



# Diversity, Equity, and Inclusion Efforts

UPMC Community HealthChoices (CHC)  
Managed Long-Term Services and Supports  
(MLTSS) Subcommittee Meeting  
December 6, 2023

Presenter: **Mike Smith**  
Associate Vice President  
Long-Term Services & Supports Clinical Operations

- ▶ **UPMC for You** received both Health Equity Accreditation and Health Equity Accreditation Plus in 2022.
- ▶ Earning these important NCQA designations is continued proof of UPMC Health Plan's commitment to addressing health disparities across the communities we serve. It reflects both our ongoing understanding that health plans have a role in addressing health equity and disparity and our holistic commitment to some of our most vulnerable members.
- ▶ Health Equity Accreditation included an assessment of our procedures and systems to build an internal culture that supports diversity, equity, and inclusion; collect data to understand population demographics; offer language services and provider networks that consider individuals' cultural and linguistic needs; and identify opportunities to reduce health inequities and improve care.



# What trainings do UPMC staff and contracted providers take to provide more culturally competent services and care?



## Required UPMC Staff Training

- Annual Cultural Competency, Disability Awareness, and Equity in the Workforce
- Targeted trainings the last two years: Culturally Informed & Fitted Approach to Long-Term Services and Supports Services Part 1 & Part 2
- Annual Gender Affirming training (for Service Coordinators), including:
  - Lesbian, gay, bisexual, transgender, queer, intersex, and asexual individuals (LGBTQIA+) Patient and Colleague Awareness Training
  - Care for Transgender, Gender Diverse, and Intersex Patients
  - Sexual Orientation and Gender Identity Affirming Documentation & Systems

## Other Trainings Offered

- Bi-Monthly Social Justice Series
- UPMC ENABLED, which stands for Empowering Abilities and Leveraging Differences. This an employee resource group committed to diversity and inclusion in the workplace, placing a high value on the support and advancement of people with disabilities and their proportionate representation at all levels at UPMC.

# What trainings do UPMC staff and contracted providers take to provide more culturally competent services and care?

## Provider Training and Expectations

- ▶ UPMC provides annual training to providers on culturally and linguistically appropriate practices, reducing bias, or promoting inclusion. UPMC's *Annual Education Offering* includes culturally competent care education to:
  - Increase awareness of cultural diversity and the need for consistency in quality care across a variety of races, ethnicities, and cultures;
  - Ensure that providers understand that racial, ethnic, and cultural differences between the provider and patient cannot be permitted to present barriers to accessing and receiving quality health care;
  - Tailor communications and guidance to align with the patient's cultural values;
  - Define words related to sexual orientation and gender identity and explore the challenges that LGBTQIA+ individuals face when seeking health care;
  - Define health literacy and describe how one's culture can influence one's health literacy and compliance with treatment plans
- ▶ Providers who are listed in the provider directories may now earn the LGBTQIA+ Affirming provider designation by completing three learning modules and an attestation. Participants can search for providers who meet that designation.

# For consumers with limited English proficiency, what options do they have to have service providers that speak their primary language? What interpretation services are available?

## Provider Expectations:

- ▶ Providers must provide clear and complete information to participants about their health condition and treatment in a language they can understand and allow each participant to participate in the decision-making process.
- ▶ Providers must communicate effectively with participants, including those with communication barriers and not require family members to be used to interpret.
- ▶ Providers must arrange for an interpreter for Members who do not speak English or who communicate through American Sign Language (ASL) or other forms of visional/gestural communication.
- ▶ Providers must also provide translated or alternative format written materials as requested, such as discharge notes and health education materials
- ▶ UPMC can help participating providers find a translator who can communicate with participants during their appointments
- ▶ Providers can update their race/ethnicity and language information on the Provider Directory

# For consumers with limited English proficiency, what options do they have to have service providers that speak their primary language? What interpretation services are available?

## Annual Language and Translation Services Survey

UPMC Health Plan conducts an annual internal survey to assess staff experience with language services to help ensure quality performance and delivery of linguistically appropriate services.

