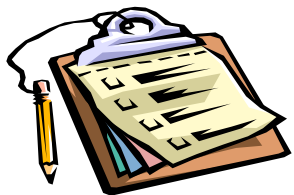


# U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES





# ***Culturally and Linguistically Appropriate Services in Health Care: A Tool to Reduce Health Disparities***

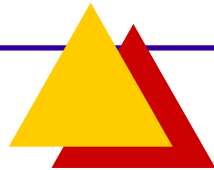
- ◆ *Overview Office of Minority Health (OMH)*
- ◆ *Strategic Priority Areas for OMH*
- ◆ *Health Disparities*
- ◆ *Cultural Competence (CC)*
- ◆ *CLAS Standards*
- ◆ *OMH CC Initiatives*



# *The OMH Mission*

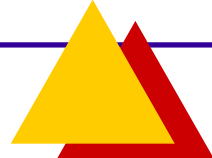


- To improve the health of racial and ethnic minority populations*
- To close the gap in health status between minority and non-minority populations*



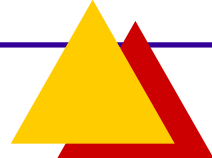


# OMH's "7+4"

- ◆ *(1) Heart Disease & Stroke(2) Cancer; (3) Substance Abuse; (4) Diabetes; (5) Homicide, Suicide and Unintentional Injuries; (6) Infant Mortality; (7) HIV/AIDS.*
  - ◆ *Crosscutting areas: (1) Access to health care, (2) Improve Data Collection/Analysis; (3) Health Professions Development; and (4) Cultural Competence.*
- 

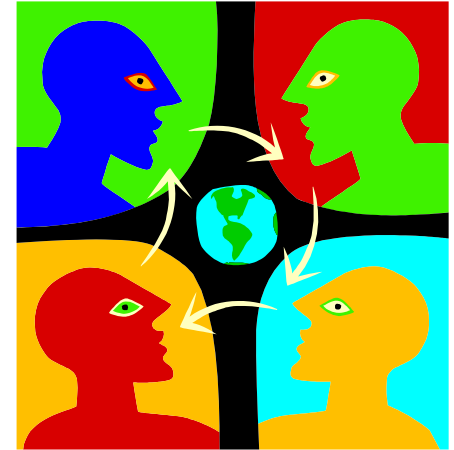


# *Strategic Priority Areas for OMH*

- ◆ *Cultural and Linguistic Competency/Health Literacy;*
  - ◆ *Population-specific Initiatives;*
  - ◆ *Enhanced Racial/Ethnic Data Collection;*
  - ◆ *Workforce Development;*
  - ◆ *Information Dissemination;*
  - ◆ *Improved Quality through Health Information Technology;*
- 

