Cultural and Linguistic Competency in Health Care Settings: A How-to Forum

Saturday, January 20, 2007
10:00 a.m. to 4:00 p.m.
Northwestern Memorial Hospital
251 East Huron, Chicago, IL

Conference Goal: To increase the cultural and linguistic competency of health care providers, managers and administrators.

Learning Objectives:

- Evaluate the preconceived notions of cultural & linguistic competency
- Assess the need for cultural and linguistic competency in a health care setting
  - Translate competency requirements and standards into practice
- Recognize the public health impact of health disparities in Chicago & Illinois
  - Assess options for establishing language access services
  - Analyze various aspects of culture and their impact on health behaviors
- Identify how improved health outcomes and competitiveness can be enhanced through a culturally competent approach

Sponsored By:
Racial and Ethnic Health Disparities Action Council of the Illinois Public Health Institute
Institute for Increasing Health Equity at the UIC School of Public Health

Planning Team:
Illinois Department of Public Health
Illinois Nurses Association
Illinois Hospital Association
Illinois Primary Health Care Association
Illinois State Medical Society
Institute of Medicine-Chicago

Continuing Education Credits Available for Physicians, Nurses, Dentists & Dental Hygienists - See back for details

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Karen Kim, MD, is an Associate Professor of Medicine at the University of Chicago Department of Medicine. Dr. Kim has been actively involved in community-based participatory research to understand attitudes, knowledge and beliefs regarding cancer screening in minority populations, with an emphasis on Asian Americans. Her research centers on understanding the relationship between cultural competency and health disparities in health care delivery. In addition, Dr. Kim has worked with numerous community based organizations to establish culturally competent, linguistically specific educational programs promoting cancer awareness and prevention. Dr. Kim has been an advocate for ensuring equal access and delivery of health care to underserved populations. She is currently the vice president of the Asian Health Coalition of Illinois, chair of the American Cancer Society, Illinois Division, Early Detection committee and co-founder of the Asian Cancer Prevention Organization. She is nationally recognized as a leader in advocacy for health disparities affecting Asian Americans.

Eunice Lee, PhD, is a professor in the College of Nursing at the University of Illinois, Chicago. She teaches graduate research courses in the areas of health services delivery and health promotion behaviors. Her research for the past 10 years has focused on promoting Korean American women’s physical and mental health as well as their utilization of health services, taking into account Korean American women’s culture-specific beliefs and attitudes as well as their social context. She has published several manuscripts related to providing culturally competent care for minority populations.

Terry Mason, MD, FACS, is Commissioner of the Chicago Department of Public Health, appointed in late 2005 by Mayor Richard M. Daley, who praised him as “an excellent educator and motivator, a health commissioner who understands medicine and also understands people.” Dr. Mason has served as Chief of Urology at Mercy Hospital and Medical Center in Chicago and as assistant professor of surgery at the University of Illinois at Chicago’s (UIC) College of Medicine. He is on the faculty of the UIC School of Public Health. Dr. Mason’s publications include the successful 1988 book “Making Love Again, Renewing Intimacy and Helping Your Man Overcome Impotence.” He has earned a number of awards, including the Outstanding Young Doctor Award from Dollars and Sense, the Nigerian-American Forum’s Distinguished Persons Award and the Monarch Awards Foundation Men in Medicine Award. He also serves as a board member of the Saltpond Redevelopment Institute of Ghana, West Africa. Dr. Mason has been a guest on several nationally syndicated television talk shows and has written articles for several publications. He is the host of WVON-AM’s weekly radio program, Doctor in the House, which airs at noon on Tuesdays in the Chicago area and worldwide via the Internet.

