or African: West African- Liberian, Nigerian
  - Middle Eastern/North Africa: Egyptian
  - Hispanic: Mexican, Ecuadorian, Dominican
  - European: Western and Eastern- Italian, Albanian, Russian, Ukrainian
  - Asian: Chinese, Korean, Filipino



The SI PPS network includes two hospitals, both are private not-for-profit, acute care Medicaid/safety-net providers and serve all patients regardless of age, gender, race/ethnicity, religion, socioeconomic status, and ability-to-pay, 3 Federally Qualified Health Centers (FQHC's), 10 skilled nursing facilities (SNFs), 4 home care agencies; 17 population health practices, 7 health home care coordination agencies, 13 behavioral health providers, 2 hospice providers, primary care physicians and specialists, managed care organizations and community based organizations.

A CC/HL needs assessment of all PPS partners was conducted and data was collected from each of our partner sites regarding types of training currently conducted, available training resources and future CC/HL training needs. Partners were surveyed on a variety of topics including cultural awareness, diversity, health literacy and language access. Of those surveyed, approximately 60% were interested in having language access training at their facility; 85% were interested in sending bilingual employees to a medical interpreter qualification course; close to 90% of partners were interested in either training for health literacy communication skills for clinical providers, health literacy documentation simplification, or health literacy skills for adults, children and youth. While 45% of partners already conduct a basic cultural competency training program at their facility, over 60% were interested in pps-offered training. When asked what sort of trainings were needed to better serve the diverse groups at each facility, responses included: sensitivity for disabled, veterans sensitivity training, race/cultures/ethnicities found on Staten Island, immigrant awareness, anti-racism training,



trauma training for victims of war and/or violence, LGBT sensitivity and working with the elderly.

## Training Overview

The SI PPS approach to Cultural Awareness and Health Literacy training ranks programs as either required, meaning attendance is attached to deliverables written into the Milestone 1 CC/HL Strategy as electives, which were requests made by 50% or more of partners throughout the CC/HL needs assessment or as supplemental, which are additional evidence-based online resources. The SI PPS Diversity and Inclusion Committee has been working with a CC/HL Site Champion from each of our partner sites since October of 2015. This workgroup has contributed a significant amount of site specific information regarding training needs and gaps and has been working in tandem with our training partner, 1199 Training and Employment Fund (TEF), to accommodate training at each location. Each training program is being implemented, measured and tracked to determine the impact cultural awareness and health literacy training for healthcare professionals has on health outcomes.

Although we are promoting that certain required courses be attended by all PPS employees, specific training plans for clinicians are included in the 'Clinical Integration Training Strategy' and the 'Practitioner Engagement Strategy' which were submitted as part of the overall DSRIP Workforce Training Strategy for SI PPS.



## Training Topics:

### Required:

- ❖ **Cultural Awareness:** A required training component of the CC/HL Training Strategy for all employees at SI PPS clinical and CBO partner sites encompasses the basic tenants of cultural diversity and its impact on health disparities. It is being offered in 3 different manners to accommodate the scheduling needs of varying levels of healthcare professionals across the PPS:
- ❖ **Cultural Awareness Train the Trainer:** an 1199TEF accredited course led by seasoned trainers will give participants (CC/HL Site Champions/Staff Development/Human Resources) the skills and tools needed to deliver the Cultural Awareness training curriculum to various healthcare workers. Participants will then be able to implement the training as needed in-person at their site to meet SI PPS deliverables.
- ❖ **Cultural Awareness Training:** an 1199TEF facilitator conducts this 2 hour accredited training for all levels of staff on-site at partner locations which emphasizes health disparities, health beliefs, attitudes and behaviors of the aforementioned racial/ethnic groups. This training has been available to partner sites since 01/2016.



- ❖ **SI PPS Cultural Awareness Online Learning Modules:** 4, twenty minute modules are being developed that will address cultural awareness basics, cultural brokerage/communication styles, and Staten Island health disparities by diverse community group and ethnicity. The on-demand learning modules are geared toward clinical providers and being created based on feedback provided by SI PPSs Clinical and Practitioner Engagement Committees.
- ❖ **Health Literacy for Providers:** A required training component of the CC/HL Training Strategy for all employees at SI PPS clinical and CBO partner sites is being developed in-house in partnership with the Staten Island Health Literacy Collaborative. This training is geared toward healthcare professionals and includes health literacy verbal (communication styles and skills including the teach back or return demonstration methodologies) and written (document simplification techniques guided by the Federal Plain Language Guidelines, the National Institute of Health’s Plain Language initiative, the Centers for Disease Controls clear language guidelines and Universal Health Literacy principles) language simplification.
- ❖ **LGBTQ Awareness:** A required training component of the CC/HL Training Strategy for all employees at SI PPS clinical and CBO partner sites is being conducted in-person by a Community Based Organization partner of SI PPS, the Pride Center of Staten Island. Their accredited training program is designed to share LGBT health information and to promote safe, supportive health care



services for the LGBT community to close the gap in the health care disparities faced by so many among us. This training has been available to partner sites since 01/2016.