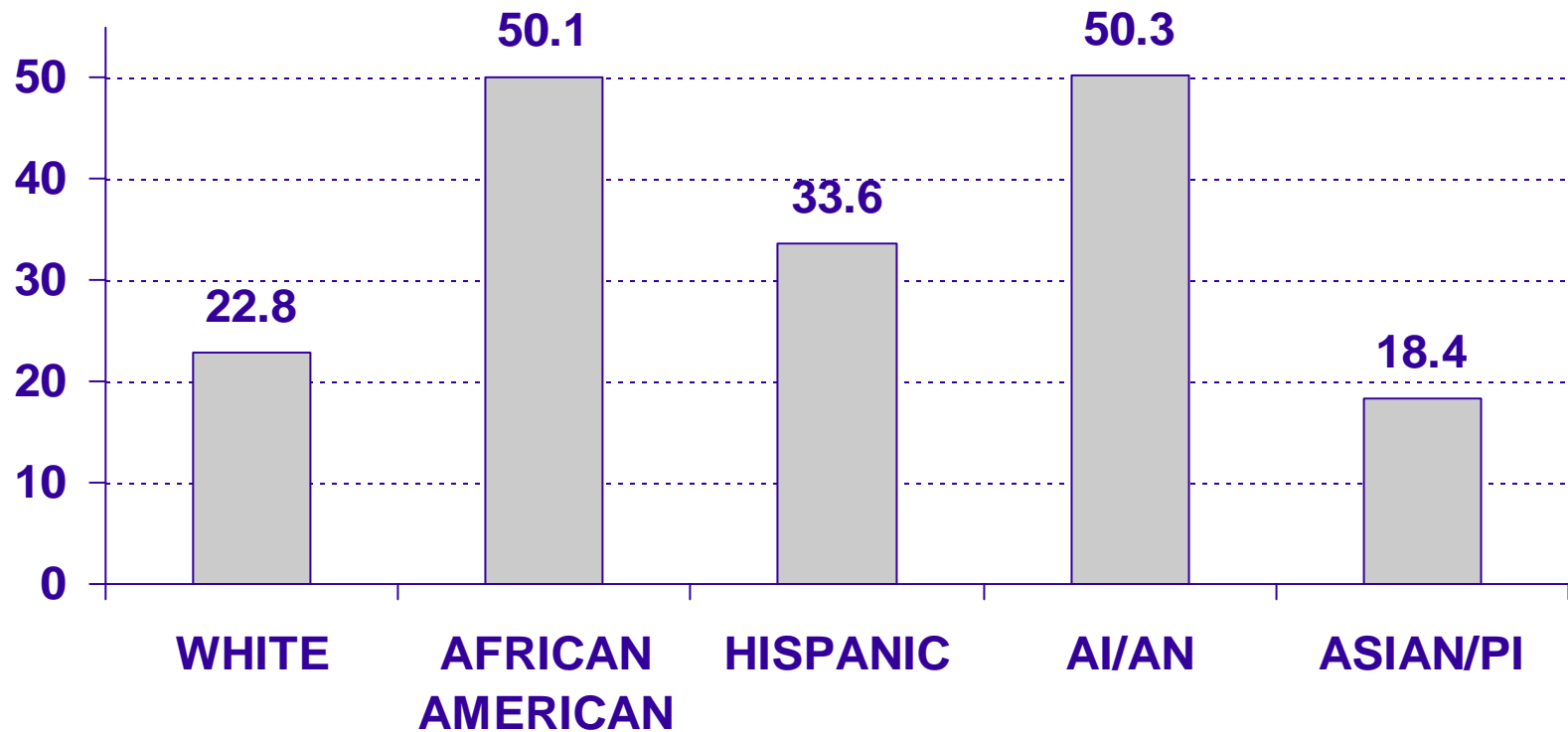
# *Health Divide*

- ◆ *Task Force Report on Black and Minority Health – 1985.*
- ◆ *IOM Report on Racial & Ethnic Disparities in Health Care - March 2002.*
- ◆ *National Healthcare Disparities Reports-2003 & 2004 , AHRQ*