## Service Coordination

Many documents are readily available in multiple languages. Documents that are not, such as Person-Centered Service Plans, are translated upon request. Documents are shared in-person or by mail. Interpreters are available for phone calls and in-person visits. Live interpreters for both foreign language and ASL can be scheduled. Service Coordinators (SCs) also have access to languages spoken by providers to assist in participant availability of providers.

## Participant-Facing options

Community Engagement Team just held a Spanish-speaking participant forum in the Southeast and have plans to conduct more next year. Many vital documents such as the Participant Handbook, Summary of Benefits, and Personal Representative Designation forms are pre-translated in multiple languages and any document can be translated upon request.

# What case examples can be provided that demonstrate consumers of Home and Community-Based Services (HCBS) receiving culturally competent care as part of the person-centered service planning process?

## **UPMC CHC hires SCs that reflect the communities we serve.**

- ▶ We hire several SCs from the same cultures, backgrounds and languages spoken by the participants we serve. This practice builds a better relationship participant and improves the person-centered planning process, resource sharing, and monitoring.

**UPMC also ensures that contracted Nursing Home Transition (NHT) providers train their staff on culturally competent care**, assisting the participant in receiving supports in a manner that respects the participant's spoken language, culture, beliefs, and preferences. We have examples from NHT providers where they practice culturally competent care by:

- ▶ Seeking staff within the nursing facility who speak the same language as a participant
- ▶ Using an interpreter hotline to conduct a transition meeting
- ▶ Working with an NHT participant whose religion is Muslim. In meeting with her, the provider learned about her customs so they could abide by those customs, such as knocking at her door and announcing their presence to give her time to wear a Hijab before being in the presence of males.

# Questions?



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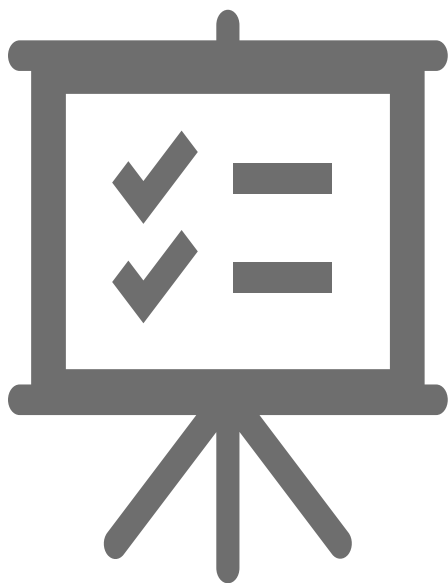
## Diversity, Equity, and Inclusion

Presenter: Olivia Martin, Sr. Director LTC &  
Service Coordination

Managed Long-Term Services and Supports  
(MLTSS) Subcommittee Meeting

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# PHW Diversity Equity & Inclusion (DEI) Training- PHW Staff and Service Coordination (SC) Teams



Inclusive and Responsible Workplace



DEI Authentic Allyship: From Awareness to Action



Cultural Humility and Health Equity



Unconscious Bias



Cultural Awareness & Sensitivity



Cultural Humility: Building on the Foundation of Competency

# PHW Employee Inclusion Groups

ABILITY: People with Disabilities and Caregivers Network

CENVET: Veterans and Military Families Employee Inclusion Group

cPRIDE: Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and Asexual/Aromantic/Agender (LGBTQIA+) Employee Inclusion Group

I.N.S.P.I.R.E.: (Influence. Network. Support. Promote. Include. Recognize. Empower.) Women's Group

MOSAIC: Multicultural Network - representing the communities we serve is a vital part of how we embrace our corporate purpose: transforming the health of the community, one person at a time.

