

Cultural Competence Continuing Education Program

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CCOs Advancing Health Equity Workshop
Portland Convention Center

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Office of
Equity & Inclusion

Increasing Diversity in Oregon

- The diversity of Oregon's population continues to grow
- From 2009-2015, the state's racial and ethnic populations grew at a faster rate than the nation's with 1 in 4 (25%) or 1,007,244 Oregonians identified as a person of color (U.S. Census Bureau, 2015)
 - In 2010, at least 137 languages spoken– Oregon within top 15 language diverse states (U.S. English Foundation)
 - In 2016, 1 in 10 Oregon residents is an immigrant & 1 in 8 residents is a U.S. citizen with at least one immigrant parent (American Immigrant Council, 2017)

Considerations

Collecting Granular Data

- Racial or Ethnic Identity (primary identity, multiracial identity)
- Preferred Language for Health Information
- Disability Status
- Gender Identity
- Sexual Orientation
- Intersectionality of these considerations

Example: Asian Americans

- In 2010, Oregon's Asian population surpassed Hispanic/Latinos as fastest growing, making up 5.2% of population (214,750)
- At state level, Chinese Americans are largest ethnic group, followed in size by Vietnamese, Filipino, Japanese, Korean & Asian Indian
(Asian Americans Advancing Justice report: *A Community of Contrasts: Asian Americans, Native Hawaiians, & Pacific Islanders in the West, 2015*).
- There is not 1 Asian language or culture
- Historical trauma-Chinese Exclusion Act of 1882; forced internment of Japanese Americans in 1942
- In 2017, Asian American adults & children reported the **least access to care and the least satisfaction with care** out of all racial/ethnic groups among Oregon's Coordinated Care Organizations (OHA Transformation Center Report: *Opportunities for Oregon's CCOs to Advance Health Equity: Oregon Health Authority Transformation Center*)

Cultural Competency Training

A Foundational Strategy for Advancing Health Equity in Oregon

- Since 1999, cultural competency training identified by communities, the state, & health care professionals to address health disparities & advance health equity
 - Governor’s Racial & Ethnic Health Task Force (1999)
 - Oregon Health Fund Board’s Health Equities Committee (2008)
 - Oregon Action Plan for Health (2010-2019)
 - OHA’s Communities of Color Policy Forums (2010)
 - SB 97 (2011); HB 2611 (2013)-Urban League, Asian Pacific American Network of Oregon (APANO), Oregon Health Equity Alliance (OHEA), Oregon Law Center, Oregon Student Association, health care professionals/organizations, and more (2011-present)
 - Engaging Oregonians in Identifying Health Equity Policy Priorities: a Modified Policy Delphi Approach (2014)

Benefits of Cultural Competence Continuing Education (CE)

- Improved patient-provider communication & patient adherence to treatment
- Improved provider self-reported perception & understanding of cultural competence
- Increased ability to provide patient-centered care
- Cost savings (increased access to appropriate care, more patient engagement, improved service delivery, less costly inpatient & urgent care costs, & less liability issues)

Development of Cultural Competence CE Recommendations for OHA

2012: Cultural Competence CE Comte Report to OHA:
<https://www.oregon.gov/oha/OEI/Pages/Reports.aspx>

- Over 180 health care professionals voted on standards

2013: Cultural Competence CE law-[ORS 413.450](#),
formerly [HB 2611](#)

2014: OHA & Rules Advisory Committee developed
permanent rules [OAR 943-090-0000 through 943-090-0020](#) to guide implementation of law

2015, 2017: Cultural Competence CE Advisory &
Review Committees

- Developed/updated criteria

Oregon's Culture Competence Definition*

- Cultural competence means a **lifelong process** of examining values and beliefs and developing and applying an **inclusive approach** to health care practice in a manner that **recognizes the context and complexities** of provider-patient communication and interaction and **preserves the dignity** of individuals, families, and communities.
- **Cultural competence applies to all patients.** Culturally competent providers do not make assumptions on the basis of an individual's actual or perceived abilities, disabilities or traits whether inherent, genetic or developmental including race, color, spiritual beliefs, creed, age, tribal affiliation, national origin, immigration or refugee status, marital status, socio-economic status, veteran's status, sexual orientation, gender identity, gender expression, gender transition status, level of formal education, physical or mental disability, medical condition or any consideration recognized under federal, state and local law

