Improving Cultural Competency for Behavioral Health Professionals

Session 1: Learning Collaborative Introduction

Dr. Kevin Lombardi MD, MPH

NCHPH
National Center for Health in Public Housing

Housekeeping

- All participants muted upon entry

- Engage in chat

- Raise hand if you would like to unmute

- Meeting is being recorded

- Slides and recording link will be sent via email

National Center for Health in Public Housing (NCHPH)

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- The mission of the National Center for Health in Public Housing (NCHPH) is to strengthen the capacity of federally funded Public Housing Primary Care (PHPC) health centers and other health center grantees by providing training and a range of technical assistance.

Training and Technical Assistance

Research and Evaluation

Outreach and Collaboration

Increase access, quality of health care, and improve health outcomes

Health Centers Close to Public Housing

- 1,373 Federally Qualified Health Centers (FQHC) = **30 million patients**

- 458 FQHCs In or Immediately Accessible to Public Housing = **5.7 million patients**

- 108 Public Housing Primary Care (PHPC) = **911,683 patients**

Source: 2021 Health Center Data
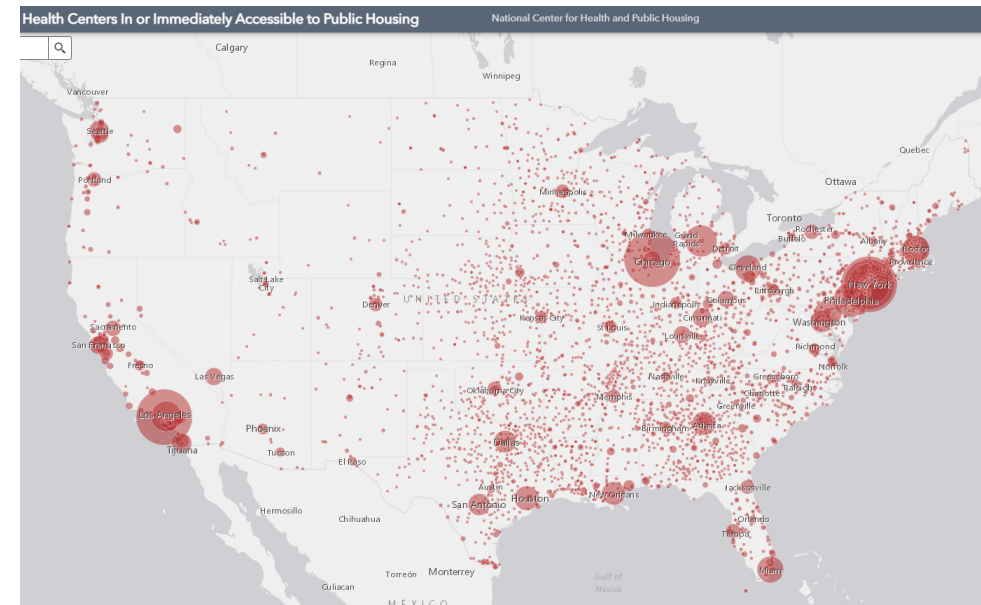
Source: Health Centers in or Immediately Accessible to Public Housing Map

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Public Housing Demographics

1.5 Million Residents

2 Persons Per Household

38% Disabled

52% White

91% Low Income

43% African-American

26% Latinx

19% Elderly

36% Children

32% Female Headed Households with Children

Source: 2022 HUD Resident Characteristics Report

Session outline

How can you make your health center more effective, engaged, and compassionate at the same time? In this learning collaborative we present cultural competency as a data-driven method to improve patient care and health center performance in multiple domains through responsible application of scientifically validated tools and processes.

Cultural competency is an essential skill for all healthcare providers, but of particular importance to those engaged in behavioral health. In this hour-long introductory session, we take a provider and patient-focused perspective to perform a high-yield inspection of some of the most exciting scientific developments in the clinical applications of cultural competency. Additionally, we will take a practical view of cultural competency and engage collectively in the areas where theory meets the real world.

Learning Collaborative Calendar

- **Module 1 - Learning collaborative introduction**

- Module 2 - Introduction to the topic, how culture can act as a SDOH for behavioral health care.