# *Diabetes-Related Death Rate, 1999*

Deaths per 100,000 population

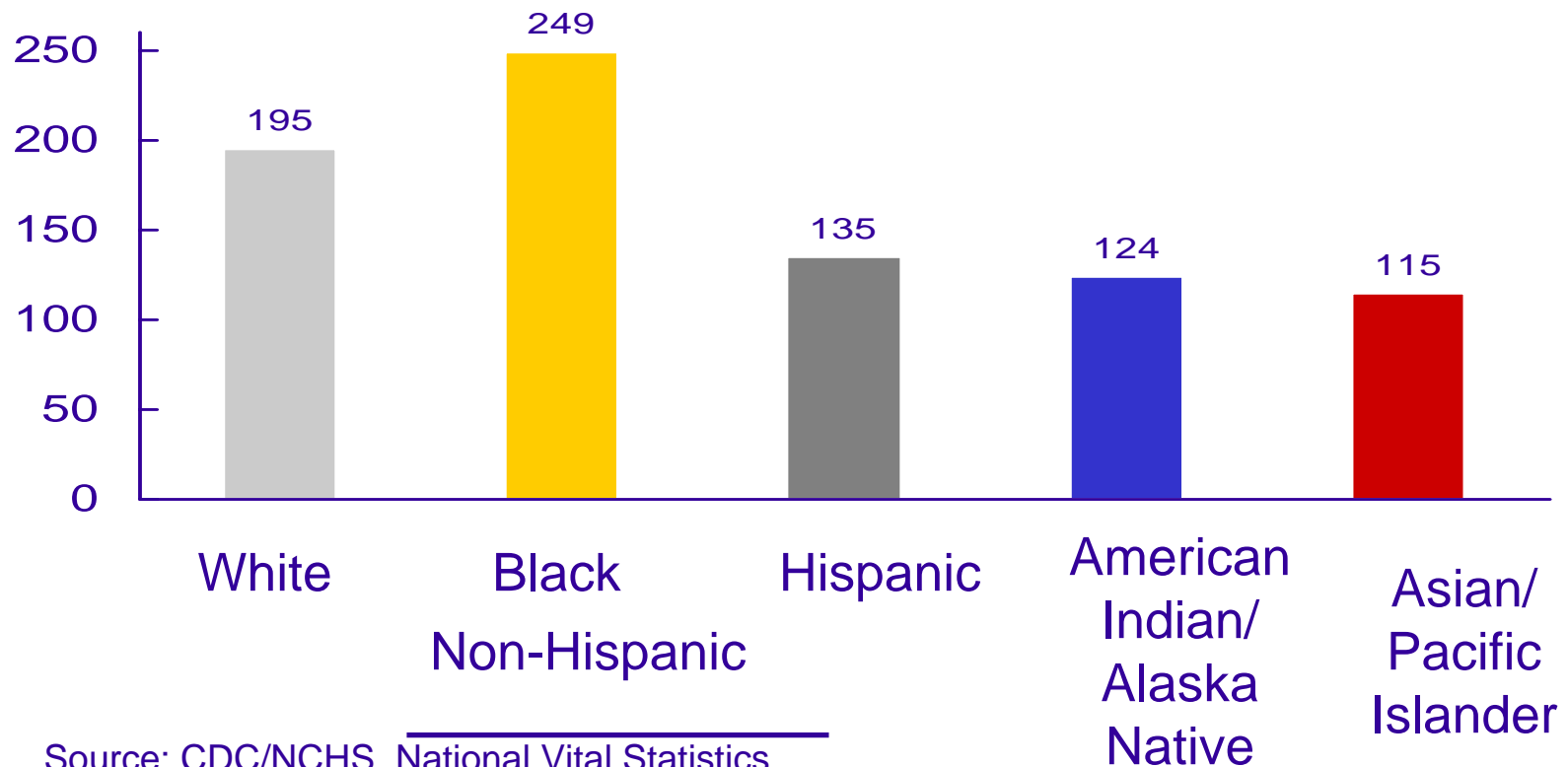




# Coronary Heart Disease Death Rates, 2000

(age adjusted to the year 2000 standard population)

