

A collection of cultural artifacts is displayed on the left side of the slide. It includes a portion of a chessboard with several pieces, a red ribbon with a circular medallion, a blue ribbon with a circular medallion, two ornate medals (one with a star and a central emblem), a pair of gold-rimmed glasses, and a circular compass with a white face and black markings.

# Building a Culturally Competent Medical Home

Sonia Acosta, Ph.D and  
Rita Astzian, MA, LLPC

Centro Multicultural  
La Familia

Pontiac, MI



# Prevalence and Characteristics

- ◆ Mental disorders- 44 million
- ◆ Co-occurring disorders- 7 million
- ◆ In comparison, more symptomatic, health and social problems, costly care
- ◆ 10 million enter jail – 700,000 CD
- ◆ Mental disorders often precede SA
- ◆ SA can mask symptoms of mental illness



# Integrated Treatment/ Medical Home

- ◆ A. Enhanced referral and coordination /care management
- ◆ B. Consultation for mental health/ substance abuse / psychiatric services
- ◆ C. Co-location (provision of services at different health clinics)



# Collaboration among disciplines

## A. SCREENING Tools

- ◆ PHQ-9 – quick depression assessment
- ◆ GAD-7 – anxiety screening
- ◆ AUDIT – developed to screen for excessive drinking

## PATIENT HEALTH QUESTIONNAIRE (PHQ-9)

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

Over the *last 2 weeks*, how often have you been bothered by any of the following problems?  
(use "✓" to indicate your answer)

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself—or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself in some way	0	1	2	3

**add columns:**                    +                    +

*(Healthcare professional: For interpretation of TOTAL, please refer to accompanying scoring card.)*

**TOTAL:** \_\_\_\_\_

10. If you checked off *any* problems, how *difficult* have these problems made it for you to do your work, take care of things at home, or get along with other people?

**Not difficult at all** \_\_\_\_\_

**Somewhat difficult** \_\_\_\_\_

**Very difficult** \_\_\_\_\_

**Extremely difficult** \_\_\_\_\_

PHQ-9 is adapted from PRIME MD TODAY, developed by Drs Robert L. Spitzer, Janet B.W. Williams, Kurt Kroenke, and colleagues, with an educational grant from Pfizer Inc. For research information, contact Dr Spitzer at [rls8@columbia.edu](mailto:rls8@columbia.edu). Use of the PHQ-9 may only be made in accordance with the Terms of Use available at <http://www.pfizer.com>. Copyright ©1999 Pfizer Inc. All rights reserved. PRIME MD TODAY is a trademark of Pfizer Inc.

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## GAD-7

Durante las últimas 2 semanas, ¿con qué frecuencia ha sentido molestias por los siguientes problemas?

	Nunca	Varios días	Más de la mitad de los días	Casi todos los días
<i>(Marque con una "✓" para indicar su respuesta)</i>				
1. Sentirse nervioso/a, intranquilo/a o con los nervios de punta	0	1	2	3
2. No poder dejar de preocuparse o no poder controlar la preocupación	0	1	2	3
3. Preocuparse demasiado por diferentes cosas	0	1	2	3
4. Dificultad para relajarse	0	1	2	3
5. Estar tan inquieto/a que es difícil permanecer sentado/a tranquilamente	0	1	2	3
6. Molestarse o ponerse irritable fácilmente	0	1	2	3
7. Sentir miedo como si algo terrible pudiera pasar	0	1	2	3

*(For office coding: Total Score T \_\_\_ = \_\_\_ + \_\_\_ + \_\_\_)*

Desarrollado por los Drs. Robert L. Spitzer, Janet B.W. Williams, Kurt Kroenke y colegas, con una beca educacional por parte de Pfizer Inc. No se requiere permiso para reproducir, traducir, mostrar o distribuir.

Nombre: \_\_\_\_\_

Fecha: \_\_\_\_\_

### AUDIT

1) Con que frecuencia ingiere bebidas alcoholicas?