- Module 3 - Describes the need for screening cultural identity.

- Module 4 - Discusses how to conduct cultural identity screening.

Learning Objectives

Preamble: Introductions

SLO1: Present and dissect culture and cultural competency conceptually in the context of behavioral health

SLO2: Review current research and developments in the scientific and clinical literature.

SLO3: Engage collectively with culture and cultural competency through self-reflection of our own cultural identity and values.

SLO4: Overview of the practical applications of culture as a SDOH.

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Introductions

Introductions:

Kevin Lombardi MD, MPH

Introductions:

Fide Pineda Sandoval, CHES

Introductions:

1. What is your professional and educational background?

2. Why is behavioral health meaningful to you?

3. How do you define your cultural background?

The Role of Culture in Behavioral Health

The role of culture in behavioral health

The Health Determinants Approach: Views health as a state of complete physical, mental and social wellbeing, not simply the absence of disease. Prioritizes the quantifiable and the directly biological. Health is binary.

The Social Determinants Approach: Biology is important. There are also nonmedical aspects of health of individuals that warrant a systematic approach. Does not define health as binary.

The role of culture in behavioral health

How does culture complicate behavioral health?

The role of culture in behavioral health

How can providers can more effectively address the cultural and social aspects of behavioral health?

What are some issues with the health determinants approach in behavioral health?

- It is often difficult to quantify the social and cultural elements of clinical care.

- Fields outside of direct clinical science have traditionally been underrepresented in research.

- Excluding social and cultural elements of care disproportionately impacts socially and economically excluded groups.

- Social and cultural aspects of health are less profitable. As a result, research is underfunded.

- Addressing the social and cultural elements of clinical care often exposes uncomfortable truths about our society.

- The health determinants approach focuses on individual aspects of health and traditionally excludes collective aspects.

How can providers can more effectively address the cultural and social aspects of behavioral health in behavioral health?

- Addressing and emphasizing cultural diversity within the workplace.

- Increasing understanding of the cultural and social context in which we practice.

- Integrating screening of cultural background into patient assessment and clinical care.

- Directly engaging with the social and cultural aspects of the communities we serve.

- Integrating understanding and knowledge of other cultures into patient assessments and clinical care.

Defining culture in context

Defining "Culture"

HHS Office of Minority Health:

"Integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values and institutions of racial, ethnic, religious or social groups"

Reflection Question

How do you define your own cultural identity in terms of the following categories? Feel free to omit any category that you feel is not relevant to your cultural identity.

➢ Race
➢ Ethnicity
➢ Beliefs
➢ Values
➢ Class
➢ Customs

Defining Cultural Competence

HHS Office of Minority Health: "*A set of congruent behaviors, attitudes and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations*"

Question:

1. What are specific benefits of cultural competence in the workplace?

2. How can cultural competence in the workplace improve patient care (either directly or indirectly)?

Question 1

- Better communication and understanding amongst colleagues.

- Lower likelihood of inter-personal conflict stemming from cultural misunderstandings.

- Self-realization: Exposure to a culturally diverse staff can lead to self-reflection and a better understanding of one's own culture.

- Exposure to culturally diverse staff can lead to more inclusive and open organizational structures.

- Culturally diverse organizations have access to more diverse perspectives. This can translate into benefits in problem-solving and management.

Question 2

- Better appreciation of race, ethnicity and culture (including one's own) leads to more effective patient care.

- More culturally competent organization structures impact patient treatment and experience.

- Improving cultural competence in the workplace involves integration of local stakeholders. This can lead to more culturally competent care.

- Otward appearance of cultural competence can increase trust amongst the community, agency and staff.

The impact of culture on mental health

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How does culture impact mental health?

Cultural stigma: Every culture has a different way of looking at mental health. For many there is growing stigma around mental health, and mental health challenges are considered a weakness and something to hide. This can make it harder for those struggling to talk openly and ask for help.

Case Study: Armenian-Americans

Painting by Weekly designer and artist Masha Keryan. "Silent," oil on canvas, 2015

"Enough of burdens, enough of woes,
weighing down our shoulders, enough of those
salty tears that dim our eyes.
Enough of weeping; enough of sighs.

