



Cultural Awareness and Patient Perception

Agenda



Welcome and Provider Updates

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Cultural Awareness and Patient Perception

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Interpreter Resources

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Questions

Improving Patient Perception



Goal – Molina and providers work together so that patients' perceptions throughout their healthcare journey surpass their expectations.

Facts:

- Patients are loyal when they feel providers and staff care about them and deliver a quality experience. ¹
- Partnering with patients and their care teams to deliver coordinated care is linked^{2,3} to increased success in self-management of disease⁴, fewer hospitalizations and emergency room visits, and increased satisfaction⁵.
- A good patient experience correlates with increased patient satisfaction and lower malpractice risk.⁶
- Patient surveys, being a reliable predictor of quality measures, serve as a valuable tool for healthcare providers to gauge their performance and make necessary improvements.⁷



Cultural Awareness

Delivering healthcare services that meet the social, cultural, and linguistic needs of patients increases their trust and confidence in their providers.

Domain	Definition
Cultural Competency	The ability of providers and organizations to effectively deliver health care services that meet the social, cultural, and linguistic needs of patients.
Cultural Humility	A respectful and open approach to learning from diverse populations, recognizing differences, and fostering collaborative relationships in health care and advocacy. ¹
Structural Competency	Capacity for health professionals to recognize & respond to health & illness in the context of broader social, economic, & political impacts. ² Integrated, patient-centered approach.

TIP: Make cultural competency resources and language line available to patients.

Cultivated Skills / Actions

Patient Knowledge

- Pursue understanding of patient cultures
- Learn from other cultures
- Get to know patients on a more personal level. Learn their background, culture, beliefs, religious practices, etc.

Diversity

- Hold diversity in high esteem
- Value the contributions from many cultures to healthcare, medicine, and well-being
- Remember no two patients are alike
- Maintain an open attitude towards diversity

Behaviors

- Be flexible adapt communications/interactions to different cultural perspectives
- Learn to negotiate culture-based conflicts in beliefs and perspectives

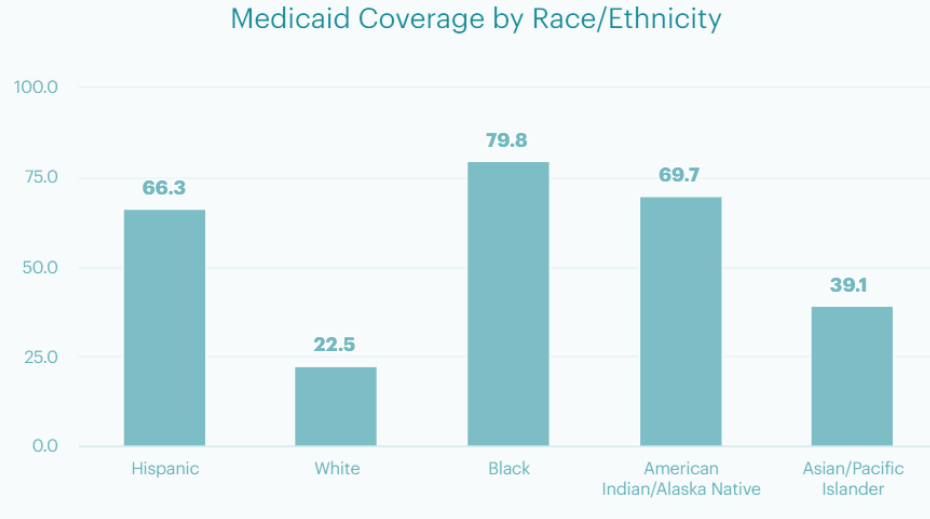
Perspectives

- Practice cultural awareness to better understand patient's perspectives on their healthcare needs.



Wisconsin Medicaid Race/Ethnicity

Medicaid Coverage by Race/Ethnicity: Wisconsin, 2020-2022 Average





Getting Needed Care

Enabling patients to schedule appointments and access care promptly contributes to fostering a positive healthcare experience.

CAHPS® survey question	Before the visit	During the visit	After the visit
How often was it easy to get the care, tests, or treatment you needed?	Let patients schedule appointments online.	Provide walk-in times, telehealth options, and if available, appointments outside regular hours.	Schedule the next appointment at the end of the patient's visit.
How often did you get an appointment to see a specialist as soon as you needed it?	Ensure specialists are accepting new patients before making a referral.	Request prior authorization right away. Explain the referral process to the patient.	Explain to the patient the services the specialist will provide and schedule their specialist appointment at the end of the patient's visit.



Care Coordination

Efficiently coordinating care among healthcare professionals demonstrates respect for the patient's time.

