

Cultural Competency Plan

Overview

The purpose of the plan is to ensure that all members receive care in a culturally competent manner including those with limited English proficiency and diverse cultural and ethnic backgrounds, disabilities, and regardless of gender, sexual orientation or gender identity. This means tailoring services to an individual's cultural and language preferences and being respectful and responsive to their health beliefs and practices. The plan aligns with the Culturally and Linguistically Appropriate Services (CLAS) Standards developed by the Office of Minority Health (OMH). CLAS revolves around the concepts of respecting the whole individual and responding to the individual's health needs and preferences. CLAS provides a framework which allows us to improve the quality of services provided to our members, which will ultimately reduce health disparities and achieve health equity.

The Cultural Competency Plan focuses on the following areas:

1. Care: Provide the best care and service for all populations to eliminate disparities and create care equity in our communities.
2. Workforce: Optimize diversity at every level and create inclusive environments, with zero gaps in representation.
3. Marketplace: Provide the most compelling value for our diverse populations and communities, with personalized communications for all.
4. Supplier Diversity: Build equity through businesses and jobs and promote diverse and thriving communities.
5. Compliance: Compliance with applicable federal and state diversity and inclusion regulations and laws.

Components of the Cultural Competency Program include:

- Qualified Language Assistance Service (Interpretive Services)
- Translations and Signage
- Staff and Provider Education and Training
- Member Demographic Data Collection and Analysis
- Staff and Provider Diversity
- Complaints and Grievance Resolution
- Aloha Spirit
- Kaiser Permanente Hawaii Diversity Council

Qualified Language Assistance Service (Interpretive Services)

Kaiser Permanente's Hawaii Region takes pride in delivering upon every patient's fundamental right to receive timely and professional language assistance at no charge. Language services facilitate the communication between the provider and the patient so that the patient is better able to understand and make better choices about his or her care. Patients have access to a variety of interpretive services and translated materials based on their needs and requests. These services are provided in a timely and professional manner and in accordance with regulatory and community standards. Providers are expected to conduct their business activities in compliance with all applicable state and federal laws.

Language services include:

- In-person, telephone, and video interpretation
- Contracts with seven vendors that provide interpretation services
- In-person: over 40 languages
- Telephone: over 200 languages
- Video: 20 languages
- American Sign Language, Hawaii Sign Language, Certified Deaf Interpreters

In order to meet the linguistic needs of our members, multiple data sources are reviewed annually to determine if changes or modifications to services provided to our members is needed. We work closely and communicate often with vendors when we notice an increase in requests for specific languages to see if they can meet this demand.

Translations

Written materials are available for members in a different language or format, including large print or braille, upon request. Providers are expected to conduct their business activities in compliance with all applicable state and federal laws.

Staff and Provider Education and Training

Training and education are provided across the continuum. Diversity training is provided at New Hire Orientation for both Health Plan staff and Hawaii Permanente Medical Group Providers. Topics include unconscious bias, equity vs. equality, and inclusion. Training is provided upon hire and then required annually through our Annual Compliance Training. Training includes information on our Principles of Responsibility, which is Kaiser Permanente's code of conduct. Providers and staff also receive training on compliance with laws and regulations related to the delivery of health care and culturally competent services to include the following:

- 45 CFR 92 (Section 1557 of the Affordable Care Act)
- Title VI of the Civil Rights Act of 1964
- 42 U.S.C. Section 2000d
- 45 CFR Part 80
- 42 CFR Section 438.206(c)(2)
- 42 CFR Section 438.100(d)

- 42 CFR Sections 438.6(d)(4) and 438.6(f).

The Kaiser Permanente National Program includes a National Equity, Inclusion and Diversity Council that supports an online library of resources and tools that are available to all staff and providers. Included are dashboards and reports focusing on care, workplace, marketplace, supplier diversity and community partnership. These resources can be utilized when planning for in-service sessions.

Participating providers are required to comply with all state and federal civil rights laws, referenced above. Kaiser Permanente is committed to ensuring that our providers provide culturally competent care to meet the individual needs of our members.

Member Demographic Data Collection and Analysis

The linguistic and cultural needs and preferences of the member population are assessed through ethnicity demographics obtained from the HEDIS survey and compared with data from the Kaiser Permanente Hawaii's provider ethnicity demographics and member data on race and ethnicity. This data is used to help design programs, interventions, and services which address the cultural and language barriers of our members.