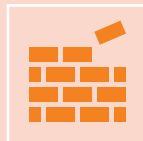
# PHW Diversity Equity & Inclusion Training- Home and Community-Based Services (HCBS) Providers



Unconscious Bias

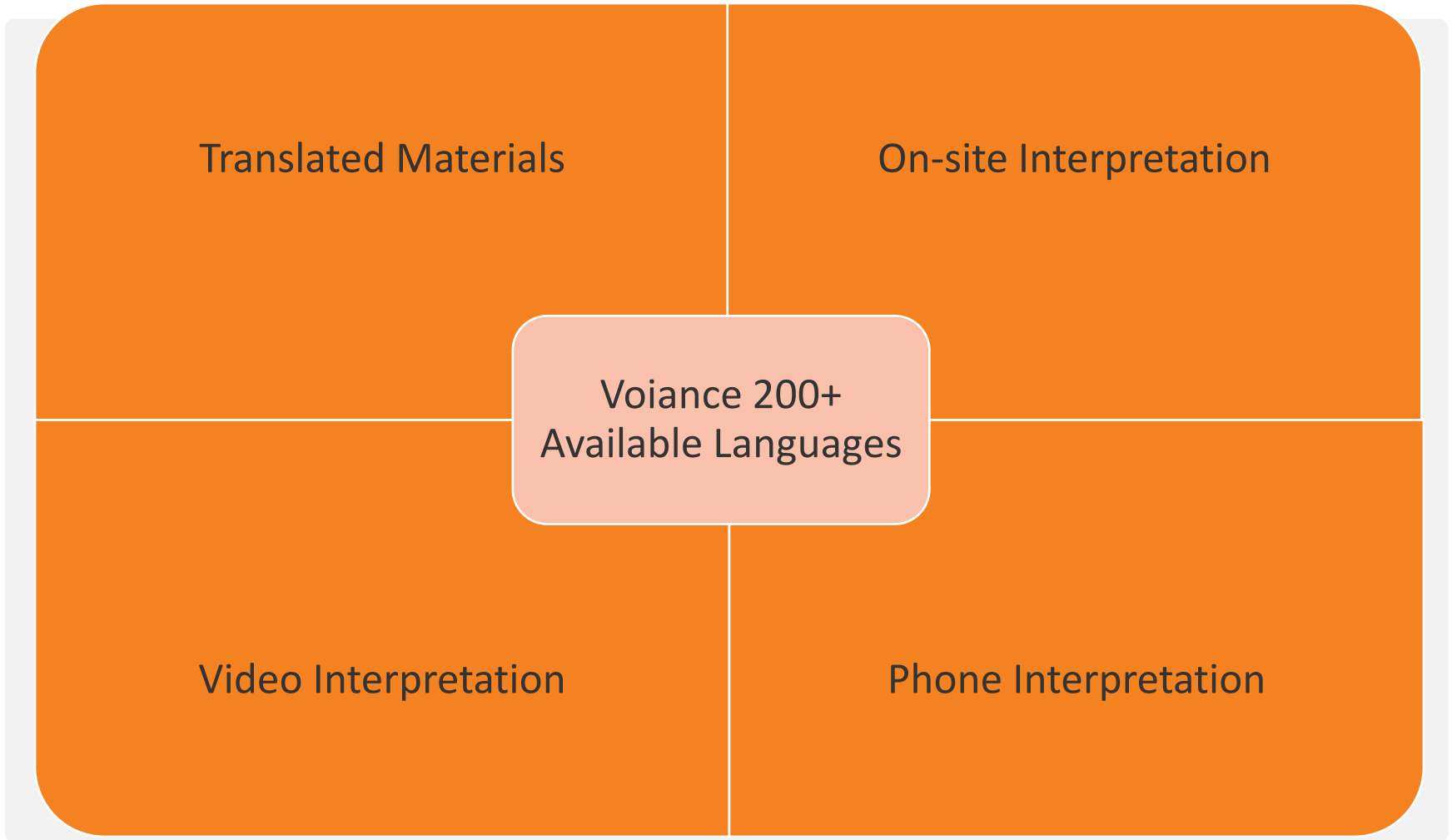


Cultural Awareness & Sensitivity

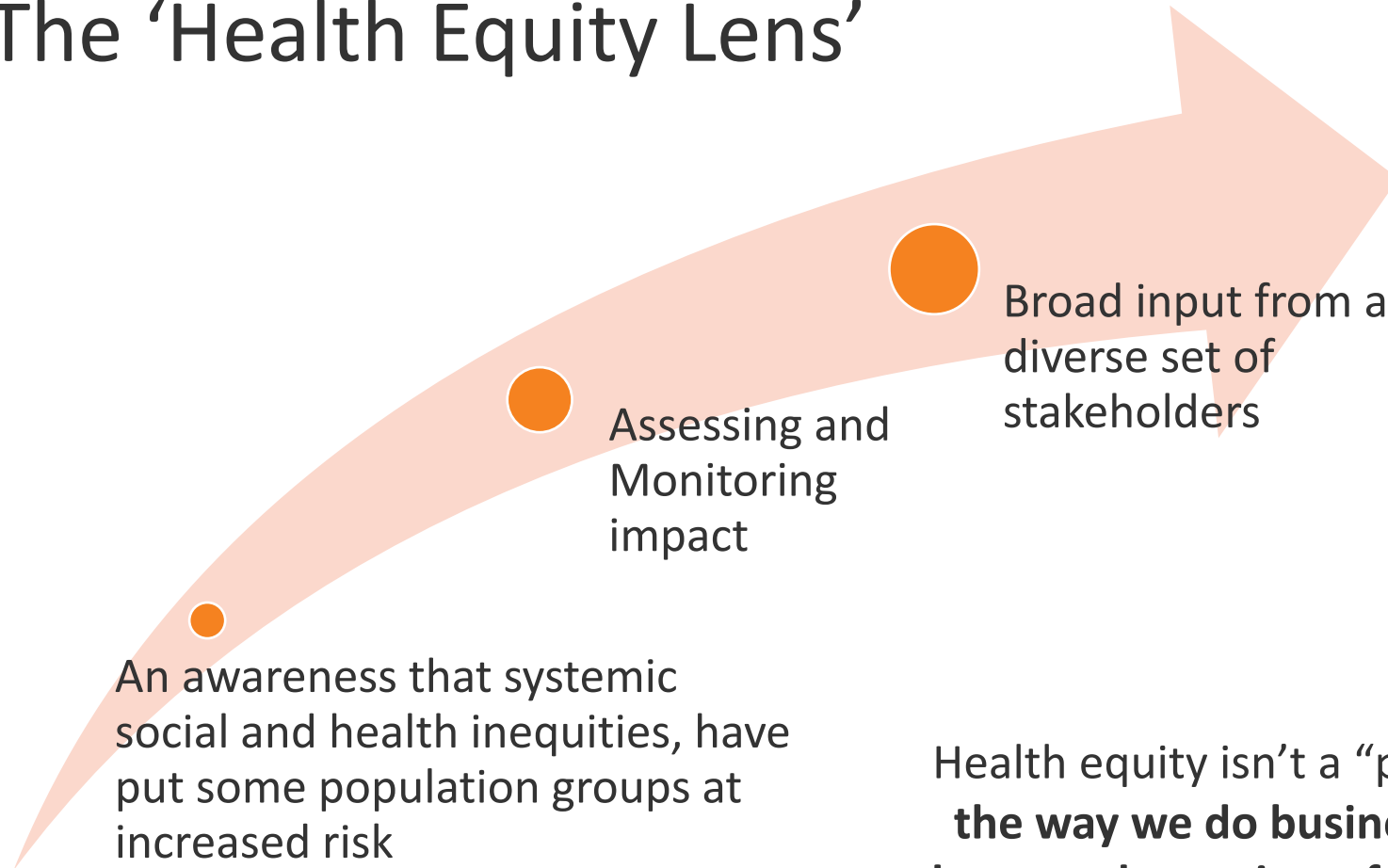


Cultural Humility: Building on the Foundation of Competency

# PHW Language Services



# The 'Health Equity Lens'



Health equity isn't a "program" = **it's the way we do business to ensure that people receive a fair opportunity to achieve their full health potential.**

# Goal: Health Equity Mindset Throughout PA Health & Wellness



# PHW Approach for Culturally Competent Care



*Raisa's Journey*

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# Questions?

