

NYS Office of Mental Health Bureau of Cultural Competence Training

What is Going On In Mental Health Care?
*How Cultural Competence
Can Promote Effective
Consumer-Family-Provider
Engagement, Assessment,
Treatment Planning & Recovery Processes*
Participant's Workbook

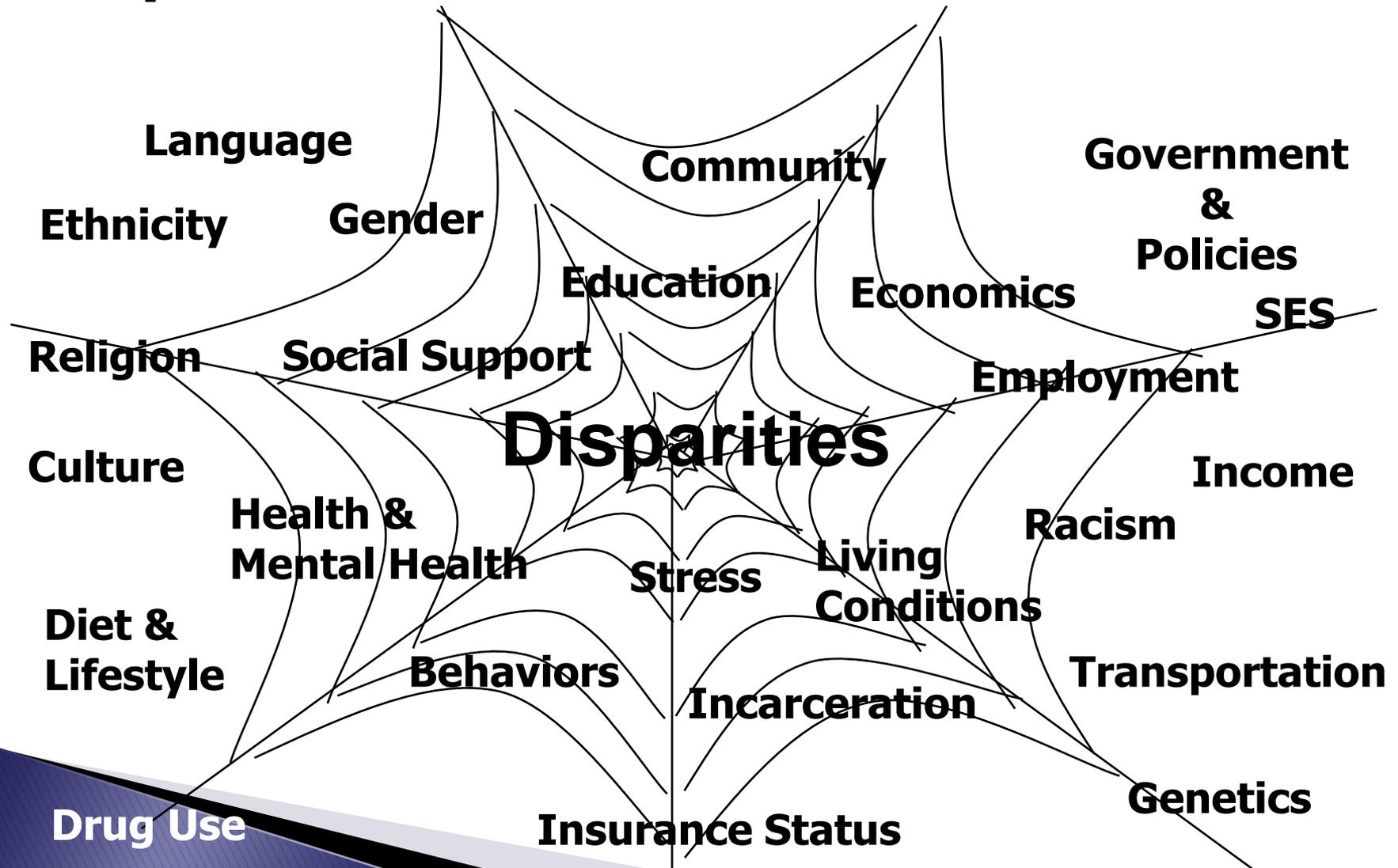


Training Consists of Five Modules of

Discovery:

1. What is the Cultural Landscape Looking like for the U.S. & New York State: Demographic Data & Factors that Impact Mental Health Care: Introduction of Cultural Competence as a (Solution).
2. How Cultural Competence can be Used in Engagement Process of Mental Health Care.
3. How Cultural Competence can be Used in Assessment Process of Mental Health Care.
4. How Cultural Competence can be Used in Treatment & Service- Delivery Process of Mental Health Care.
5. How Cultural Competence can be Used in Recovery Process of Mental Health Care.