*[Oregon Administrative Rule \(OAR\) 943-090-0000 through 943-090-0020](#)

CCCE Criteria for OHA Approval



Criteria for Approval

Cultural Competence Continuing Education Training (December 2017)

Domain I	Culturally competent practice requires self-awareness and self-assessment of beliefs, attitudes, emotions and values.
	✓ Training opportunity teaches about cultural factors that may influence provider and patient's behaviors
	✓ Training opportunity helps to foster a non-judgmental and respectful environment during health encounters between provider and patient
	✓ Training opportunity teaches relationship between cultural competence and ethics
Domain II	Culturally competent practice requires the acquisition of knowledge by providers.
	✓ Training opportunity demonstrates understanding of cultural competence as a developmental, life long, participatory process, not an endpoint
	✓ Training opportunity provides a broad and inclusive definition of diversity, even if it focuses on a specific population
	✓ Training opportunity demonstrates knowledge of legal, regulatory (i.e. patient rights & responsibilities, risks to practice-civil rights act, ADA, CLAS, Joint Commission requirements, etc.) and accreditation issues of diversity and linguistic issues and providers' professional standards regarding cultural competence
	✓ Training opportunity demonstrates knowledge of health disparities and social determinants of health
✓ Training opportunity demonstrates knowledge of culturally-based information and related resources specific to Oregon	
Domain III	Culturally competent practice requires the acquisition of skills by providers.
	✓ Training opportunity demonstrates how to collaborate with patients and/or stakeholders in making health care decisions.
	✓ Training opportunity demonstrates how to develop and/or utilize communication tools/multiple patient education formats (including translated, audio and visual materials) and patient assessment strategies (e.g. patient- and family-centered communication, patient's perception of his/her health, patient preferences, etc.)
	✓ Training opportunity demonstrates how to collect and utilize data to inform clinical practice related to health equity, (including recognition of institutional cultural issues)
✓ Training opportunity demonstrates how to collaborate effectively with community resources, stakeholders, traditional health workers (THWs), qualified/certified health care interpreters (HCIs), providers, and other types of healers	
Domain IV	Culturally competent training requires specific educational approaches for acquisition of knowledge and skills
	✓ Training opportunity is delivered through facilitated learning processes (e.g. interactive training involving case review; homework; discussion group/blog; interactive test with trainer/facilitator; post-training to demonstrate what was learned; etc.)
	✓ Training opportunity uses a variety of collaborative, inclusive and accessible teaching methodologies consistent with adult learning principles (self-directed, goal oriented activities based on participant experiences in order to gain new forms of knowledge, skills, attitudes, or values)
	✓ Training opportunity is evaluated to assess impact on participants and efficacy of trainers, with clear description of criteria for participant completion
	✓ Training opportunity incorporates the principles of privilege, power, oppression, bias, and the guiding principles of cultural competency

OHA Approved CCCE Trainings (Registry)

<https://www.oregon.gov/oha/OEI/Pages/CCCE-HB2611-2013.aspx>

REGISTRY: OHA-Approved Cultural Competence Continuing Education Trainings (10/23/18 Update)

**Please check training website/contact for more information, including number of CEUs (e.g. CE, CME, CEU, CCM, LSW, etc.)