Monica Peek, MD, is an Assistant Professor of Medicine at the University of Chicago. She received her M.D. and M.P.H. from Johns Hopkins University and completed her residency training in internal medicine at Stanford University Hospital. Dr. Peek has won numerous awards for her community-based, culturally-tailored program Sisters Working It Out, a program that empowers African-American women in Chicago’s public housing projects to battle breast cancer and advocate for policy changes to improve outcomes. Her current research focuses on patient/provider communication for African Americans with diabetes, with special interests in addressing cultural barriers and discrimination. As a member of the Robert Wood Johnson Foundation program office Finding Answers: Disparities Research for Change, Dr. Peek is the lead author on the systematic review of diabetes interventions to reduce racial and ethnic disparities in care and has authored the chapter on care of racial and ethnic minorities in the upcoming L.W. Lippincott textbook Geriatric Diabetes. She was named one of the “Top 40 under 40” in Chicago by Crain’s Business Magazine in 2004 and was ranked among Chicago’s Top Female Physicians in 2005. Dr. Peek is a 2005 fellow of Leadership Greater Chicago and a member of Phi Beta Kappa and Delta Sigma Theta Sorority, Inc. She serves on the advisory boards of Y-Me Illinois, the Chicago Black Women’s Health Project, the Illinois Health Education Consortium and A Silver Lining Foundation.

Eric E. Whitaker, MD, MPH, who received his BS in Chemistry from Grinnell College, MS in public health from Harvard and his medical degree from the University of Chicago, is the director of the Illinois Department of Public Health (IDPH). At sites in Chicago and Springfield as well as three laboratories and seven regional offices, IDPH’s 1200 employees share responsibility for improving the health of 12.4 million Illinois citizens. Dr. Whitaker is also a clinical assistant professor in the University of Illinois at Chicago (UIC) School of Public Health. Before assuming the helm of IDPH, Dr. Whitaker served as attending physician in Internal Medicine at Cook County Hospital and as a member of its Collaborative Research Unit. He has conducted nationally recognized research and has been pursued as an expert in economic development and policy for HIV/AIDS prevention and minority health in both North America and Africa, particularly for males of African descent. Dr. Whitaker helped found Project Brotherhood, a widely emulated clinic for African-American men, where patients benefit from a holistic approach to health and wellness. In 2000, the Project Brotherhood received the highest award accorded by the National Association of Public Hospitals and Health Systems. Dr. Whitaker has testified twice before the United States Congress, on national health insurance and minority health issues. Finally, Dr. Whitaker is the recipient of many awards for outstanding public service, and was recently named to Crain’s Chicago Business’ prestigious 40 Under 40 list. He is married to Dr. Cheryl Rucker-Whitaker and has two children, Caleb and Caitlin.
Session Topics & Objectives

Two workshops will run concurrently, Workshop M/A for health care facility managers and administrators and Workshop P/C for health care practitioners and clinicians.

**Keynote—Cultural Competency: Are We Fooling Ourselves?**

**Objective:** Evaluate the preconceived notions of cultural and linguistic competency

The day will begin with a challenge to participants to re-assess their ideas about how to engage in culturally and linguistically competent health care practice. The keynote speaker’s talk will set the stage for participants to remain open minded and willing to learn throughout the day.

**Session I**

**Workshop M/A — Assessing Your Patient Population: Using Data to Implement Change & Improve Quality**

**Objective:** Assess the need for cultural and linguistic competency in a health care setting

Managers and administrators will learn techniques to conduct needs assessment and develop practical solutions to meeting patients’ needs. Speakers will describe practices for collecting data and describe their experiences in using data to improve patient care.

**Workshop P/C — Understanding & Implementing Cultural & Linguistic Competency Standards & Requirements**

**Objective:** Translate competency requirements and standards into practice

Practitioners and clinicians will learn about federal civil rights protections for patients with limited English proficiency and the federal Culturally and Linguistically Appropriate Services (CLAS) standards. Speakers will provide participants with approaches and tools for successfully incorporating the requirements and standards into everyday practice.

**Luncheon Plenary Session**

**Objective:** Recognize the public health impact of health disparities in Chicago and Illinois

The Director of the Illinois Department of Public Health and Commissioner of the Chicago Department of Public Health will present information on trends in health disparities in Illinois and on the improved health outcomes that can be obtained through a more culturally and linguistically competent health care system. They will discuss current state and municipal efforts to address racial, ethnic and other health disparities and public policy approaches that can support improved cultural and linguistic competency.

**Session II**

**Workshop M/A — Selecting a Language Translation Service**

**Objective:** Assess options for establishing language access services

Managers and administrators will learn about the tools and resources available to assure their organizations meet the linguistic needs of their clients. Speakers will discuss existing tools to develop an adequate translation service for patients of limited English proficiency.

