



Maryland Health Quality and Cost Council

Cultural Competency Workgroup Progress Report

March 18, 2013

Dr. Lisa Cooper
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Cultural Competency Workgroup Background

- Workgroup established by SB234, The Maryland Health Improvement and Disparities Reduction Act of 2012
- DHMH Secretary appointed Dr. Lisa Cooper and Mr. Marcos Pesquera to co-chair the MHQCC's Cultural Competency Workgroup
- Dr. Carlessia Hussein of the Minority Health and Health Disparities (MHHD) office is designated as the lead staff
- Mr. Ben Steffen of the Maryland Health Care Commission participating in partnership with MHHD to staff the Workgroup
- A Staff Support Group assembled including persons from disparities centers and other cultural competency experts in the State
- First meeting held on November 29, 2012



Workgroup Tasks

- (1) Examine appropriate standards for cultural and linguistic competency for medical and behavioral health treatment and the feasibility and desirability of incorporating these standards into reporting by health care providers and tiering of reimbursement rates by payors;
- (2) Assess the feasibility of and develop recommendations for criteria and standards establishing multicultural health care equity and assessment programs for the Maryland Patient Centered Medical Home program and other health care settings; and
- (3) Recommend criteria for health care providers in Maryland to receive continuing education in multicultural health care, including cultural competency and health literacy training.



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Workgroup Activity Update

- Second Full Workgroup meeting held on January 23, 2013, 2:00 p.m. – 4:00 p.m.
 - 2 co-chairs, 21 Workgroup members, 6 Staff Support group members attended
 - Cultural Competency presentation and discussion lead by Darci Graves
 - Workgroup Subcommittee Process presented and discussed
 - Subcommittee break out sessions



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Subcommittee 1 Update

Charge/Task: Examine appropriate standards for cultural and linguistic competency for medical and behavioral health treatment and the feasibility and desirability of incorporating these standards into reporting by health care providers and tiering of reimbursement rate by payors.

Co-Leaders: **Yolanda Ogbolu**, PhD, Assistant Professor and Deputy Director for the Office of Global Health, University of Maryland School of Nursing; and **Scharmaine Robinson**, Maryland Health Care Commission

- Staff Support: **Erin Dorrien**, Maryland Health Care Commission

1/23/13 – Breakout session of full Workgroup Meeting

- Attendees: 8 Workgroup Member and 1 Staff Support
- Actions:
 - Draft working document on cultural competency models was distributed and discussed
 - Subcommittee members were assigned to conduct environmental scans of: (1) Existing provider-level and health system-level cultural competency models; and (2) Existing tiered reimbursement mechanisms.

2/23/13 – Follow-Up Meeting Held

- Presentations on: (1) the CAHPS Supplemental Cultural Competency Item Set, and (2) Pilot studies with varying payment methodologies (including Patient Centered Medical Homes)
- Subcommittee members were assigned to conduct environmental scan of health literacy standards
- Subcommittee will send out an email survey of “real-world” cultural competency applications



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Subcommittee 2 Update

Charge/Task: Assess the feasibility of and develop recommendations for criteria and standards establishing multicultural health care equity and assessment programs for the Maryland Patient Centered Medical home program and other health care settings.

Co-Leaders: **Tom LaVeist**, PhD, Director, Hopkins Center for Health Disparities Solutions; and **Earl Etienne**, PhD, Assistant Professor, Howard University College of Pharmacy

- Staff Support: **Cheri Wilson**, Hopkins Center for Health Disparities Solutions

1/23/13 – Breakout session of full Workgroup Meeting

- Attendees: 6 Workgroup Members and 2 Support Staff
- Actions:
 - Subcommittee discussed its process for executing the workplan for Charge 2.

Follow-Up Activities:

- Follow-up conference call to be scheduled for late March.
- Subcommittee is collecting and conducting a review of published literature and existing assessment programs and tools on multicultural health care standards.
- Subcommittee will assess the strengths and weaknesses of each program or tool, and will identify what desirable features/components are missing from these existing programs and tools.
- Subcommittee will determine if it is preferable to recommend a standalone assessment tool, or to include the tool as one component of an existing general assessment tool.



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Subcommittee 3 Update

Charge/Task: Recommend criteria for health care providers in the State to receive continuing education in multicultural health care, including cultural competency and health literacy training.

Co-Leaders: **Linda Aldooray**, PhD, Director, Center for Health Literacy, University of Maryland College Park, School of Public Health; and **Daniel Teraguchi**, PhD, Assistant Dean for Student Affairs, Johns Hopkins School of Medicine

- Staff Support: **Monica McCann**, Maryland Office of Minority Health and Health Disparities

1/23/13 – Breakout session of full Workgroup Meeting

- Attendees: 8 Workgroup Members and 3 Support Staff
- Actions:
 - Subcommittee discussed workplan process and organized into 3 task forces to research the following topics: (1) Existing processes for formal recognition of continuing education credits by Maryland's health occupations boards;(2) Highlights and features of multicultural continuing education requirements in other states; (3) Existing clinical, non-clinical, and community-based efforts and opportunities for continuing education of health professionals in Maryland.

Follow-up Activities:

- Data collection templates have been developed by each task force and research is underway.
- Subcommittee convened by conference call on March 14 to discuss progress on research assignments for each task force.
- Research to be completed by April 26.



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Workgroup Webpage

- www.dhmfh.maryland.gov/mhqcc/
- Includes up-to-date information on
 - Workgroup Members
 - Staff Support Group
 - Workgroup and Subcommittee meeting notes
 - Future meeting information
 - Link to the Legislation
 - Workgroup History



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Future Plans

- Next full Workgroup meeting scheduled for May 14, 2013 from 1 p.m. – 4 p.m.
 - DHMH, 201 West Preston Street, L3
- Subcommittees will continue to work and provide monthly feedback on progress
- First draft of report by September 2013 for review by full Workgroup
- The Maryland Health Disparities Collaborative Workgroups will be available to review draft documents and assist with input



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