Training Title	CE Trainer	Health Care Professional(s)	Subject/Interest Area	Number of hours (NOT CEUs)**	Number of experiential learning hours	Cost? Y/N	Website	Contact Info, if any	Approval Date	Expiration Date		
Building Foundations "Cross Cultural Care: A Person-Centered Approach"	Quality Interactions Inc.	Chiropractor, Counselor/Therapist, Dietitian, Emergency Medical Service Provider, Home Care Worker, Lactation Consultant, Midwife, Naturopathic Doctor, Nurse, Nursing Board Administrator, Occupational Therapist, Pharmacist, Physical Therapist, Physician (MD/OD), Psychologist, Respiratory Therapist, Social Worker, and Speech-Language Pathologist/Audiologist	Cultural competency training for healthcare professionals of any specialty.	1	1	Y	www.qualityinteractions.com	Andres Echeverri, aecheverri@qualityinteractions.com, 1-866-568-9918 x 707	10/1/2018	10/1/2020		
Cultural Competency and Ethics for Healthcare Professionals	Portland Community College-Institute for Health Professionals	Chiropractor, Counselor/Therapist, Dental Hygienist, Dentist, Denture Technologist, Dietitian, Emergency Medical Service Provider, Home Care Worker, Lactation Consultant, Long Term Care Administrator, Massage Therapist, Medical Imager, Midwife, Naturopathic Doctor, Nurse, Occupational Therapist, Physical Therapist, Polysomnographic Tech, Psychologist, and Social Worker	General training for CEUs for all healthcare professionals; includes cultural competency and ethics.	6	6	Y	https://climb.occ.edu/cultural-competency-course-healthcare-ethics	Amy Evans, amy.evans3@pcc.edu, 971-722-6672	10/1/2018	10/1/2020		
Cultural Competency 201	Oni											
Working for Diverse Population in Maternal and Child Health	Sha Cor	Transgender Medicine 101	Naturopathic CE	Chiropractor, Counselor/Therapist, Dental Hygienist, Dentist, Denture Technologist, Dietitian, Emergency Medical Service Provider, Home Care Worker, Massage Therapist, Medical Imager, Midwife, Naturopathic Doctor, Nurse, Nursing Board Administrator, Occupational Therapist, Optometrist, Pharmacist, Physical Therapist, Physician (MD/DO), Polysomnographic Technologist, Psychologist, Respiratory Therapist, Social Worker, and Speech-Language Pathologist/Audiologist	Transgender Medicine	1.5	Y	www.naturopathice.com	Dr. Timothy Miller, customerservice@naturopathice.com, 716-514-9312	3/23/2018	3/23/2019	
		Transgender and gender-nonconforming (GNC) health care in a primary care setting	The Marie Equi Institute	Counselor/Therapist, Massage Therapist, Midwife, Naturopathic Doctor, Nurse, Occupational Therapist, Physician (MD/DO), Psychologist, Social Worker, Chiropractor, Pharmacist, Physical Therapist	Transgender and Gender-Nonconforming Health Care	8	Y	www.equiinstitute.org	Dr. Angela Carter, dr.angela@equi-institute.org, 503-459-2554	4/5/2018	4/5/2020	
Developing Equity Leadership through Training and Action (DELTA)	Ore Aust Equ	Cultural Competency for Health Care Providers	CCCredits.org, Inc.	Chiropractor, Counselor/Therapist, Dental Hygienist, Dentist, Denture Technologist, Dietitian, Emergency Medical Service Provider, Home Care Worker, Massage Therapist, Medical Imager, Midwife, Naturopathic Doctor, Nurse, Nursing Board Administrator, Occupational Therapist, Optometrist, Pharmacist, Physical Therapist, Physician (MD/DO), Polysomnographic Technologist, Psychologist, Respiratory Therapist, Social Worker, and Speech-Language Pathologist/Audiologist	Multimedia introduction to cultural competency includes interviews with providers and patients of various cultures	4	4	Y	OregonCulturalEquality.com	Dr. Scott Abrahamson, info@oregonculturalquality.com, 303-780-5593	4/10/2018	4/10/2019
Practicing Cultural Humility in Healthcare Settings	YW Por Cha	Understanding the Diversity of Legal Blindness Its Impacts and Solutions - Part 1	Adaptability for Life	Chiropractor, Counselor/Therapist, Dentist, Emergency Medical Service Provider, Home Care Worker, Lactation Consultant, Massage Therapist, Nurse, Nursing Board Administrator, Occupational Therapist, Physical Therapist, Psychologist, Social Worker, Speech-Language, and Pathologist/Audiologist	General-disability specific to vision and hearing loss	4	3 (of the 4)	Y	www.adaptabilityforlife.com	Deb Marinos, adaptability@wavecable.com, 503-871-5289	4/18/2018	4/18/2020
		Understanding the T in LGBT: Gender Identity and Gender Expression	International Training and Development, LLC	Chiropractor, Counselor/Therapist, Dental Hygienist, Dentist, Denture Technologist, Dietitian, Emergency Medical Service Provider, Home Care Worker, Lactation Consultant, Massage Therapist, Medical Imager, Midwife, Naturopathic Doctor, Nurse, Nursing Board Administrator, Occupational Therapist, Optometrist, Pharmacist, Physical Therapist, Physician (MD/DO), Polysomnographic Technologist, Psychologist, Respiratory Therapist, Social Worker, Speech-language Pathologist/Audiologist	LGBT: General education and awareness, inclusive and respectful communication, cultural competence in care for LGBT patients and their families	0.75 online, plus 1-3 facilitated learning	Y	www.diversityinclusioncenter.com	Leslie Aguilar, leslie@diversityinclusioncenter.com, 407-859-1191	6/8/2018	6/8/2020	
		Intersecting Cultural Competency for Healthcare Providers	Springfield Counseling	Chiropractor, Counselor/Therapist, Dental Hygienist, Dentist, Denture Technologist, Dietitian, Emergency Medical Service Provider, Home Care Worker, Lactation Consultant, Massage Therapist, Medical Imager, Midwife, Naturopathic Doctor, Nurse, Nursing Board Administrator, Occupational Therapist, Optometrist, Pharmacist, Physical Therapist, Physician (MD/DO), Polysomnographic Technologist, Psychologist, Respiratory Therapist, Social Worker, Speech-language Pathologist/Audiologist	Cultural Identity As Framework For Culturally Competent Care	4.5	Y	www.springfieldcounselingpractices.com	Erin Kitumba, springfieldcounseling@gmail.com, 541-357-8864	6/22/2018	6/22/2020	
		Supporting Transition: Collaboration of Healthcare Providers	Glow Healthcare	Chiropractor, Counselor/Therapist, Emergency Medical Service Provider, Lactation Consultant, Naturopathic Doctor, Physician (MD/DO), Psychologist, and Social Worker	Cultural Competency in Providing Healthcare Services to Transgender Clients/Patients	8	Y	glowpoints@glowhealthcare.com	Dr. Rebecca Provorac, rprovorac@glowhealthcare.com, 503-222-1865	7/10/2018	7/10/2020	