**Workshop P/C — Applying Effective Practice Models**

**Objective:** Analyze various aspects of culture and their impact on health behaviors

Practitioners and clinicians will learn about what “culture” means, and how various aspects of culture impact the way the patient (and the patient’s family) acts with regard to health behaviors, seeking health care, complying with treatment recommendations and other aspects of the clinician/patient dynamic. Speakers will discuss ways in which participants can assess their own cultural expectations and how they can apply that knowledge to understanding their patients.

**Panel Discussion — The Inextricable Link: Competent Practice, High Quality, Good Business**

**Objective:** Identify how improved health outcomes and competitiveness can be enhanced through a culturally competent approach

The panelists will discuss research, practical experience and case studies that demonstrate the real-life impact of culturally competent care on patient outcomes AND on the bottom line. Cultural competency can improve the accuracy of diagnoses, prevents exposing patients to unnecessary risks, enables providers to engage patients in clinical decision-making and increases patients’ treatment compliance. It is also part of a patient-centered approach that demonstrates the organization’s customer service commitment and can be an important marketing tool.

Each workshop will provide tools and resources for incorporating cultural and linguistic competency into the delivery of health care.
Agenda, Speakers & Registration

9:30 Registration & Refreshments

10:00 Welcome
Richard Sewell, Director, Institute for Increasing Health Equity
Elissa Bassler, Executive Director, Illinois Public Health Institute

Keynote — Cultural Competency: Are We Fooling Ourselves?
Karen E. Kim, Associate Professor of Medicine, University of Chicago Department of Medicine

11:00 Session I
Workshop M/A - Assessing Your Patient Population: Using Data to Implement Change & Improve Quality
David W. Baker, Chief, Division of General Internal Medicine, Feinberg School of Medicine, Northwestern University
Laura Duffey, Performance Improvement Coordinator, Kishwaukee Community Hospital
Susan Kim, Program Manager, Center for Cross Cultural Education, Asian Health Coalition of Illinois

Workshop P/C - Understanding & Implementing Cultural & Linguistic Competency Standards & Requirements
Arturo Garcia, Senior Equal Opportunity Specialist, Office of Civil Rights, U.S. Department of Health & Human Services, Region V
Mildred Hunter, Regional Minority Health Coordinator, Office of Minority Health, U. S. Department of Health & Human Services, Region V (invited)

12:30 Lunch Discussion
Eric E. Whitaker, Director, Illinois Department of Public Health
Terry Mason, Commissioner, Chicago Department of Public Health

1:30 Session II
Workshop M/A- Selecting a Language Translation Service
Elizabeth Colon, Director, Cross Cultural Interpreting Services, Heartland Alliance for Human Needs & Human Rights
Linda G. Coronado, Program Director, Language Access Resource Center, DuPage Federation of Human Service Reform
Omar Torres-Kortright, Manager of Interpreter Services, Children's Memorial Hospital

Workshop P/C: Applying Effective Practice Models
Aida L. Giachello, Associate Professor, Jane Addams College of Social Work; Director, Midwest Latino Health Research, Training and Policy Center, University of Illinois at Chicago
Caswell Evans, Clinical Professor & Associate Dean, Prevention & Public Health Sciences, University of Illinois at Chicago, College of Dentistry

3:00 Panel Discussion — The Inextricable Link: Competent Practice, High Quality, Good Business
Eunice Lee, Associate Professor, University of Illinois at Chicago College of Nursing
Monica Peek, Assistant Professor of Medicine, University of Chicago Department of Medicine
Sonja Boone, Director of Diversity/ Medical Director - Physician Recruitment, Northwestern Memorial Hospital

4:00 - Closing Remarks

Space is Limited. Register online at www.iphionline.org
Cost: $75 ($30 for Students) Lunch & Continuing Education Credits Included
For more information or to register over the phone, contact IPHI - 312-814-0054

Continuing Education Credits:
This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of the Illinois State Medical Society and the Illinois Public Health Institute. The Illinois State Medical Society is accredited by the ACCME to provide continuing medical education for physicians. The Illinois State Medical Society designates this educational activity for a maximum of 4.75 AMA PRA Category 1 credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

The Illinois Public Health Institute has applied for nursing Contact Hours from the Illinois Nurses Association.

The Illinois Public Health Institute has applied for dental Continuing Education Credits from the Illinois Department of Public Health, Division of Oral Health.