Module #1: Social Foundation of Disparities Web Model



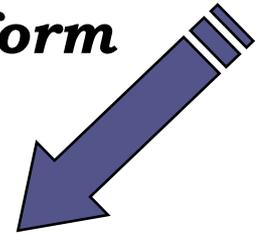
Module #1:

Cultural Competence: Use What You Know...

*Knowledge, Information
and Data **From** and **About**
Individuals and Groups*



***Integrate &
Transform***



***Clinical Standards & Skills
Evidence-based Practices
Service & Cross-Cultural Approaches &
Techniques
Program Marketing***

*that match the individual's culture and increases both
the quality and appropriateness of health care and health
outcomes.*

Source: Market-Based Definition. (Davis, 2002)

(<http://www.mentalhealthcommission.gov/presentations/davis.ppt>)

Model #1:

Cultural Competence Applications

Cultural Awareness

Cultural Knowledge

Cultural Sensitivity

**(Adopted from Center for Effective
Collaboration & Practice)**

(CECP), 2009

Module #2: Elements of Engagement

- ▶ Language
- ▶ Communication
- ▶ Listening

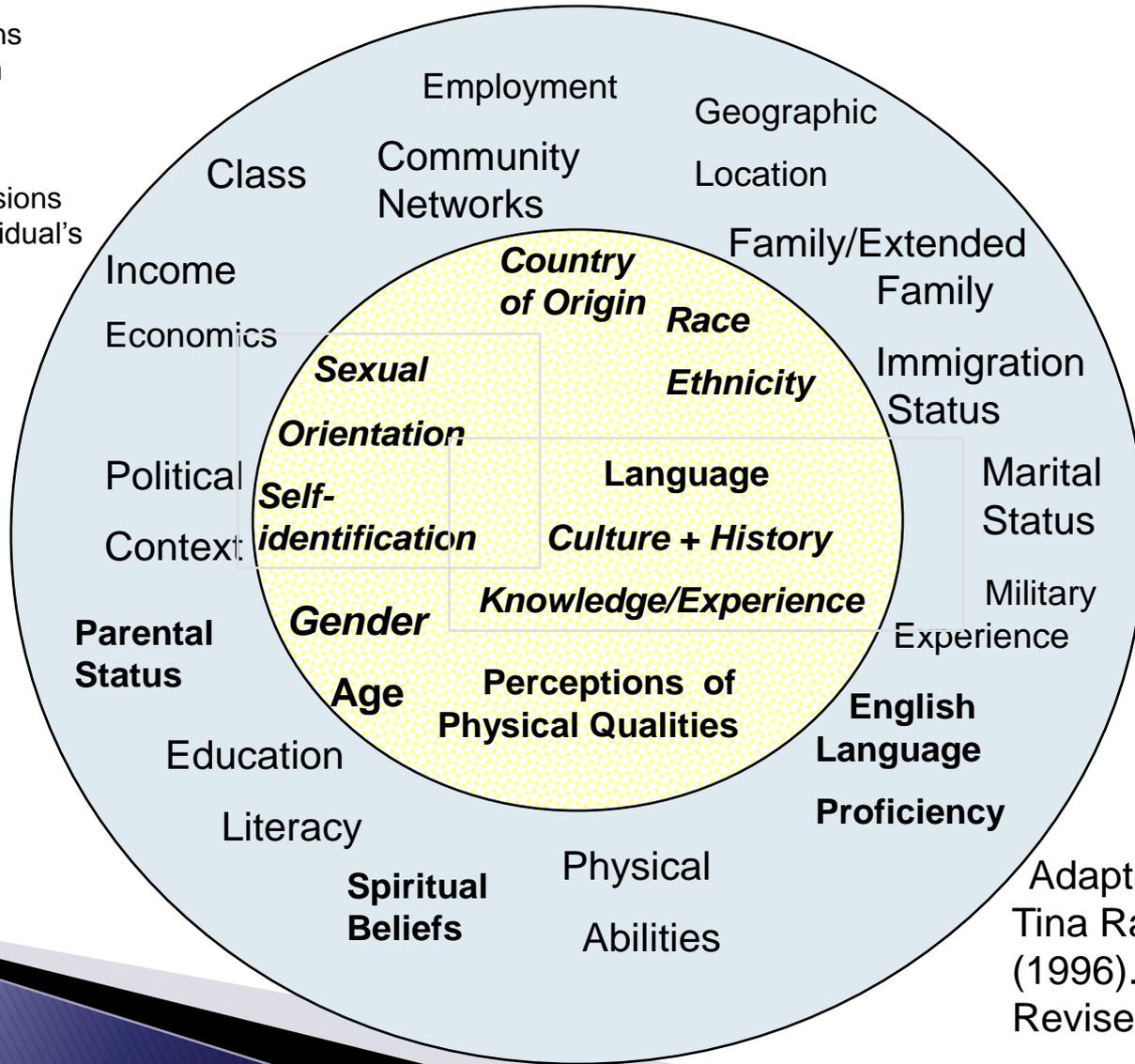
(http://en.wikipedia.org/wiki/Main_Page)