- 0. nunca
- 1. mensualmente o menos
- 2. 2 a 4 veces al mes
- 3. 2 a 3 veces por semana
- 4. 4 o mas veces por semana

2) Cuantas cervezas o tragos ingiere en un dia cuando toma?

- 0. nunca
- 0. 1 a 2
- 1. 3 a 4
- 2. 5 a 6
- 3. 7 a 9
- 4. 10 o mas

3) Con que frecuencia toma mas de cinco cervezas o tragos en la misma ocasion?

- 0. nunca
- 1. menos de una vez al mes
- 2. mensualmente
- 3. semanalmente
- 4. diario o casi diario

4) Le ocurrio, durante el ultimo año, que no pudo parar de beber una vez que habia empezado?

- 0. nunca
- 1. menos de una vez al mes
- 2. mensualmente
- 3. semanalmente
- 4. diario o casi diario

5) Que tan frecuentemente, durante el ultimo año, dejo de hacer algo que deberia haber hecho por beber?

- 0. nunca
- 1. menos de una vez al mes
- 2. mensualmente
- 3. semanalmente
- 4. diario o casi diario

6) Que tan frecuentemente, durante el ultimo año, necesito beber un trago a la mañana siguiente despues de haber bebido en exceso?

- 0. nunca
- 1. menos de una vez al mes
- 2. mensualmente
- 3. semanalmente
- 4. diario o casi diario

7) Que tan frecuentemente, durante el ultimo año, se sintio culpable o tuvo remordimientos por haber bebido?

- 0. nunca
- 1. menos de una vez al mes
- 2. mensualmente
- 3. semanalmente
- 4. diario o casi diario

8) Que tan frecuentemente, durante el ultimo año, olvido algo de lo que habia pasado la noche anterior debido a que estuvo bebiendo?

- 0. nunca
- 1. menos de una vez al mes
- 2. mensualmente
- 3. semanalmente
- 4. diario o casi diario

9) Se ha lastimado o alguien a resultado lastimado como consecuencia de su consumo de bebidas alcoholicas?

- 0. No
- 1. Si, pero no en el ultimo año
- 2. Si, en el ultimo año

10) Algun amigo, familiar, o doctor se ha preocupado por la forma en que Ud. bebe o le ha sugerido que disminuya el consumo?

- 0. No
- 1. Si, pero no en el ultimo año
- 2. Si, en el ultimo año

OFFICE USE ONLY      Audit Score



## B. Brief Interventions – 3 components

- 1. Information or feedback about screening results
  - 2. Assessment of patient's level of knowledge to improve awareness and enhance motivation for change
  - 3. Clear and respectful profes. advice
- C. FOLLOW UP – MH or SA outpatient
- ◆ Motivational Interviewing and CBT



## Brief patient demographics

Males= 27%

Unemployed= 70%

Females= 73%

Employed= 30%

Insurance= 85% none

15% Medicaid/MC

Race/ethnicity= White 48% African-Amer 22%

Hispanic 30%

MH diagnosis= Depression, anxiety

SA diagnosis= 30%

PHQ-9 score >17=67%

Medical diagnosis= Hypertension, Diabetes,  
Back Pain, Frequent Headaches



# Cultural Competency

- ◆ Services should be both welcoming and responsive to individual needs regardless of ethnicity, language, national origin,...
- ◆ One in 3 Americans is non-white
- ◆ By 2050, Latinos will be 47 percent
- ◆ We need more programs that can serve the needs of a population that is less likely to receive needed MH and SA services...