Health Professional Board Biennial Reporting Requirement (ORS 413.450)

- Whether or not boards require cultural competence CE or require their licensees/members access education opportunities from an OHA list, **affected boards are required to document and report cultural competence continuing education information to OHA OEI every two years, beginning in 2017.**
- OHA collected the first board reports in July 2017 (Minimum reporting period: Jan 1-June 30, 2017)

Health Professional Board Biennial Reporting Requirement (ORS 413.450)

- Whether the board requires members participate in cultural competence continuing education
- The number of licensees/members who completed cultural competence continuing education
- The number of audited licensees/members who completed cultural competence continuing education from the OHA-approved list
- The level or reporting each board requires of member related to participation in cultural competence continuing education

OHA's 1st Cultural Competence CE Biennial Report to the Oregon Legislature

- [Report to the Legislature: Cultural Competence Continuing Education Report: HB 2611 \(2013\)](#)- 1st biennial report (Aug, 2018)
- 10,413 health care professionals completed CCCE training (Jan 1-June 30, 2017)
- Boards of Psychology & Nursing had highest % completion (43%)
- Oregon Board of Psychology & Oregon Board of Licensed Professional Counselors & Therapists require licensees to complete 4 hours of CCCE during 2-year reporting period
- Oregon Board of Licensed Social Workers requires 6 hours of CCCE during 2-year renewal cycle
- 13 boards allow CCCE to satisfy general CE requirements (see Appendix 1)

Thank you!

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<https://www.oregon.gov/oha/OEI/Pages/CCCE-HB2611-2013.aspx>



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