Module #2: Cultural Considerations

“Primary and Secondary Dimensions”

 Primary dimensions influence “who” an individual is.

 Secondary dimensions influence an individual’s participation.



Adapted from
Tina Rasmussen,
(1996).
Revised (2006)

Model #2: Cultural Brokers

- ▶ What is a Cultural Broker?
- ▶ What Role(s) does a Cultural Broker Play in Engagement?

(Georgetown University NCCC, 2004)

http://www11.georgetown.edu/research/gucchd/nccc/documents/Cultural_Broker_Guide_English.pdf

(Cultural Broker Direct Link)

Module #2:

Culturally and Linguistically Appropriate Services Under Title VI & [CLAS] Standards

- ▶ Culturally Competent Care.
- ▶ Legal Responsibility to Provide Language Access Services (Standards 4-7).
 - Provision of Language Assistance Services for consumers with Limited English Proficiency or for those with sensory deficits or impairments.
- ▶ Organizational Supports for Cultural Competence.
- ▶ Intent for Federal and State accrediting agencies to implement provider mandates.

Module #2

»» What Is NYS
Mental Hygiene
Regulation
§527.4?

Handouts Provided

Module # 2:

Is It Important For Mental Health Service & Treatment Providers To Promote An Agency Cultural Environment That Starts At The Front Desk?

(Georgetown University (NCCC))

<http://www11.georgetown.edu/research/gucchd/nccc/documents/FrontDeskArticle.pdf>

(Direct Link)

Module #2:

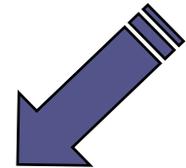
Engagement Involves: Using What You Know...

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Module #3: Assessment with Consumers & Families at Intake and Beyond

Cultural Assessment:

- ▶ How would consumers describe themselves?
- ▶ Tell me about your family?
- ▶ What language do you speak at home, at work, or with friends?
- ▶ Is spirituality or religion important in your life?
- ▶ Do you have a religious or spiritual practice now?
- ▶ To whom or where do you go for comfort?

Module # 3

» *Connections*
Disconnections

Module #3

Assessment Tools for Health Literacy

- **SAHLSA-50** (Short Assessment of Health Literacy for Spanish-Speaking Adults).
- **REALM-SF** (Rapid Estimate of Adult Literacy in Medicine-Short Form (SF) {English}).
- Test of Functional Health Literacy in Adults (English and Spanish versions, as well as a short version for literacy screening).

(U.S. Department of Human Health Services, 2009)

Module #3:

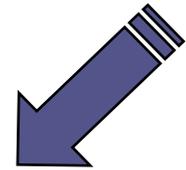
Assessment Involves: Using What You Know...