# Culturally Competent Medical Home

- ◆ Self-assessment tools
- ◆ National Center for Cultural Competence  
at [www.clcpa.info](http://www.clcpa.info)
- ◆ or <http://nccc.georgetown.edu>



## Checklist to Facilitate the Development of Linguistic Competence within Primary Health Care Organizations

Excerpt from Policy Brief 2- Linguistic Competence in Primary Health Care Delivery Systems: Implications for Policy Makers

### Linguistic Competence: Policy Making Implications for Primary Health Care Organizations and Programs

Health care organizations have been slow to develop and implement policies and structures to guide the provision of interpretation and translation services. In the absence of policies, structures and fiscal resources, the burden of such services remain at the practitioner and consumer level. The following checklist is designed to assist primary health care organizations in developing policies, structures, practices and procedures that support linguistic competence.

Does the primary health care organization or program have:

- A mission statement that articulates its principles, rationale and values for providing linguistically and culturally competent health care services?
- Policies and procedures that support staff recruitment, hiring and retention to achieve the goal of a diverse and linguistically competent staff?
- Position description and personnel/performance measures that include skill sets related to linguistic competence?
- Policies and resources to support ongoing professional development and inservice training (at all levels) related to linguistic competence?
- Policies, procedures and fiscal planning to ensure the provision of translation and interpretation services?
- Policies and procedures regarding the translation of patient consent forms, educational materials and other information in formats that meet the literacy needs of patients?
- Policies and procedures to evaluate the quality and appropriateness of interpretation and translation services?
- Policies and procedures to periodically evaluate consumer and personnel satisfaction with interpretation and translation services that are provided?
- Policies and resources that support community outreach initiatives to persons with limited English proficiency?
- Policies and procedures to periodically review the current and emergent demographic trends for the geographic area served in order to determine interpretation and translation services needs?

•National Center for Cultural Competence • 3307 M Street, NW, Suite 401, Washington, DC 20007-3935 •  
•Voice: 800.788.2066 or 202.687.5387 • TTY: 202.687.5503 • Fax: 202.687.8899 •  
•E-mail: [cultural@georgetown.edu](mailto:cultural@georgetown.edu) • URL: <http://succcl.georgetown.edu/hccc> •



## PROMOTING CULTURAL DIVERSITY AND CULTURAL COMPETENCY

### Self-Assessment Checklist for Personnel Providing Behavioral Health Services and Supports to Children, Youth and their Families

**Directions:** Please select A, B, or C for each item listed below.

A = Things I do frequently, or statement applies to me to a great degree

B = Things I do occasionally, or statement applies to me to a moderate degree

C = Things I do rarely or never, or statement applies to me to minimal degree or not at all

#### PHYSICAL ENVIRONMENT, MATERIALS & RESOURCES

1. I display pictures, posters and other materials that reflect the cultures and ethnic backgrounds of children, youth, and families served by my program or agency.
2. I insure that magazines, brochures, and other printed materials in reception areas are of interest to and reflect the different cultures of children, youth and families served by my program or agency.
3. When using videos, films, CDs, DVDS, or other media resources for mental health prevention, treatment or other interventions, I insure that they reflect the cultures of children, youth and families served by my program or agency.
4. When using food during an assessment, I insure that meals provided include foods that are unique to the cultural and ethnic backgrounds of children, youth and families served by my program or agency.
5. I insure that toys and other play accessories in reception areas and those, which are used during assessment, are representative of the various cultural and ethnic groups within the local community and the society in general.

## CULTURAL AND LINGUISTIC COMPETENCE POLICY ASSESSMENT

### Guidelines for Completing the CLCPA

Please answer every question to the best of your knowledge. **Please remember to answer the question regarding supporting policy found adjacent to each question.**

**Policy** is defined for the purposes of this instrument as a high level overall plan embracing the philosophy, general goals and acceptable procedures within an organization (Webster's Collegiate Dictionary, 1985). Additionally, formal policy is written and codified. Informal policy is shared and understood verbally, however, compliance may or may not be enforceable and adherence may vary.

### Knowledge of Diverse Communities

The **Knowledge of Diverse Communities** subscale consists of eleven questions. It concerns knowledge of the identified cultural groups, how they differ internally and how they differ from the dominant culture. Its central focus is organizational policy that takes into consideration cultural beliefs, strengths, vulnerabilities, community demographics and contextual realities. Responses to these items can range from "not at all" to "very well". The existence of supporting policy can range from "no policy" to "formal policy".

