



Keeping you “in the know” in the ASC industry



Cultural Sensitivity in the ASC

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A DIVISION OF BSM CONSULTING

In the News...



New Policy Aimed At Increasing Diversity In Physician Workforce

June 12, 2019

"The American Medical Association (AMA) adopted policy at its Annual meeting aimed at ensuring greater diversity in the physician workforce. Through the new policy, the AMA will work toward establishing best practices for the sustainability and success of health care career pipeline programs, or "pathway programs"—designed to draw students from diverse backgrounds into the field of medicine."

<https://www.ama-assn.org/press-center/press-releases/new-policy-aimed-increasing-diversity-physician-workforce>



What is Cultural Sensitivity?



Sensitivity to the racial, ethnic, religious and language diversity of patients we care for

RACE

Physical characteristics

ETHNICITY

Cultural characteristics



Culture Defines...

- What is a health problem
- How symptoms are defined
- Beliefs about the human body
- Treatments/cures for symptoms/disease processes
- Interactions with healthcare providers



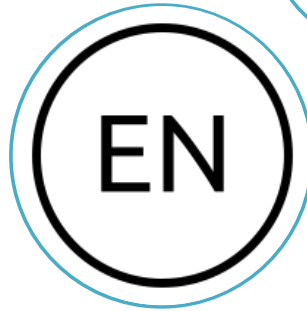
Health Care Regulations

- Federal, state and accreditation requirements to increase sensitivity due to population diversity.
- **Healthy People 2010** Federal government initiative to eliminate racial and ethnic health disparities.



Agency for Healthcare Research and Quality (AHRQ)

21% of US population speaks a non English language at home; **9%** has limited English proficiency.



Minority Americans are expected to make up more than **40%** of the U.S. population by 2035.



Only **12%** of U.S. adults have the health literacy skills needed to manage the demands of our complex health care system.



CMS

416.50 PATIENT RIGHTS

Must be given rights verbally and in writing **in a language and manner** the patient can understand.

“Be free from any act of discrimination or reprisal”.

“Be fully informed about a treatment or procedure and the expected outcome before it is performed”.



AAAHC

CMS (if deemed status)

Chapter 1: PATIENT RIGHTS

Interpretation services

Treat with dignity and respect

Orientation for Dental Home, Behavioral Health Home and Medical Home, N/A ASC



TJC

CMS (if deemed status)

RI.01.01.01 EPs 4, 5, 6

“...treats the patient in a dignified and respectful manner...”.

“...respects the patient’s right to and need for effective communication”.

“...respects the patient’s cultural and personal values, beliefs, preferences”.

HR.01.04.01; HR. 02.02.01. EP 3

Documented orientation that includes “sensitivity to cultural diversity based on their job duties and responsibilities”. This is for employees and LIPs.



Culturally Sensitive Care



THE GOAL

Provide **quality** and **safe** care to **all** patients



Culturally Sensitive Care

If there are barriers to quality care (language, culture, religion):

- Higher risk of poor outcomes.
- Low or non-quality care.
- Patient dissatisfaction.
- Malpractice suits.

If barriers are decreased (culturally sensitive care):

- Increases compliance (pre-op teaching, acceptance of surgery as an appropriate option, post op care, pain management).
- Risk Management risk decreases.
- Maximizes trust.
- Better patient experience.
- Better outcomes.



Unique Challenges in an ASC

- Short episode of care – no relationship with patient.
- Patients are sedated for the majority of time they are at the facility.
- Challenge to meet a patient’s needs and traditional ideas.
- Individual biases or prejudices among staff.
- Generalizations– “All” Hispanics, “All” Muslims, etc.
- Training courses are not standardized.
- Impossible to know everything about every culture, every religion.



How to be Culturally Sensitive in the ASC

Educate your staff

- Get to know the beliefs and practices of patients in your area.
- Develop a list of “dos and don’ts”, provide a starting point for health professionals to learn more about the health practices of a particular group.

Provide language assistance

- Oral/Sign Language.
- Translated documents.
- Language assistance.

Recruit minority staff



How to be Culturally Sensitive in the ASC

Coordinate with traditional healers

Incorporate culture-specific attitudes and values into health promotion tools

- Hand Hygiene tools in Spanish from CDC
https://www.cdc.gov/handhygiene/campaign/promotional.html#anchor_1556577599

Include family members in the surgical process

Develop adaptations to how you deliver care



Language Barriers Case Study



- Large, busy ASC
- Multi specialty
- 4 ORs/4 PRs
- Large Korean population
- Stratus Language Services



Language Assistance Services



Stratus offers a complete language access solution that includes over-the-phone, video remote, and onsite interpretation along with an easy-to-use translation service. Our services leverage every day technology like tablets, smartphones, and laptops to ensure easy integration into your existing processes.

