



Community Care Plan

The **Health Plan** with a Heart

Cultural Competency

Training Topics

- 1 CCP Overview
- 2 Cultural Competency
- 3 Why Cultural Competency Matters
- 4 Recognizing the Impact of Culture on health Behaviors and Decisions
- 5 Adjusting care approaches to meet patients' cultural needs
- 6 Providing language support and translation services
- 7 Building trust and rapport by acknowledging and respecting cultural diversity
- 8 How CCP supports providers

ABOUT

CULTURAL COMPETENCY: ENHANCING PATIENT CARE THROUGH UNDERSTANDING AND INCLUSIVENESS

As a provider, delivering culturally competent care ensures that you meet the diverse needs of your patients and create an environment of respect, trust, and inclusion

Understanding the cultural, linguistic, and social backgrounds of your patients improves communication, increases patient satisfaction, and ultimately leads to better health outcomes

Why Cultural Competency Matters

Cultural competency in healthcare means recognizing and responding to the unique cultural and linguistic needs of your patients. This fosters a deeper level of trust, increases adherence to treatment plans, and reduces health disparities across different populations

How does it impact the care that is given to my patients?

Culture informs:

- Concepts of health and healing
- Perception of illness and disease and their causes
- Behaviors of patients seeking healthcare
- Attitudes toward healthcare providers

Key Aspects of Cultural Competency

Recognizing the Impact of Culture on Health Behaviors and Decisions

Every patient brings their own cultural beliefs, values, and practices to healthcare settings.

These factors can significantly influence:

- Health-related behaviors (diet, exercise, preventive care)
- Attitudes toward illness, treatment, and medication
- Decision-making processes involving family, spirituality, or traditional practices

Tip for Providers: Take the time to ask about your patients' cultural beliefs and practices. Understanding how they view illness and treatment can help you tailor your approach, ensuring patients feel heard and respected.

Key Aspects of Cultural Competency

Adjusting Care Approaches to Meet Patients' Cultural Needs

Cultural sensitivity requires flexibility in how care is delivered. By adapting your practices to accommodate cultural differences, you can improve patient outcomes. This might involve:

- Offering culturally appropriate dietary advice
- Respecting gender preferences for medical examinations
- Understanding traditional or alternative medicine practices that may be important to the patient

Tip for Providers: Be open to adjusting treatment plans or care methods when possible to align with the patient's cultural expectations, while still providing medically sound care.

Key Aspects of Cultural Competency

Providing Language Support and Translation Services

Language barriers are one of the biggest obstacles to effective care. Providing access to language support services ensures that all patients can fully understand their medical conditions, treatment plans, and medication instructions. Key services include:

- On-site or telephonic interpreters
- Written materials in the patient's preferred language
- Sign language interpreters for hearing-impaired patients

Tip for Providers: Always confirm that patients understand the information you've provided by asking them to explain it back in their own words. While it's important to consider the use of professional interpreters to ensure privacy and accuracy, respect member preferences if they choose a family member for interpretation, ensuring that all necessary information is conveyed clearly.

Key Aspects of Cultural Competency

Building Trust and Rapport by Acknowledging and Respecting Cultural Diversity

A key to successful patient-provider relationships is building trust. Demonstrating respect for a patient's cultural background shows that you value their individuality and are committed to their well-being. This trust can:

- Improve communication and transparency
- Increase the likelihood of patient adherence to medical advice
- Create a positive experience that encourages patients to seek care in the future

Tip for Providers: Use inclusive language and show empathy in every patient interaction. Even small gestures, like learning a greeting in the patient's native language or respecting their cultural norms, can go a long way in building rapport.

How CCP Supports Providers

CCP is committed to helping providers deliver culturally competent care by offering comprehensive language support services. These services include:

Face-to-Face Interpreters: For members who need in-person interpreters, CCP coordinates with an interpreter service vendor to arrange a suitable time and place for the appointment.

Telephonic Interpreters: CCP provides access to contracted language translation services, available to both members and network providers for quick and effective communication.

Assistance for Deaf or Hearing-Impaired Members: CCP facilitates the use of relay services and arranges interpreters for appointments, requiring at least two business days' notice.

Non-Urgent Interpreter Requests: Providers can arrange sign language or foreign language interpreters for non-urgent medical appointments by contacting CCP's Customer Experience. In-person interpreters are preferred when available, with telephonic services used as a backup. These services help ensure that patients receive clear, accessible communication and culturally sensitive care.

How CCP Supports Providers

Together, we can ensure that all patients receive the respectful, culturally sensitive care they deserve

For more information or assistance with cultural competency services, visit the CCP website at www.ccpcares.org or contact Customer Experience at **1-866-899-4828**

Providing culturally competent care isn't just a best practice, it's the foundation of high-quality, inclusive healthcare

Thank You

