



## Provider Cultural Competence Subcommittee Meeting Minutes

Team Leader: Cynthia Benjamin for Diana Duncan  
Scribe (recorder): Jana Rollins  
Date/Time: Friday, October 16, 2009 10:00am  
Location: Room 140, Area Office

### **Present:**

Cynthia Benjamin, PBH-Network  
Alisa Russell, CSSI  
Demetia Pankey, GHA, Inc.  
Diana Duncan, Diana's HomeCare, Inc.  
Leslie Mussington, Horizon Care  
Susanna Dean, A.D.E.P.T  
Dawn Anderson, HomeCare Mgmt Corp

### **Absent:**

Chuckey Aiken, PBH - QM  
Angie Banther, Path of Hope

**Presenter:** Helen Leak, PBH – Community Relations

---

### **Welcome/Introductions**

Cynthia opened the meeting at 10:00am and announced that the Committee's newest member representing SA, Angie Banther, Director of Path of Hope was unable to come to the meeting today.

### **Provider Cultural Competency Plans**

Cynthia asked for feedback regarding Provider Cultural Competency Plans. Are they currently being worked on or completed? If the members would like to bring in their Plans to this committee, they could be looked at here and tweaked. Cynthia asked the members to think of this and give her feedback if they wanted to bring their Plans in.

### **Identify Additional Training Needs**

Cynthia went through a list created originally for CC Training. "*Cultural Competency Quarterly Trainings for Provider Network 08/09*". This list was quite extensive and Cynthia asked if members could think about possible additional trainings that they would like to see. Also, in regards to the trainings currently on this list, if there are certain pieces that they would like to concentrate on, please give feedback. Please review this list and make suggestions that could help tailor the trainings to what Providers believe would be more beneficial to their needs.

Cynthia is currently working with Revella Nesbit and Wilma Townsend to identify possible speakers for the quarterly CC Trainings. Cost is a large focus and Cynthia is focusing on getting speakers at no cost when she can.

- Question: How many trainings do Providers need quarterly?  
Answer: There is no minimum. PBH's QM Department will just look to see that Providers have something documented.
- Question: In regards to training proof necessary for QM, is there a requirement for repeat of CC Implementation Training  
Answer: No such requirement currently.

There was a suggestion made that Providers create certificates for their own staff who complete CC trainings.

It was stated that State Competencies for Providers has changed requirements from not just requiring a Client Rights but also includes Cultural Competency. Suggested that some of these CC requirements could be pulled over to meet some of the staff requirements as well. (i.e. Cultural Diversity Trainings conducted at time of employment and on an annual basis)

Cynthia asked what this Committee's initial processes were in regards to staff.

Also noted that National Accreditation is a main focus currently and Cultural Competency is a piece of this. Advised that all Providers pursue National Accreditation regardless if it is not required now.

### **September 11, 2009 Provider Training**

Cynthia asked members if this training was helpful. General consensus being that this training was very good as a resource.

There was a concern regarding cost from Susanna. She heard that from one group, it cost approx. \$50.00 and hour and for their initial intakes, this would be very difficult to recoup. At this, Cynthia suggested that she contact the Interpreter Service directly. She feels sure that services can be negotiated to fit specialized needs and that the cost could be negotiated as well.

Dee remarked that they had utilized Fluent for a case of theirs. This session went perfect and she was very impressed. There was only a small cost for this. Fluent arranged for Medicaid billing somehow.

Cynthia related the process for speaking with Julianne Gold-Brunson on the phone. She was very impressed with the technology. Cynthia stated that Journey is very willing and able to tailor services to meet the needs.

### **Review Resource Booklet for PBH Providers – Offering Services to Individuals who are Limited English Proficient (LEP) (DRAFT) - Helen Leak**

Helen took suggestions from last meeting and has created another draft of this booklet. The current draft contains the following sections:

#### **Frequently Asked Questions (FAQ)**

#### **Strategies For Overcoming Linguistic and Cultural Barriers to Healthcare Resources**

This section was redone per suggestions. This has been formatted to resemble a quick index with 2 columns and shorter narrative.

Suggestions from members:

1. Combine longer narrative in beginning and have Resources in back.
2. FAQ could go to back.

3. Glossary / Table of Contents / Directory / Definitions / Articles
  4. Binding vs. 3 Ring
  5. How to send out? (email / Provider Relations Meeting / Post to Website)
  6. How to get out any revisions to the booklet
  7. If posted on Website could this be posted to the Client Page as well? Not just the Provider Page.
- Probable course for revisions could be that a new version be disseminated annually to Providers.

For new draft, decided that:

Articles will go in back.

Resources will go in the front.

A Table of Contents will go in the front

Glossary will go in the back

Helen asked for anyone's thoughts for additional languages to be included.

Suggestions:

Leslie experienced a situation involving the Korean Language. No professional interpreter could be found and had to rely on family member. Could Korean be researched a little and be added? (Resource for this is possibly Korean Churches and the Korean Association in Charlotte). Also, possibly add Chinese Language.

Susanna also asked about the Mung Community. Can this be researched and added?

Helen will take all suggestions and compose new draft. Draft due by November 13<sup>th</sup> Provider Meeting.

**Discuss Additional Member: Mental Health**

Cynthia – Please think about someone (Provider) that can represent the MH Population.

We are looking for a representative to join this Committee.

Please email Cynthia nominations.

**Next Meeting Date: January 15, 2010**