Demographic data is limited because only one racial or ethnic category of member and provider is required to be collected and reported for Federal and State requirements. However, many members and providers may identify with more than one racial or ethnic category, as evidenced in the CAHPS Medicaid data and Hawaii U.S. Census data. The granular data of multiracial and multiethnic categories would show a powerful reflection of how our members and providers mirror each other even more closely.

Additionally, data on primary language spoken and claims/encounter data is analyzed to identify the health care needs of the population. Analysis of this data is used to determine any modifications to member services, employee and provider training, member education materials and other tools. Additional data, such as grievance and appeals data, requests for interpreter and translation services, and requests for member information in alternate languages, is also used in the analysis of culturally appropriate services.

Staff and Provider Diversity, Recruiting and Hiring Practices

Kaiser does not discriminate with regards to race, religion, ethnic background, sex, sexual orientation, gender identity, national origin, age, veteran status, disability or other protected status in its hiring practices. Cultural diversity is sought at all levels of management. Providers are recruited and contracted to ensure a culturally diverse provider network. Providers' language abilities are captured upon credentialing and this information is made available online on kp.org on the providers' profile. At each clinic, the provider leadership team and operational partners work together to recruit, interview, and hire providers. Additionally, peer reviews are conducted by the clinic's provider leadership team and an affinity for the population the new provider will be serving is assessed.

Our staffing also reflects the availability in the communities from which we recruit applicants for employment. Because of Hawaii's geographical position and our history, people from a wide range of races and ethnicities reside in Hawaii. This has resulted in a workforce that is inevitably diverse. As studies in social psychology have found time and again, close contact between people of different backgrounds leads to increased tolerance, appreciation, and friendship, thus leading to inclusion and appreciation of the different cultures in Hawaii. The State of Hawaii also has the highest rate of a multiracial population in the U.S. which has the effect of further breaking down barriers between groups.

In reviewing all the data available, as far as we can determine, members do not request for providers of a specific culture, race, or language. We provide diversity awareness training and interpretive services so that all providers of care and services can deliver culturally sensitive and appropriate care. In Hawaii, where one is coexisting in a multiracial and multiethnic environment, our members receive the best culturally competent and sensitive care by being a part of this already existing environment.

Complaints and Grievance Resolution

Kaiser Permanente provides services to people of all cultures, races, ethnic backgrounds and religions in a manner that respects the worth of the individual members and ensures that providers comply with all applicable federal and state laws and regulations. The Hawaii region ensures services are provided in a culturally competent manner. Ongoing monitoring and measurement is evaluated through member grievance and appeals data which includes concerns regarding linguistic services and culturally competent care. Based on the complaints received, the provider leadership team is informed of any provider complaints for resolution and tracking. Member satisfaction survey data is also reviewed to obtain member feedback. Feedback is consistently provided to interpreter services vendors regarding quality of service issues in order to evaluate concerns for demographic trends and customer satisfaction to protected classes.

Availability of Cultural Competency Plan

The Hawaii Region's Cultural Competency Plan is made available to providers at no charge. Providers receive an annual communication regarding the availability of the Cultural Competency Plan and information on how to access it. The Cultural Competency Plan is updated on an annual basis and re-published when the updated plan becomes available.

Aloha Spirit

Aloha is the working philosophy of our state and is based on the values of our Hawaiian culture (host culture). It has been defined as a collection of desirable social, emotional, and spiritual traits that lead to reciprocal, joyous, sharing relationships. Other traditional Hawaiian values contribute to the spirit of aloha, and we have incorporated these into the way we both work together and serve our members. These values include Ohana (family), Kuleana (responsibility), Kokua (helpfulness),

Laulima (cooperativeness), Ike (recognition, vision), Ho'oponopono (setting things right; correcting problems and conflict by openly discussing them with forgiveness), and Lokahi (peace, balance, unity, harmony). The Aloha Spirit and these Hawaiian values demonstrate how the people of Hawaii embrace diversity and are accepting of and enriched by the many traditions that exist in Hawaii.

Kaiser Permanente Hawaii Diversity Council

The Kaiser Permanente Hawaii Region Diversity Council provides program development and input to ensure that all members receive care that is culturally sensitive and provided within the context of their individual or cultural group. The Diversity Council also provides support to ensure that all members, including those with limited English proficiency and diverse cultural and ethnic backgrounds understand their health condition(s), the recommended treatment(s), and the effect of the treatment on their condition, including all side effects. Current programs, data needs and priorities align with the National Culturally and Linguistically Appropriate Services Standards developed by the Office of Minority Health (OMH) and Kaiser Permanente National Equity, Inclusion and Diversity Department.