



2020 Cultural Humility Guide

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Provider Advisory Council meeting

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Cultural Competence vs. Cultural Humility

- Cultural competence, even by its very name, implies that someone can reach an endpoint in learning about others;
- The idea of cultural humility is that understanding individuals and their unique cultures is a lifelong learning process.

Cultural Competence vs. Cultural Humility

- Cultural humility assumes that the individuals/families/communities are the experts on themselves and their experiences and are therefore in a position to teach practitioners about what will work best for them in terms of goal-setting and problem-solving.
- For practitioners, part of the cultural humility process is to assess and recognize one's implicit biases so that power imbalances can be examined and addressed rather than hidden or assumed not to be present.

Vaya's 2017 Cultural Competence Guide

- Approved by the PAC on October 18, 2017;
- Three phase plan;
- 2018: Completed a comprehensive survey that mirrored Appendix IV (Cultural Competency Provider Plan) of the guide with participation by 207 Providers.

Why did we create the 2017 Guide?

- Vaya is required to adhere to federal regulations governing the operation of a PIHP;
- 42 CFR § 438.206 (c)(2) requires that Vaya participate “in the State’s efforts to promote the delivery of services in a culturally competent manner to all enrollees, including those with limited English proficiency and diverse cultural and ethnic backgrounds, disabilities, and regardless of gender, sexual orientation or gender identity.”

Why did we create the 2017 Guide?

- Our contract with DMA requires that Vaya “maintain a Closed Provider Network that provides culturally competent services”:
 - PIHP shall encourage providers to participate in the PIHP Cultural Competency Plan;
 - The plan shall be developed and approved by a Provider Council composed of members of the PIHP Provider Network with representation across all disability groups.

Network Provider Contract

2.20 Cultural Competence and Code of Ethics...

- Provider “will develop a Cultural Competence Plan that is consistent with the VAYA Cultural Competence Plan, shall develop procedures for the implementation of systems to evaluate and/or measure adherence to Cultural Competency Plan, and shall ensure that all employees and subcontractors are trained on such procedures.”;
- Provider “shall complete the Cultural Competence self-assessment tool no less than annually, which shall be evaluated by VAYA using a standard monitoring tool.”

Why are we revising the guide?

- The 2017 plan had three phases (Awareness, Sensitivity and Competency);
- In order to assist providers, a clearer range of levels is needed;
- The demographics and needs of the people we serve have not remained the same over the past three years;
- To use language and concepts that are better suited to our purpose.

Why are we creating the 2020 Guide

- Additional standards required by our accrediting bodies:

 **URAC**

 **NCQA**

Initial Plans for the 2020 Guide

- 4-5 competence levels – not based on annual achievement;
- Annual self-assessment by providers based on bulleted list of standards;
- Annual review of self-assessment results by PAC;
- We are evaluating what resources Vaya will consistently provide in support of this very important process.

Initial Plans for Provider Education

- The Vaya Provider and Community Training Team is researching free/inexpensive, online third-party training for both ourselves and network providers – these will be shared with all providers through our Provider Communication Bulletins;
- Researching availability of local subject experts who can offer training to providers;

Initial Plans for Provider Education

- Goal of offering trainings at different levels to better support all provider needs;
- Working with our network providers who already have trainings in place to assist providers who need training/assistance.

Vaya's Internal Support of the Process

- Draft Guide will be developed by Provider Network Operations with support from Vaya's Legal and Communications departments;
- Diversity and Inclusion Committee

What we need from the PAC

- What are your thoughts? - How can we expand on our initial plan;
- Review and approve the final guide (October 2020);
- Support and sponsor any trainings offered.

Questions?



Please send any questions, feedback and suggestions to:

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