#### 1. Is your agency able to identify the culturally diverse communities in your service area?

Designated Cultural Groups	Not At All	Barely	Fairly Well	Very Well	Is there supporting policy?
					<input type="checkbox"/> No policy
					<input type="checkbox"/> Informal policy
					<input type="checkbox"/> Developing policy
					<input type="checkbox"/> Formal policy
					<input type="checkbox"/> I do not know

#### 2. Is your agency familiar with current and projected demographics for your service area?

Designated Cultural Groups	Not At All	Barely	Fairly Well	Very Well	Is there supporting policy?
					<input type="checkbox"/> No policy
					<input type="checkbox"/> Informal policy
					<input type="checkbox"/> Developing policy
					<input type="checkbox"/> Formal policy
					<input type="checkbox"/> I do not know

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**For the culturally diverse groups in your service area does your agency know:**

7. The health beliefs, customs, and values?  Not At All  Barely  Fairly Well  Very Well

8. The natural networks of support?  Not At All  Barely  Fairly Well  Very Well

**For the culturally diverse groups in your service area can your agency identify:**

9. Help-seeking practices?  Not At All  Barely  Fairly Well  Very Well

10. The way illness and health are viewed?  Not At All  Barely  Fairly Well  Very Well

11. The way mental health is perceived?  Not At All  Barely  Fairly Well  Very Well

*For questions 7-11*

Is there policy to support staff to acquire knowledge about the cultural beliefs and practices of diverse groups?

No policy  Informal policy  Developing policy  Formal policy  I do not know

### Organizational Philosophy

The **Organizational Philosophy** subscale consists of ten items. It involves organizational commitment to the provision of culturally and linguistically competent services and the extent to which it is legitimized in policy. It probes the incorporation of cultural competence into the organization's mission statement, structures, practice models, collaboration with consumers and community members, and advocacy. Responses range from "not at all or none" to "very often or many" to "yes or no". The existence of supporting policy can range from "no policy" to "formal policy".

12. Does your agency have a mission statement that incorporates cultural and linguistic competence in service delivery?

Yes  No

13. Does your agency support a practice model that incorporates culture in the delivery of services?

Not At All  Sometimes  Fairly Often  Very Often

Is there supporting policy?  No policy  Informal policy  Developing policy  Formal policy  I do not know

19. Are there structures in your agency to assure for consumer and community participation in:

• **program planning?**  Not At All  Sometimes  Fairly Often  Very Often

• **service delivery?**  Not At All  Sometimes  Fairly Often  Very Often

• **evaluation of services?**  Not At All  Sometimes  Fairly Often  Very Often

• **quality improvement?**  Not At All  Sometimes  Fairly Often  Very Often

• **hiring practices?**  Not At All  Sometimes  Fairly Often  Very Often

• **performance appraisal?**  Not At All  Sometimes  Fairly Often  Very Often

• **customer satisfaction?**  Not At All  Sometimes  Fairly Often  Very Often

Is there policy that supports community and consumer participation?

No policy  Informal policy  Developing policy  Formal policy  I do not know

20. Does your work environment contain décor reflecting the culturally diverse groups in your service area?

None  Some  Quite a Few  Many

Is there supporting policy?  No policy  Informal policy  Developing policy  Formal policy  I do not know

21. Does your agency post signs and materials in languages other than English?

None  Some  Quite a Few  Many

Is there supporting policy?  No policy  Informal policy  Developing policy  Formal policy  I do not know

Is there supporting policy?  No policy  Informal policy



# Thank you / Gracias!

- ◆ Questions?
- ◆ [sacosta@centromulticultural.org](mailto:sacosta@centromulticultural.org)
- ◆ [rastzian@centromulticultural.org](mailto:rastzian@centromulticultural.org)