[Read more about the product](#)

[Available on eSupport/Resources/Products/Language Assistance](#)



Language Assistance Services

Akorbi



Akorbi has qualified and certified interpreters, to support your interpretation needs anywhere in the world. Their interpreters have specific industry experience, so you can count on their accuracy and efficiency. They make language

interpretation easy and affordable with their proprietary communications platform (UMCP) that allows quick on-site, and mobile services.

ASC Association (ASCA) has formed an affinity partnership, ASCA members can enjoy special discount solutions, which include, in-person interpretation, phone interpretation, document translation, and document localization.

[Read more about the product](#)

Language Line Solutions



Language Line Solutions provides quality phone, video, and onsite interpreting, translation and localization, as well as bilingual staff and interpreter testing and training. They have professional linguists in more than 240 languages 24/7/365. This is a possibility for HHS Section 1557

compliance.

[Read more about this product](#)

[Available on eSupport/Resources/Products/Language Assistance](#)



Language Barriers Case Study



- Single Specialty ASC
- 2 ORs
- Spanish, Bengali, Urdu, Hindi and Russian
- Hired 2 translators to be on site



Language Barriers: Case Study



- Single Specialty ASC
- 3 ORs
- Large Vietnamese population
- Hired staff that spoke Vietnamese
 - Receptionist
 - Nursing Staff
 - Physicians
- Translated documents
 - Patient Rights and Responsibilities Acknowledgment.
 - Facility Consent Form.
 - Health History,
 - Privacy Practice,
 - Ownership and Advance Directive Acknowledgment



Available on Progressive eSupport

eSupport/Compliance/Policy and Procedure Update/Administration

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P&P: ADMINISTRATION

CLICK LINKS BELOW TO DOWNLOAD

- Advance Directives (update 5/13)
- Changing Providers (6/15)
- Compliance with HHS 1557 (10/16)
- Computer Access and Security
- Dismissal: Patient and Visitor (9/12)
- Employee Add/Edit/Delete (1/18)
- Governance
- Impaired Healthcare Professional
- Informed Consent (updated 10/14)
- Institutional Review Committee
- Mandatory Notification to AAAHC of Significant Changes (2/13)
- Mandatory Reporting – CA only (11/15)
- Mandatory Reporting Forms – CA only
- Patient Complaint and Grievance Procedure (updated 7/13)
- Patient Notification and Acknowledgement (updated 7/13)
- Patient Rights and Responsibilities - Including Spanish (updated 7/19)**
- Patient Rights: Delegated
- Personal Electronic Devices (11/15)
- Security in Electronic Health Records

SEARCH

POLICY AND PROCEDURE UPDATE

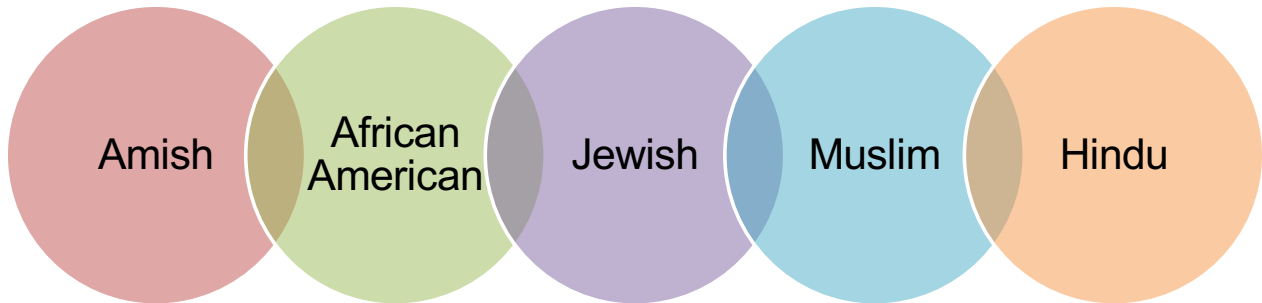
- Overview
- Administration**
- Anesthesia/Medication Management
- HIPAA
- Human Resources
- Infection Control
- Nursing
- OSHA
- QAPI
- Safety

PATIENT RIGHTS AND RESPONSIBILITIES

- Saber la identidad y capacidad profesional de las personas que le proveen un servicio y ser proveído con los conocimientos adecuados de sus cuidados en casa, escritos en un lenguaje que usted pueda entender.
- Ser libre de uso innecesario de restricción física o química y del aislamiento como un medio de coerción, conveniencia o venganza.
- Conocer la razón de su traslado dentro o afuera de la sala quirúrgica.
- Acceso imparcial de tratamiento, sin importar raza, edad, sexo, etnicidad, orientación sexual, nacionalidad, religión, o discapacidad.
- Recibir la cuenta desglosada por todos los servicios en un período de tiempo razonable y ser informado de la fuente de reembolso y cualquier limitación o restricción colocado sobre su cuidado.
- Cuando crees que tus derechos han sido violados reporta un agravio con la facilidad con **el director de la clínica**.