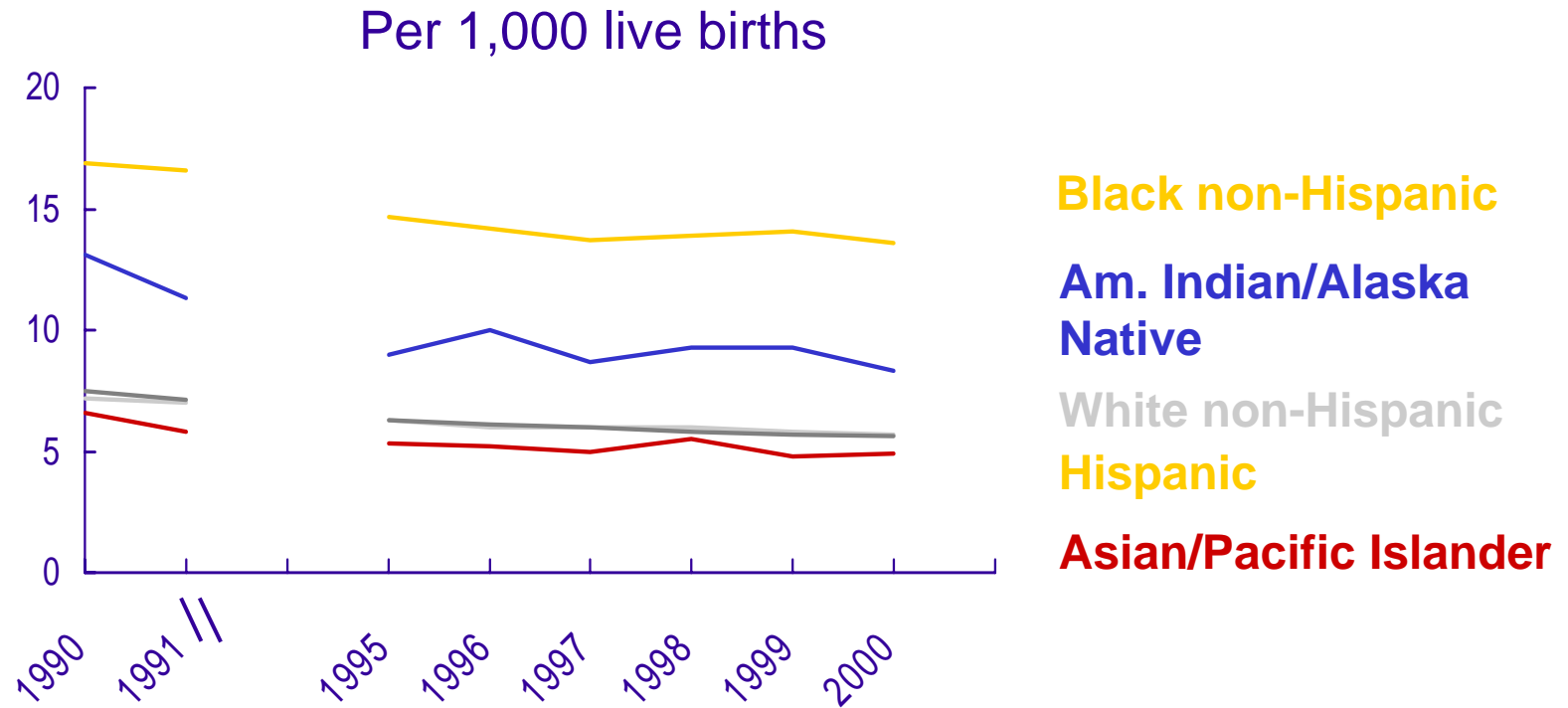
Per 100,000 population




Source: CDC/NCHS, National Vital Statistics System



# Disparities in Infant Mortality Rates

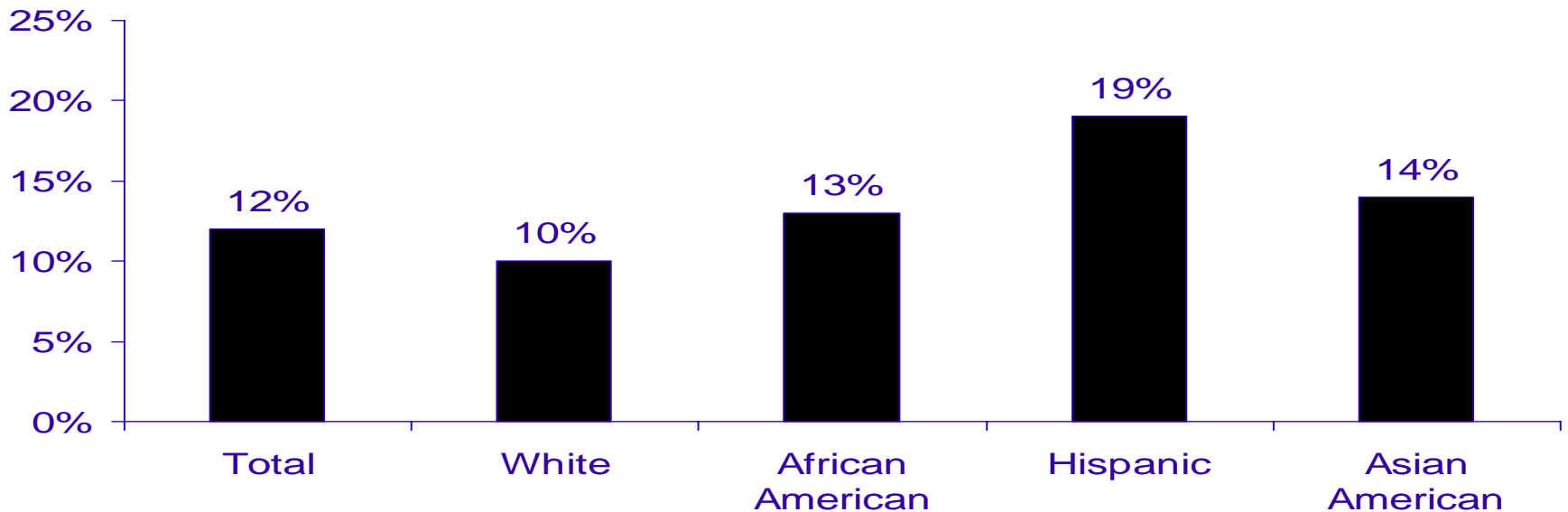


Source: CDC/NCHS, National Vital Statistics System, Linked Birth-Infant Death data set



# *Minorities More Likely to Forgo Asking Questions of Their Doctor*

Percent of adults reporting they had questions which they did not ask on last visit



Base: Adults with health care visit in past two years.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.



