

# Providing Culturally & Linguistically Appropriate Services to Members

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PRESENTATION TO 2015 CCO SUMMIT





# Introducing the *P<sup>2</sup>ORT*

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P<sup>2</sup> = Provider/Patient

O = Oriented

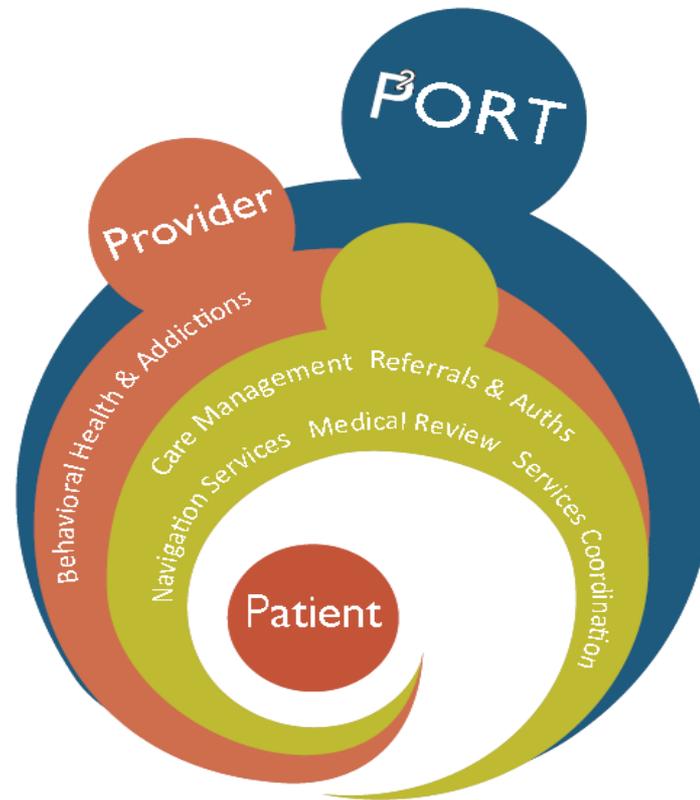
R = Resource

T = Teams



The P<sup>2</sup>ORT concept is a unique integrated clinical services model.

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# Personalized Care Team In P<sup>2</sup>ORTs

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Provider Services  
Navigation Services  
Service Coordination  
Clinical Services  
Behavioral Health and Addictions  
Pharmacy  
Quality





But there was something missing...

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FamilyCare Health recognized the need to partner with experts in our community to build awareness internally on barriers to health equity.

A Culturally Specific P<sup>2</sup>ORT



# Introducing our Partnership

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## *Asian Health & Service Center*





# Bridging the Gap between Cultures

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AHSC uses a multilingual, culturally specific approach to help Asian immigrants adjust to a new culture, access health services, participate in social activities, and connect to their culture.





# Asian Health & Service Center

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The partnership between FamilyCare Health and Asian Health & Service Center began in 2014. Its foundation is based on people working best with others who share similar cultures. The success of the program hinges on both parties feeling like they are valued partners.

The Asian Health & Service Center performs the following:

- Welcomes all Asian clients in their preferred language, if possible
- Provides a comprehensive needs assessment
- Makes available care coordination including links to primary care
- Provides culturally appropriate system navigation
- Promotes health literacy
- Promotes prevention-based services
- Offers wrap around services as needed
- Delivers seamless referral to culturally specific mental health services



# Work Done in 2014

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- Welcome Calls
- Health Risk Assessments
- Shared Documentation in Systems



## Work Done in 2015

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- Member Onboarding Events
- Disease Management Assessments
- ED Follow-Up
- Enhanced Cultural Competency Training for FamilyCare Health Employees



# Asian Health & Service Center: Outcomes

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## Outcomes Include:

- Improved access, increased health literacy & member satisfaction
- Reduction in the negative impact of cultural and linguistic disparities amongst Asian population
- Addressing social determinants of health
- Improved overall wellness



## Why Does it Work?

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Asian Health & Service Center staff are fully integrated with FamilyCare Health.

- Participate in staff training, job shadowing, and regular meetings
- Started slowly with welcome calls and increased to care coordination
- Staff have remote access to FamilyCare Health information systems.

Asian Health & Service Center is well known in the Asian community.

- They have certified health workers and assisters on staff.
- Already offer training on dealing with diabetes and other chronic conditions
- They have committed leadership to health and wellness.



# Member Events in Three Different Languages

## Chinese



## Korean



## Vietnamese





# Next Steps

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Building on the successful partnership with Asian Health & Service Center, we will be working to create a similar partnership with individuals and organizations in the community in 2016.



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End of Presentation

Questions?