



## CCO Provider Cultural Competence and Equity Survey 2018

As part of the Trillium CCO Transformation and Quality Strategy, Trillium is dedicated to supporting culturally competent care for members. The CCO contract with the Oregon Health Authority states that we will provide oversight, care coordination, and transition and planning management of members to ensure culturally and linguistically appropriate community-based care is provided in a way such that members are served in the most natural and integrated environment possible. Trillium is also required to periodically assess the provider system to ascertain if culturally competent care is delivered to members. This 2018 survey is very important to us and we appreciate your help. Health disparities affect the Triple Aim of better health, better care and lower cost. Data from this survey will help us understand our provider system and how we can improve patient experiences and successful outcomes.

Thank you for taking the time to complete this survey,

Chris Ellertson, CEO and President  
Lucy Zammarelli, Health Equity Officer

1. What is the name of your health care organization?

2. Has your organization adopted a goal or mission statement that explicitly incorporates a commitment to cultural diversity?

No

Yes

3. Approximately how many staff, both full time and part time, work at your organization in Lane County and in surrounding areas served by Trillium?

4. Does your organization document the ethnic/cultural characteristics of your staff?

No

Yes

5. If your organization documents the ethnic and cultural characteristics of your staff, please enter the approximate number of staff in each of the race/ethnicity categories listed below. If none in a category, enter "0".

Mixed race

European/American (white non-Hispanic)

Hispanic, Latino or Spanish

Black or African-American

American Indian or Alaskan native

Asian

Pacific Islander

6. Approximately how many active patients (current caseload) does your organization have?

7. Does your organization record the ethnic/cultural characteristics of your patients?

No

Yes

8. If your organization records the ethnic and cultural characteristics of your patients, please enter the approximate number of active patients (current caseload) in each of the race/ethnicity categories listed below. If none in a category enter "0".

Mixed race

European/American (white non-Hispanic)

Hispanic, Latino or Spanish

Black or African-American

American Indian or Alaskan native

Asian

Pacific Islander

9. Please provide the approximate number of staff in each category. If none in a category, enter "0".

Clerical support staff

Medical support staff (MA, LPN, RN, etc.)

Providers (MD, NP,PA, PhD, LCSW, CADC, etc.)

Management/administration

Other

10. Please provide the approximate number of staff who are bilingual in Spanish in each category. If none in a category, enter "0".

Clerical support staff

Medical support staff (MA, LPN, RN, etc.)

Providers (MD, NP,PA, PhD, LCSW, CADC, etc.)

Management/administration

Other

11. Do you have staff who use languages other than English or Spanish with clients? If so, for each of the categories listed below, please provide the approximate number of staff who are bilingual in a client language other than Spanish.

Clerical support staff

Medical support staff (MA, LPN, RN, etc.)

Providers (MD, NP,PA, PhD, LCSW, CADC, etc.)

Management/administration

Other

12. The following link will route you to a document on National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care. Copy and paste the link into a separate browser window: <https://lanecounty.org/cms/One.aspx?portalId=3585881&pageId=4214438> (or see link in provider survey email)

Were you previously familiar with this document?

Yes

No

13. Does your organization train staff on the CLAS (Culturally and Linguistically Appropriate Services) standards?

Yes

No

14. Do staff receive training in cultural competence?

No

Yes

15. If yes, how frequently is training provided? Choose all that apply.

- Upon hire
- Annually
- Quarterly
- Other (please specify)

16. If staff receive training in cultural competence, is this training mandatory?

- No
- Yes

17. Does your organization have a special office or function to address ethnic/cultural diversity; for instance an Office of Diversity?

- No
- Yes

If so, what is the name of this office/function?

18. Does your organization have human resource policies and procedures in place to address concerns or complaints concerning unfair treatment specifically in the area of ethnic/cultural issues?

- No
- Yes

19. If your organization engages in community outreach to specific ethnic/cultural populations, please describe what you do.