# *What Does Cultural Competence Mean?*



## ◆ *Cultural Competence is the:*

- *ability of health organizations and practitioners to recognize the cultural beliefs, values, attitudes, traditions, language preferences, and health practices of diverse populations, and*
- *apply that knowledge at the system's level or at the individual level, to facilitate a positive health outcome*

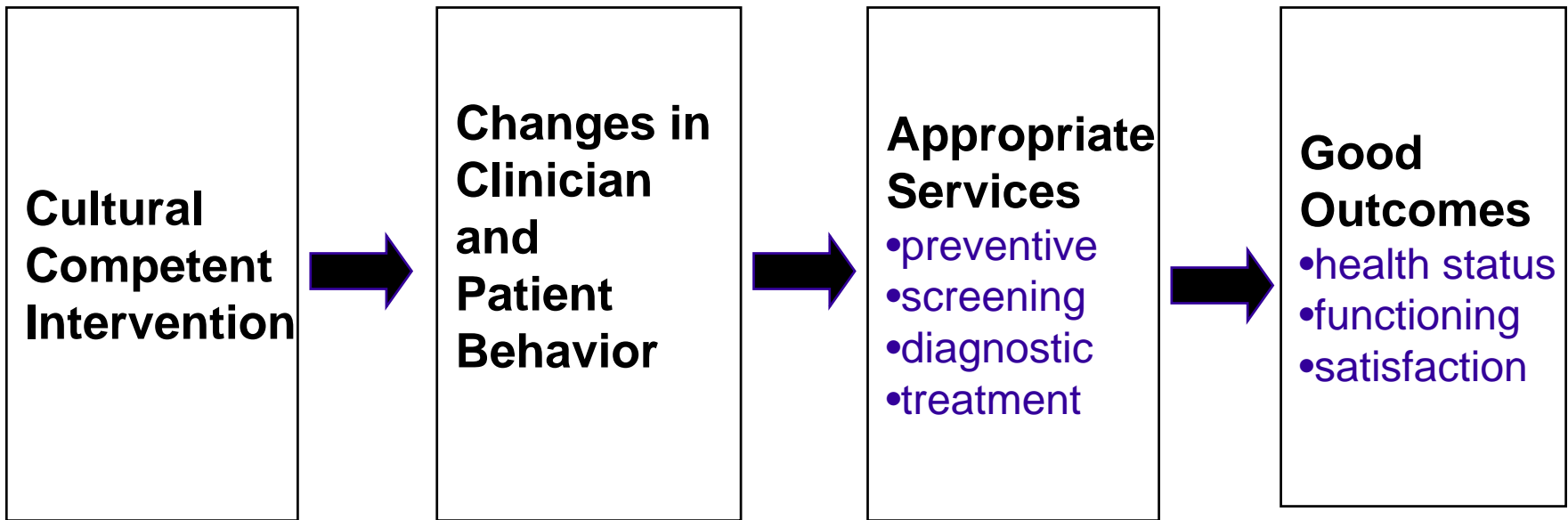
# *The CLAS Standards*

- ◆ *14 National Standards issued December 2000.*
- ◆ *Three themes:*
  - *Culturally Competent Care (1-3);*
  - *Language Access Services(4-7); and*
  - *Organizational Supports for Cultural Competence (8-14).*
- ◆ *Provide a road-map for providing culturally competent services*





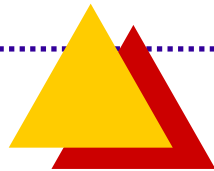
# *How Cultural Competence Can Reduce Disparities*





# *OMH Initiatives on CLAS*

- ◆ *A Family Physician's Practical Guide to Culturally Competent Care*  
([www.thinkculturalhealth.org](http://www.thinkculturalhealth.org))
- ◆ *Culturally Competent Nursing Modules*  
([www.cultureandhealth.org](http://www.cultureandhealth.org))
- ◆ *Health Care Language Services Implementation Guide*  
([www.cultureandhealth.org](http://www.cultureandhealth.org))





*“I will now take questions from the floor”*



# *OMH Contact Information*

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- ◆ OMHRC ([www.omhrc.gov](http://www.omhrc.gov))
- ◆ 1-800-444-6472