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# Diversity, Equity & Inclusion

Managed Long-Term Services and Supports (MLTSS) Subcommittee Meeting

December 6, 2023

Presented by:

Lorraine Delmonaco, Manager LTSS PA CHC

Tammy Pollard, Director Enterprise Learning Governance and Onboarding

Rachel Dean, Manager Provider Network Management



**CARE IS THE HEART  
OF OUR WORK<sup>SM</sup>**

Delivering the Next  
**Generation**  
of Health Care

# Staff Training Overview

- The Health Plan uses a learning management system to assign, register, monitor, track, and report training outcomes.
- Diversity, Equity, and Inclusion (DEI) training topics are assigned to all new associates upon hire; additionally, specific annual training topics are assigned to new and existing associates.
- The Health Plan has a vast amount of training on the topics of diversity, inclusion, equity, belonging, and other topics such as discrimination, sexual harassment, and hostile work environments for associates and leaders.

# DEI Training Courses - Required



Training Title	Description	Delivery Method	Audience	Assignment Timeframe
Diversity, Inclusion and Belonging (DIB)	This training explores the DIB approach to help leaders discover how to activate within their teams and why it is important to our business.	Online	All People Leaders	At Hire

# DEI Training Courses - Required

Training Title	Description	Delivery Method	Audience	Assignment Timeframe
Culturally and linguistically appropriate services (CLAS) and Cultural Health	This training will give you an overview of cultural competency, language barriers in health, health literacy, and the CLAS standards.	Online	All Associates	At Hire
Health Equity	This training will make you aware of health equity and health disparities.	Online	All Associates	At Hire

# DEI Training Courses - Required

Training Title	Description	Delivery Method	Audience	Assignment Timeframe
Health Equity and Cultural Responsiveness	This training will continue our path towards health equity and is a continuation of the Health Equity and CLAS & Cultural Health core training. It will provide you with an overview of health disparities and how AmeriHealth Caritas is addressing the issues.	Online	All Associates	At Hire, and Annually
Recognizing and Reducing Bias	This training will provide an overview on bias, ways to reduce its impact, and how it impacts health outcomes and equity.	Online	All Associates	At Hire, and Annually

# DEI Training Courses - Required

Training Title	Description	Delivery Method	Audience	Assignment Timeframe
Associate Guidebook	This training provides access to AmeriHealth Caritas policies and procedures. All associates are required to attest that they have read and will follow the rules of expected behaviors.	Online	All Associates	At Hire, and Annually
Civil Treatment Workplace for Employees	This training is designed to provide employees with an understanding of why creating a civil workplace is necessary. During this training, associates will discover what it means to have a workplace that guards against discrimination and harassment, and how to create an environment where everyone can feel safe and accepted. They will learn when and how to speak up to address concerns before they become an issue.	Online, In-person upon request	All Associates	At Hire

# DEI Training Courses - Required

Training Title	Description	Delivery Method	Audience	Assignment Timeframe
Civil Treatment Workplace for Leaders	This training is designed to provide leaders with an understanding of their responsibility in creating a civil workplace. During this training, leaders will discover why they are responsible for creating and upholding a workplace that guards against discrimination and harassment. They will learn when, where and how to address issues before they become workplace violations. Additionally, leaders will practice how to create an environment where everyone can feel safe and accepted.	Online, In-person upon request	All People Leaders	At Hire