Enough of old wooden rules and laws
sacrificing our youthful days,
keeping us behind four walls.
Enough of doors slammed in our face...

Let us awake and rouse the world...
for our just place and cause
let us go forward. Let us unite for the sake of freedom's sacred light.
We are all equal and equal to the fight."

"Let us Unite" by Shoushanig Gourghinian
Translated by Diana Der-Hovanessian, "The Other Voice: Armenian Women's Poetry Through the Ages"

How does culture impact mental health?

Understanding symptoms. Culture can influence how people describe and feel about their symptoms. It can affect whether someone chooses to recognize and talk about only physical symptoms, only emotional symptoms or both.

How does culture impact mental health?

Community Support. Cultural factors can determine how much support someone gets from their family and community when it comes to mental health. Because of existing stigma, minorities are sometimes left to find mental health treatment and support alone.

How does culture impact mental health?

Resources. When looking for mental health treatment, you want to talk to someone who understands your specific experiences and concerns. It can sometimes be difficult or time-consuming to find resources and treatment options that take into account specific cultures factors and needs.

New research and takeaways

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The culture, mental health and psychosocial wellbeing of Rohingya refugees: a systematic review

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Abstract

Aims. Despite the magnitude and protracted nature of the Rohingya refugee situation, there is limited information on the culture, mental health and psychosocial wellbeing of this group. This paper, drawing on a report commissioned by the United Nations High Commissioner for Refugees (UNHCR), aims to provide a comprehensive synthesis of the literature on mental health and psychosocial wellbeing of Rohingya refugees, including an examination of associated cultural factors. The ultimate objective is to assist humanitarian actors and agencies in providing culturally relevant Mental Health and Psychosocial Support (MHPSS) for

Adapting culturally appropriate mental health screening tools for use among conflict-affected and other vulnerable adolescents in Nigeria

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Background The Boko Haram insurgency has brought turmoil and instability to Nigeria, generating a large number of internally displaced people and adding to the country's 17.5 million orphans and vulnerable children. Recently, steps have been taken to improve the mental healthcare infrastructure in Nigeria, including revamping national policies and initiating training of primary care providers in mental healthcare. In order for these efforts to succeed, they require means for community-based detection and linkage to care. A major gap preventing such efforts is the shortage of culturally appropriate, valid screening tools for identifying emotional and behavioral disorders among adolescents. In particular, studies have not conducted simultaneous validation of screening tools in multiple languages, to support screening and detection efforts in linguistically diverse populations. We aim to culturally adapt screening tools for emotional and behavioral disorders for use among adolescents in Nigeria, in order to facilitate future validation studies.

Review of screening tools

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PRAPARE

Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences

PRAPARE®: Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences
Paper Version of PRAPARE® for Implementation as of September 2, 2016

Personal Characteristics

1. Are you Hispanic or Latino?

	Yes		No		I choose not to answer this question

2. Which race(s) are you? Check all that apply

	Asian		Native Hawaiian
	Pacific Islander		Black/African American
	White		American Indian/Alaskan Native
	Other (please write):		
	I choose not to answer this question		

3. At any point in the past 2 years, has season or migrant farm work been your or your family's main source of income?

8. Are you worried about losing your housing?

	Yes		No		I choose not to answer this question

9. What address do you live at?
Street:_____
City, State, Zip code: _____

Money & Resources

10. What is the highest level of school that you have finished?

	Less than high school degree		High school diploma or GED
	More than high school		I choose not to answer this question

Next Session Announcement

- Module 2: Cultural Competency as a Social Determinant of Health (SDOH) in Behavioral Health

- Wednesday, 10/16/2022 at 1:00 pm EDT

- Learning Objectives:
    1. Review traditional and alternative clinical models and the role of culture in improving behavioral healthcare.
    2. Describe how culture acts as a SDOH and how cultural competency can improve patient outcomes.
    3. Engage with culture as a SDOH through review of clinical vignettes.

- Reminder! Fill out our post-evaluation survey.

Contact us

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Thank you!

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