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Potential Cultural/Religious Barriers



Cultural Considerations: Amish

- If in public: no eye contact.
- Unassertive, non aggressive, avoid confrontational speech.
- If one on one: open, honest, eye contact.
- Wife often defers to husband in public but share decisions in private.
- Herbal treatments prior to western care: contradictions with anesthesia, post op medications.
- Transportation: non-automotive and distance?
- No phone: follow up or emergency care?



Cultural Considerations: African American

- May be very sensitive to discrimination, even when it is not intended. **For example:**
 - Do not use the term “gal” to refer to a woman. It has the same connotations as *boy* for an African American male.
 - Address the patient as Mr., Mrs., or Ms., or by professional title and last name
 - As with all patients, apologize and explain if a patient is kept waiting – it may be interpreted as a sign of disrespect or discrimination
- Pain management or cataracts



Cultural Considerations: Jewish, Muslim, and Hindu

2008 Study in Australia

- Approximately 81% of surgical implants in Australia are porcine and bovine.
 - Bovine collagen implant in rotator cuff repair
 - Breast implants
 - Dermis
 - Surgical Mesh

Challenges

- Surgeon responsibility to ensure Informed consent process includes a discussion about animal-derived surgical implants to avoid cultural insensitivity and potential litigation.
- Products such as gelatin (widely used in anesthesia (some IV fluids), drug capsules (possibly Codeine) contain animal products.



Cultural Considerations: Jewish, Muslim, and Hindu

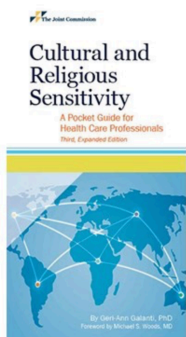
Conclusions

- It is deemed acceptable for members of the Jewish faith (diet – no pork) to undergo surgery using porcine products if it is to save a life.
- After all other options are ruled out, followers of the Muslim faith (diet-no pork) are permitted to use porcine surgical products.
- Hindu religious leaders (cow is sacred) did not accept the use of bovine surgical implants.



TJC Resources

- **Cultural and Religious Sensitivity: A Pocket Guide for Health Care Professionals**



- Cultural competence, religious sensitivity, and patient-centered health care
- Pregnancy and birth
- Pediatric care
- Spiritual health
- Palliative care and end-of-life needs
- Healing beliefs and practices

https://www.jcrinc.com/cultural-and-religious-sensitivity-a-pocket-guide-for-health-care-professionals-third-expanded-edition/?_ga=2.104447552.1519467435.1564079344-958063899.1564079344



Available on Progressive eSupport

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FACILITY LIBRARY

SEARCH

OUR RECOMMENDATIONS

🔗 **AORN (Association of periOperative Registered Nurses)**

This resource brings together all of the Association's perioperative nursing ranging from professional positioning to environmental cleaning, clinical practice, and various Recommended Practices are reviewed annually to ensure the most current information and research to ensure quality.

🔗 **APIC (Association for Professionals in Infection Control and Epidemiology)**

Guidelines for Environmental Infection Control in Health-care Facilities.

🔗 **CFCs (Conditions for Coverage)**

Medicare's conditions for coverage for Ambulatory Surgery Centers.

🔗 **Joint Commission Resources: Cultural and Religious Sensitivity**

A pocket guide for health care professionals, third expanded edition. Give staff the tools to deliver culturally and religiously sensitive care and services with these quick-reference pocket guides from noted expert Geri-Ann Galanti, PhD.

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Training Materials

- AHRQ <https://www.ahrq.gov>
- DHHS <https://www.hhs.gov>
- AMA <https://www.ama-assn.org>
- Always verify sources when searching for additional training material on the internet.



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- A place to connect, support, and network with other ASC managers all over the country

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The 2019 Webinar Line Up!

DATE		CE	WEBINAR TOPIC	SPEAKER
August 29	60 min	✓	Sterilization Best Practices	Phenelle Segal
September 30	20 min		Medication Shortages and How to Handle Them	Greg Tertes
October 25	60 min	✓	Documentation Best Practices	Crissy Benze
November 25	20 min		Annual Survey Watch Report	Leanne Gallegos
December 20	60 min	✓	Informed Consent	Debra Stinchcomb Will Miller

www.ProgressiveSurgicalSolutions.com/webinars