CAHPS® survey question	Before the visit	During the visit	After the visit
How often did your personal doctor seem informed and up-to-date about the care you got from specialists?	Have patients list their specialists on their patient portal or send the information prior to their visit. When possible, gather notes from specialist referrals.	Ask the patient about all the specialists they are seeing. It might surprise you to learn they are seeing specialists you haven't been informed on yet!	After discussing specialist information with the patient, provide them with a summary and a printed copy of relevant details to take with them.
How often did you and your personal doctor talk about all the prescription medicines you were taking?	Have patients bring a list of their current medications.	Talk with patients about all their medications. Actively listen to their concerns and simplify their medication regimen by reviewing the medication names, purpose, dosage and potential side effects.	Summarize prescription medications for the patient and provide them with a copy of the information. Post it on the patient portal if possible.
How often did someone from your personal doctor's office follow up to give you test results?	If possible, let patients know in advance if you are planning any testing for their upcoming appointment. Have results from previous tests available to review with the patient.	Be clear about what tests are being ordered, what they are for, and when results can be expected.	Summarize tests ordered for the patient and provide them with a copy of the information. Post on the patient portal if possible.



How Well Doctors Communicate

Engaging in conversations about their healthcare with patients allows you to gain insight into their perception of their health and their goals, while also fostering trust and contributing to their overall improvement.

CAHPS® survey question	Before the visit	During the visit	After the visit
How often did your personal doctor explain things in a way that was easy to understand?	Have patients update their information (specialists they are seeing, medications, new issues, etc.) prior to their visit.	Ask the patient if all their questions have been addressed.	After discussing information with the patient, provide them with a summary and a printed copy of relevant details to take with them.
How often did your personal doctor show respect for what you had to say?		Ensure patients feel respected by providers and staff by: - Listening and expressing understanding - Including the patient in the next steps and decision-making process.	Provide patients with educational materials when possible.
How often did your personal doctor listen carefully to you?		Sit down during the appointment; make eye contact.	



Interpreter Resources

Molina provides FREE interpreter services to all providers!

Also available online [here](#) for your patients:

Language Identification Tool

This chart is to assist people who do not speak or read English to identify their language.



Welcome! Please point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Shqip: Mirë se vini! Ju lutem tregojeni gjuhën tuaj. Do të thirrret një përkthyes. Përkthyesi ofrohet pa pagesë për ju.

日本語: ようこそ!ご利用の言語をお知らせください。通訳担当者を手配させていただきます。通訳サービスの費用はかかりません。

العربية: مرحبًا! يرجى الإشارة إلى لغتك. سيتم الاتصال بمترجم شوي. يتم توفير المترجم الشوي لك من دون تكلفة.

한국어: 환영합니다! 원하는 언어를 선택하세요. 통역 서비스가 제공됩니다. 통역 서비스는 무료로 제공됩니다.

[Language Identification Tool](#)

Interpreter Request Card

← Front

Hello, I speak Hmong. I need an interpreter. My health plan, Molina Healthcare, will pay for an interpreter if you do not have one. Please call (888) 999-2404 and state: "I have a Molina patient and I need an interpreter."



rs Pab Tx
Hmoob. Kuv

kws pab cuam txhais lus. Kuv txoj mob, Molina Healthcare, yuav them pab cuam txhais lus yog tias koj ts hu rau (888) 999-2404 thiab haist Molina ib tus neeg mob thiab kuv x kws pab txhais lus."

Back →

[Interpreter Request Cards](#)

Get free help and healthcare in your preferred language



Communication and understanding are very important when it comes to your health. If you prefer to speak or read in your own language, you have the right to request free language services. This includes interpreters and information written in your preferred language.

Interpreter Services

- An interpreter can help you:
- Make a doctor appointment
- Talk with your doctor or nurse
- Get emergency care
- File a complaint, grievance, or appeal



[Interpreter Services Flyer](#)

We can print and ship these to you! Cobranding also available. Email WICommunications@molinahealthcare.com.





Additional Resources

- CAHPS Trends & Information: [MolinaHealthcare.com](https://www.molinahealthcare.com)
- Cultural Competency Resources: [MolinaHealthcare.com](https://www.molinahealthcare.com)
 - Trainings: Building Culturally Competent Healthcare
 - Tools:
 - [A Physician's Practical Guide to Culturally Competent Care](#)
 - [Industry Collaborative Effort \(ICE\) – Better Communication, Better Care](#)
- Molina Provider Education Series
 - [Americans with Disability Act \(ADA\)](#)
 - [Members Who Are Blind or Have Low Vision](#)
 - [Service Animals](#)
 - [Tips for Communicating with People with Disabilities & Seniors](#)

Questions?



