

# Provider Education

## Cultural Competency

### Did you know?

**Race:** African Americans are more likely to develop diabetes but less likely to complete the preventive services.

**Language:** Non-English-speaking Asians are substantially less likely than the general English-speaking population to receive needed services (11 percent vs. 51 percent).

**Ability:** Adults with a disability are more likely to have cardiovascular disease and experience obesity, and are less likely to engage in optional physical activity. They are also less likely to receive needed medical care because of its cost.

### What are some helpful tips for providing Culturally-Competent Care?



#### Consider population-specific conditions:

Low-income/low-literacy, race, disability, spirituality, age, sexuality, and gender identity.



#### Ask about cultural practices:

Spiritual traditions, dietary restrictions, and more may impact a patient's clinical experience.



#### Practice transcultural techniques:

Approach a new patient slowly, be respectful, sit in a quiet setting, and sit a comfortable distance away.



#### Ensure patient's understanding of care:

Lack of accessible medication instructions in a patient's language can impact quality of care. Ensure a patient's comprehension by utilizing translated handouts and/or make use of a translator.

### What is cultural competency?

It is a set of attitudes, behaviors, and policies that enable people to work effectively in cross-cultural situations. We serve a diverse patient population. The ability to understand and relate to different cultures can help you communicate effectively with your patients.

## Things to Remember

**1 in 4** Americans live with a disability and are twice as likely to find his or her provider's skills or facilities inadequate.

**You Can** invest in Americans with Disabilities Act (ADA)-approved renovations and train staff on disabilities, challenges, and rights.

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**1 in 5** Americans speak a language other than English at home. Language barriers can prevent patients from effectively conveying their ailments and understanding their care plans.

**You Can** speak slowly, summarize, demonstrate, and use appropriate terminology when providing instructions. Ensure that members understand the instructions at the end of the visit. Use PALS, MeridianHealth's interpreter service, to better serve MeridianHealth patients.

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**3.6 million** Americans miss or delay medical care because they lack reliable transportation.

**You Can** call MeridianHealth transportation at 866-796-1165 at least three business days prior to a patient's appointment.

## Reminder



All MeridianHealth network providers are contractually required to complete the on-line Cultural Competence training module annually.

The Cultural Competency module can be found at [www.ilmeridian.com](http://www.ilmeridian.com).

Contact your Provider Relations Specialist with any questions or call Meridian at: 866-606-3700

## PALS

Interpreter service is free of charge for contracted providers and members. To reach PALS, please call 877-456-3365 and provide the customer code 2221.



Sources: [www.cdc.gov](http://www.cdc.gov); [www.census.gov](http://www.census.gov); [www.diabetes.org](http://www.diabetes.org); [www.ncsl.org](http://www.ncsl.org); [www.ncbi.nlm.nih.gov](http://www.ncbi.nlm.nih.gov)