



## **In The News**

As the nation becomes increasingly diverse, it is imperative that health care systems deliver culturally competent services. “Cultural competence is defined as the ability of providers and organizations to effectively deliver health care services that meet the social, cultural, and linguistic needs of patients.” (Betancourt, J. R., Green, A. R., & Carrillo, J. E. 2002) A culturally competent health care system can help improve health outcomes and quality of care and can contribute to the elimination of racial and ethnic health disparities.

Higher morbidity and mortality rates from chronic diseases are prevalent in racial and ethnic minorities. “Among older adults, a higher proportion of African Americans and Latinos, compared to Whites, report that they have at least one of seven chronic conditions — asthma, cancer, heart disease, diabetes, high blood pressure, obesity, or anxiety/ depression.” (Betancourt, J. R., Green, A. R., & Carrillo, J. E. 2002)

Lack of health insurance coverage can also impact access to health care. People who do not have health insurance or a regular doctor are less likely to obtain preventive services, or diagnosis, treatment, and management of chronic conditions.

Language and communication can also be a barrier to the quality of healthcare received. Due to cultural and language barriers and discrepancy in educational opportunities, minorities may have lower levels of literacy. The goal of culturally competent health care services is to provide the highest quality of care to every patient, regardless of race, ethnicity, cultural background, literacy, or English proficiency.

*Sources: Health Policy Institute, Cultural Competence in Health Care: Is it important for people with chronic conditions? Betancourt, J. R., Green, A. R., & Carrillo, J. E. 2002. Cultural competence in health care: Emerging frameworks and practical approaches. New York: The Commonwealth Fund.*

## **Self-Care Corner**

### **Cultural Competence**

Cultural competence includes having an understanding between people, the ability to be respectful and open to different cultural perspectives, and the willingness to strengthen and work towards equality in opportunity.

Here are some skills to increase your cultural competency when working with patients:

- Awareness of one's own culture, values, and biases.
- Ability to understand your own biases and how these may affect interactions with others.
- Understand the systematic barriers that prevent some populations from accessing resources
- Ability and willingness to be an ally to individuals who are different from oneself
- Effective communication skills across differences. This may include providing interpreter services when necessary

*Source: The Australian Children's Education and Care Quality Authority (ACECQA): What does it mean to be culturally competent?*



## **Coach-Connect**

Today we would like to highlight Jesse Gambrel, a Peer Recovery Coach at Howard University Hospital. Jesse has been working at HUH since August of 2019. She is passionate about supporting people and approaches her patients with compassion and empathy and always goes the extra mile. After COVID-19 struck, HUH strove to find innovative ways to utilize support from the Peer Recovery Coaches.



Jesse and the team at HUH engaged in supporting the behavioral health patients. Over the last two months, the team has been supporting the behavioral health team by having an initial conversation with psychiatric patients to determine appropriateness of telehealth psychiatric evaluations. There has been good collaboration with the behavioral health team and this has extended the reach of the Reverse the Cycle program.

Great job Jesse and team!



**Do you want to submit something to be featured in the Mosaic Minute? *Let us know!***

We heard your feedback! The Mosaic Minute will now be accepting your submissions. Please reach out to us with your success stories, questions, pictures, or any other materials you would like to see highlighted [here](#).

**Check out our [website!](#)**

**Follow, like, and subscribe.**



***Thank you for all you do!***