#### Electives:

- ❖ **Military and Integrative Service Sensitivity Training:** An elective training program taught in-person by Community Based Organization Partner, Intersections International teaches our partners how best to work and provide services to military and integrative service personnel. The course includes mores, language and background, appropriate care delivery for unique illnesses such as combat-related, severe battle wounds, post-traumatic stress disorder, depression, traumatic brain injury, traumatic stress, vulnerability and risk of substance abuse and addiction, all which influence the delivery of healthcare. This training has been available to partner sites since 05/2016.
- ❖ **Disabilities Sensitivity Training:** An elective program taught in-person by Community Based Organization Partner, Persons Centered Care Services, provides sensitivity training on the disabilities culture to reduce stigma, improve etiquette, communication techniques, comprehension of medical issues/treatment, and teaches the Person Centered Approach. This training has been available to partner sites since 01/2016.



- ❖ **Medical Interpreter Training:** An in-person training program for bilingual PPS employees to learn the skills of medical interpreting in order to facilitate communication between patients with limited English proficiency and health care professionals who do not share a common language. SI PPS recently graduated 2 classes of Medical Interpreters and plans to continue offering this course for the duration of DSRIP.
- ❖ **Language Access:** This elective program will be rolled out at each site via the CC/HL Site Champion with curriculum created by the Language Access Services departments at both of our lead hospitals. It will be accompanied by the SI PPS Language Access Plan and Guidelines, language vendor and medical interpreter training information.
- ❖ **Health Literacy for Community Members:** This training program differs from all of the above because it is a community-wide or population focused education initiative called SI PPS Healthy Partnerships: Health Literacy Program. The goal of this program is to improve health outcomes by implementing a community centric approach to health literacy; unifying providers of health and social services with community members through innovative health literacy health education developed by the Staten Island Health Literacy Collaborative and implemented throughout the community by an array of educators including the New York Public Library and the LEARN Network of Staten Island.



Supplemental:

1. Cultural: University at Albany, School of Public Health- Advancing Cultural Competence in the Public Health and Healthcare Workforce:

- ❖ This FREE online program offers free continuing education credits and free certificates of completion for the American Indian, Latino/a, African American/Black, and Asian American populations in New York State. Each certificate series contains four webinars on issues specific to that population

2. Culture and Health Literacy: U.S. Department of Health and Human Services Health Resources and Services Administration- Effective Communication Tools for Healthcare Professionals:

- ❖ Online modules addressing Health Literacy, Limited English proficiency and Cultural Competency

3. Health Literacy: Center for Disease Controls: Health Literacy for Public Health Professionals

- ❖ The goal of Health Literacy for Public Health Professionals is to introduce participants to the fundamentals of health literacy and demonstrate the importance of health literacy within public health practice



## Measuring Outcomes

### Partner Deliverables:

1. Each SI PPS Partner with a signed Master Service Agreement (this includes clinical and community based partner organizations) will conduct the three mandatory training programs at their sites and are encouraged to implement the elective trainings for their employees as needed based on their patient demographics and communities served.
2. Quarterly training deliverables will be based on the number of employees at each site over the next 4 years with an 80% level of performance standard implemented.
3. Partners who may already conduct one or more of these trainings on site will be responsible for submitting a signed attestation of training-in-kind, submitting curriculum outline, training materials and sign in sheets upon request.
4. Partner sites will sign up for trainings using HW Apps, an online education tracker tool overseen by 1199TEF.
5. Employees at each site will be given pre and post evaluations by the trainer/vendor.
6. Employees will also be required to submit a training evaluation 3-6 months following the completion of training.



### Tracking and Reporting:

All SI PPS CC/HL Training tracking and reporting will be overseen by 1199TEF, governed by the HW Apps online software, reviewed and reported on a quarterly basis.

### Measuring Outcomes:

Outcomes will be measured by tracking:

1. Compliance with CC/HL Training Deliverable of number employees trained per year per site
2. Feedback gathered by pre and post training comparison which will measure action plans/steps employees can currently take to implement the principles learned through the training
3. Intent to change behavior/attitude/culture change will be based on feedback gathered from the 3-6 month post-training survey tool which will collect data on work-related experiences correlating with knowledge gained from a CC/HL training
4. All SI PPS CC/HL Training Programs will be evaluated and updated on a yearly basis to ensure all healthcare settings, audiences and services are culturally appropriate and meet the needs of our target populations