

Increasing the Cultural Competence of Healthcare Providers and Public Health Professionals



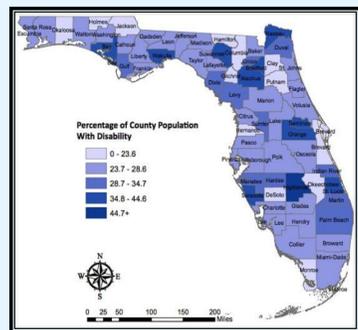
Working with Persons with Disabilities



Danielle N. Scheer, MPH; Karen A. Restrepo, BS; Claudia T. Friedel, MPH; Nicole M. Marlow, PhD, MSPH
 College of Public Health and Health Professions: Department of Health Services Research, Management, and Policy

Background

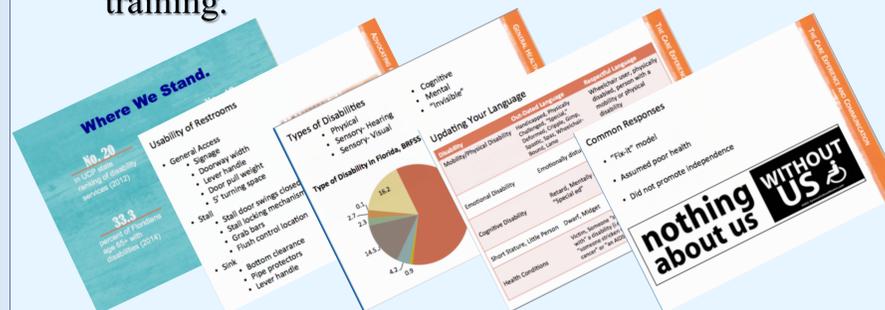
Worldwide, there are over a billion people living with disabilities, and this disproportionately affects vulnerable populations. Within Florida, 65 of 67 counties have a disability prevalence >20% , and >33% of Floridians aged ≥65 are persons with a disability (PWD).



Therefore, an understanding of disparities facing PWD and methods to advocate for and increase healthcare access and self-care practices are more important than ever.

Research Objectives

- To respond to the NCD call to action by creating a training program that addresses the gap in healthcare professional training.
- To characterize the response of providers to the training.



Study Design

Create an interactive training program: The program has various modules that range from 30 minutes to two hours, with flexibility to fit specific needs of the organization seeking training. It comprises up to five sections:

- I. Introduction to Disability
- II. General Health and Chronic Disease
- III. The Care Experience and Communication
- IV. Advocating for Accessible Services
- V. Healthy Diet and Exercise

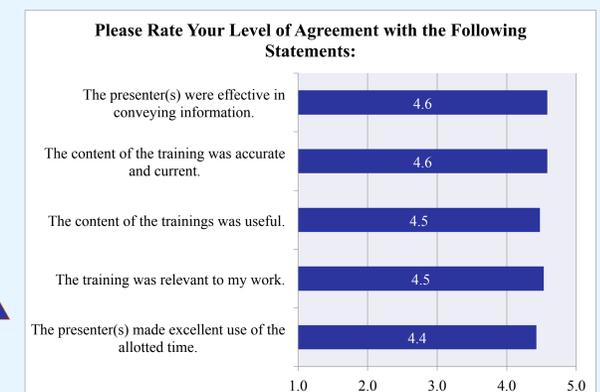
The program is presented via Microsoft Powerpoint, with the longer modules including up to three videos created by the Department of Health. Data used in the training program is from the 2013 Behavioral Risk Factor Surveillance Survey and Consumer Assessment of Healthcare Providers and Systems.

Present the training program: The program was pilot tested at the 2015 North/Central Florida Community Health Worker Annual Training Conference.

Assess the response to the training program: Anonymous questionnaires were administered to course participants (n=32), with scaled response options from 1-5. De-identified aggregated data was received from the conference host.

Principal Findings

The training program was utilized at the North Central Florida Community Health Worker Regional Training Conference as one of three mandatory seminars. Of the three mandatory seminars, the PWD Competency seminar received the highest rankings from attendees in the categories of **relevancy**, **thoroughness**, and **usefulness**. Information and materials were distributed by attendees to their home organizations, reaching a combined total of **417** individuals.



Conclusions and Implications

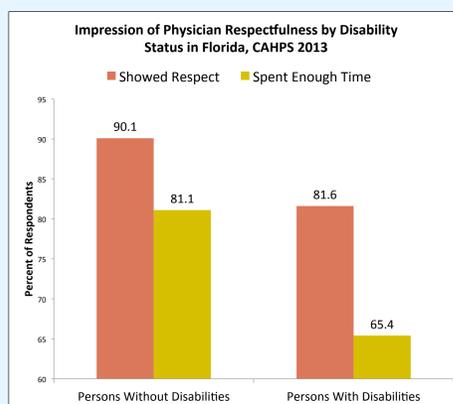
Initial evaluation suggested **increased awareness** of health disparities and inclusion necessities, and **improved attitudes** among providers. Expanded evaluation to determine long-term retention of training materials is warranted.

Success of the training program will **increase effective communication** between providers and patients, **increase accessibility to resources** for PWD, **increase provider comfort and confidence** in speaking to PWDs, and *ultimately contribute to better health outcomes.*



National Council on Disability - Call to Action

- Disability cultural competency is lacking
- PWD not recognized as a disparity population
- Limited information is available
- Disability competency is [generally] not a requirement for licensing



There is no regularly available training program specifically targeted to increasing cultural competency, understanding, and communication techniques for healthcare providers working with PWDs.

What is "cultural competency"?