- Patient Handouts
- Waiting Room Posters
- Facebook or other social media
- Community Health Workers
- Community Presentation
- Other

Other (please specify)

20. Does your organization have written protocols that relate to the provision of interpreter/translator services?

Yes

No

21. In your organization, are interpreter/translator services readily available on site?

Never  Infrequently  Frequently  Always

22. If interpreter/translator services are provided on site, are they: (Choose all that apply.)

Not available on site

By telephone

Face to face with professional interpreter

Bilingual staff

Family interprets for patient/client

Other (please specify)

23. If you survey patients to determine their perception of your services, approximately how many survey responses do you collect each year?

24. If you survey patients to determine their perception of your services, please list the languages, other than English, in which surveys are available.

25. In your organization, what materials are translated into Spanish or other languages used by clients?

	No	Yes
Patient education materials	<input type="radio"/>	<input type="radio"/>
Patient satisfaction survey	<input type="radio"/>	<input type="radio"/>
Marketing/Advertisements	<input type="radio"/>	<input type="radio"/>
Billing information	<input type="radio"/>	<input type="radio"/>
Directions to sites/services	<input type="radio"/>	<input type="radio"/>
Patient directives (e.g. DNRs)	<input type="radio"/>	<input type="radio"/>
Medication instructions	<input type="radio"/>	<input type="radio"/>
Employee handbook	<input type="radio"/>	<input type="radio"/>
Employee newsletters	<input type="radio"/>	<input type="radio"/>
Employment application	<input type="radio"/>	<input type="radio"/>

Other (please specify)

26. Does your organization utilize Qualified Medical Interpreters? For more information on qualified interpreters copy and paste the link into your browser or click on the link in your provider survey email:  
<http://www.oregon.gov/oha/oei/Pages/hci-certification.aspx>

- Never
- Infrequently
- Frequently
- Always

27. If your organization employs THWs, enter the number of workers employed at your organization in each category, enter "0" if none in that category:

CHW	<input type="text"/>
PHN	<input type="text"/>
PSS	<input type="text"/>
PWS	<input type="text"/>
Doulas	<input type="text"/>

28. Does your organization have mental health services readily available on site? Choose all that apply.

- Co-location of services
- Referrals
- Therapist on-site in person
- Behavioral health services available via telecommunication
- Other (please specify)

29. Does your organization have substance abuse services available on site? Choose all that apply.

- Co-location of services
- Referrals
- Certified Alcohol and Drug Counselor on site
- Other (please specify)

30. Traditional Health Workers (THWs), as defined by the Oregon Health Authority, are frontline public health workers who work in a community or clinic under the direction of a licensed health provider. There are five specialty types of THWs:

- (1) Community Health Worker (CHW) - Assist individuals to achieve positive health outcomes.
- (2) Personal Health Navigator (PHN) - Assist individuals to achieve positive health outcomes.
- (3) Peer Support Specialist (PSS) - Focus on recovery from addiction/mental health conditions.
- (4) Peer Wellness Specialist (PWS) - Focus on recovery from addiction/mental health and physical conditions.
- (5) Birth Doula - Assist women with pre-natal care.

For more information visit: <http://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Traditional-Health-Worker.aspx> (OHA web address).

Does your organization employ any of these workers?

- Yes
- No



31. Does your organization have oral health services on site? Choose all that apply.

- Co-location
- Referral
- Dental screenings on site
- Other (please specify)

32. Would you be interested in sending staff to local cultural competency training if offered at low or no cost?

- No
- Yes

If yes, what types of trainings would be most useful?

33. Would you be interested in having providers from your organization participate in a learning collaborative (where clinical staff work together to improve systems) focused on cultural competency?

- No
- Yes

34. What needs does your organization have for patient health materials in languages other than English?

35. If your organization would be interested in on-site trainings by our Older Adult Specialists or Diversity Specialists, please let us know who to contact.

36. Thank you for taking the time to complete this survey!  
Please feel free to make any suggestions or comments below.