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Source: Market-Based Definition. (Davis, 2002)

(<http://www.mentalhealthcommission.gov/presentations/davis.ppt>)

Module #4: A Practical look at Cultural Competence in Treatment Planning Involves

- ▶ Examine all service components for practices that inhibit or prohibit engagement
- ▶ Seek meaningful inclusion of cultural considerations throughout the planning process
 - **Intake**
 - **Informed Consent**
 - **Identification of Supports**
 - **Health Literacy**
 - **Diagnosis**
 - **Treatment and Medication**
 - **Active Consumer Participation in Treatment Decisions (Shared Decision–Making)**

Module #4: Factors That Influence Medication Effectiveness

- ▶ Culture and ethnicity:
 - Lifestyle and everyday practices.
 - Natural healing practices.
- ▶ Environmental factors:
 - Diet, tobacco/substance abuse, exposures.
- ▶ Genetic factors:
 - Drug metabolizing enzymes, drug receptors, genetic polymorphisms.
- ▶ Biological factors:
 - Age, gender, disease state, physiology, other medical problems.

Module #4: Treatment and Service Delivery Planning Involves: Using What You now...

Knowledge, Information and Data From and About Individuals and Groups



Integrate & Transform



Clinical Standards & Skills Evidence-based Practices Service & Cross-Cultural Approaches & Techniques Program Marketing that match the individual's culture and increases both the quality and appropriateness of health care and health outcomes.

Source: Market-Based Definition. (Davis, 2002)

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Module #5: Recovery Outcomes

Involve

<p>Introductions and Engagement: Seek to Understand, Value, & Respect Relevant Cultural Considerations. Language Spoken (Patterns & Pacing). Search for Barriers to Engagement. Advocacy & Cultural Broker.</p>	<p>Resource Assessment & Identification: Search for Strengths. Recognize Existing Consumer & Family Community Resources. Assess Health Literacy. Use of Evidence-Based Practices (EBPs). Consumer & Family Guides Identification of Needs. Resolve Barriers to Engagement & Services.</p>
<p>Determine Access to Resources: Community & Systems Navigation. Entitlements & Applications. Community-Based Service. Community Resources & Information. Mental Healthcare & Healthcare. Employment. Health Insurance. Education Childcare & Family Supports.</p>	<p>Treatment Planning & Service Delivery: Language Assistance Services. Adapt the Approach and Environment. Respect Autonomy and Independence Build Upon Existing Strengths. Spirituality & Alternative Healing Practices Partner for Decision Making. Use of Evidence-Based Treatment (EBTs). Personalized Treatment Plans & Person-Centered Care Approach.</p>

Module #5: Recovery Involves: Using What You Know...

Knowledge, Information About Individuals
and Groups



Integrate & Transform



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OMH Bureau of Cultural Competence

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Helpful Reference Links

- ▶ U.S. Office of Minority Health:
<http://www.omhrc.gov/>
- ▶ Center for Effective Collaboration and Practice (CECP):
http://cecp.air.org/cultural/Q_howdifferent.htm
- ▶ Georgetown University: National Center for Cultural Competence
<http://www11.georgetown.edu/research/gucchd/nccc/resources/publicationstitle.html>

Helpful Reference Links

- ▶ Association for Multicultural Counseling & Development (AMCD): “**Multicultural Counseling Competencies**” ; Arredondo, P., Toporek, M. S., Brown, S., Jones, J., Locke, D. C., Sanchez, J. and Stadler, H., (1996)

Operationalization of the Multicultural Counseling Competencies. AMCD:
Alexandria, VA

<http://www.amcdaca.org/amcd/competencies.pdf>

- ▶ Idaho Human Rights Education Center (2009): “**Speech That Hurts**”, 2009
- ▶ Wikipedia:(**Definitions: Language, Communication, Active Listening**)
http://en.wikipedia.org/wiki/Main_Page
- ▶ Tina Rasmussen, (2006) “**Six Steps to Ensure that Your Diversity Initiative Doesn’t Fizzle**”: *Diversity Mosaic: Primary and Secondary Dimensions*”

Helpful Reference Links

- ▶ **Georgetown NCCC:**

<http://www11.georgetown.edu/research/gucchd/nccc/information/families.html>

“It Starts at the Front Desk”

- ▶ **U.S. Department of Human Health Services:**

www.hhs.gov (REALM-SF & SAHLSA-50: Health Literacy Assessments)

- ▶ **King Davis Market-Based Cultural Competence Models:**

<http://www.mentalhealthcommission.gov/presentations/davis.ppt>

Special Thanks:

NYS OMH & Bureau of Cultural Competence would like to Thank:

- ▶ Dr. King Davis
- ▶ Idaho Human Rights Education Center
- ▶ Association for Multicultural Counseling & Development (AMCD)
- ▶ Georgetown University: National Center of Cultural Competence

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