# DEI Training Courses - Required



Training Title	Description	Delivery Method	Audience	Assignment Timeframe
Sexual Orientation and Gender Identity (SOGI)	AmeriHealth Caritas collects SOGI information from members. It is important to understand the lesbian, gay, bisexual, transgender, queer, intersex, and asexual (LGBTQIA+) community and be able to service these members respectfully. LGBTQIA+ people face many health disparities. Some of these disparities are related to access to care, sexual health, physical health conditions, substance abuse, and behavioral health. Learning how to interact with this community will give us the opportunity to learn more about the specific health needs of these groups and better measure the quality of care provided to LGBTQIA+ people.	In-person, classroom, facilitator-led	All Associates	At Hire – Member and Providers Associates  Recommended for others

# DEI Training Courses – Recommended

Training Title	Description	Delivery Method	Audience	Assignment Timeframe
Inclusive Leadership	Shares how to create and lead an organization that leverages the diverse talents of all contributors. This course reveals the benefits of inclusive leadership, including the positive impacts it can have on employee engagement, innovation, and creativity. It outlines a best practice framework for developing inclusive leaders in an organization, and shares tips for avoiding common leadership pitfalls.	Online	People Leaders	Anytime, 24 hours, 7 days per week  Recommended Training

# DEI Training Courses – Recommended



Training Title	Description	Delivery Method	Audience	Assignment Timeframe
Skills for Inclusive Conversation	Organizations reap the benefits of diversity—when employees bring their whole, authentic selves to work. Diverse teams are more productive, innovative, and engaged. Authenticity at work includes sharing and speaking up about work and life experiences that may be different based on one’s identity. This course focuses on developing the skills to conduct meaningful conversations on potentially polarizing topics such as race, religion, and gender.	Online	All Associate	Anytime, 24 hours, 7 days per week  Recommended Training

# DEI Training Courses – Recommended

Training Title	Description	Delivery Method	Audience	Assignment Timeframe
Communicating about Culturally Sensitive Issues	Discussions about cultural differences can be uncomfortable. They take courage. This course shares principles and strategies that can help associates have more productive, meaningful conversations on topics related to diversity. It helps associates understand that everyone has a unique lens based on their experiences and that understanding and appreciating that difference is the first step in being able to discuss sensitive topics.	Online	All Associates	Anytime, 24 hours, 7 days per week  Recommended Training

# DEI Training Courses – Recommended

Training Title	Description	Audience	Assignment Timeframe
Communicating Across Cultures	To succeed in a cross-cultural world, it's important to understand the differences in how people communicate. Language isn't the only barrier. Pace, style, and nonverbal cues all affect how messages are received. Adapting your communication strategy is critical to harmony and the bottom line of business. This course demonstrates simple techniques to build your cross-cultural communication skills and how to adapt your communication style, overcome hidden bias.	People Leaders	Anytime, 24 hours, 7 days per week  Recommended Training

# Provider – Cultural Competency Requirement

- Providers should demonstrate the willingness and the ability to make necessary accommodations in providing services, to employ language and language preference when referring to and speaking with people with disabilities, and to understand communication, transportation, scheduling, structural, and attitudinal barriers to accessing services.
- If a Participant requires or requests translation services because they are either non-English or limited English speaking, have a preferred language, or the Participant has some other sensory impairment, the Provider has a responsibility to make arrangements to procure translation services for those Participants and to facilitate the provision of health care services.
- To help make sure our Participants continue to have access to the best possible health care and services in their preferred language, the Health Plan extends to our Network Providers the opportunity to contract with Language Services Associates (LSA) at our low corporate telephonic rates. We contract with Providers of many different backgrounds. Participants who are interested in utilizing a service Provider with a particular background or language can let their service coordinator know so those Providers can be identified to the Participant.

# Cultural Competency (continued)

- Providers who are unable or unwilling to provide translation services may contact Participant Services to utilize Health Plan translation services.
- Participants are notified that oral interpretation for any language and written translation in prevalent languages are available upon request at no cost. The Health Plan must require Network Providers to offer interpretation services and prohibit Network Providers from requiring that a Participant's family member be used for interpretation. Interpretation services must also include all services dictated by federal requirements.
- The Health Plan must make all reasonable efforts to honor a Participant's choice of Providers who are credentialed in the Network. Participants who are interested in utilizing a service Provider with a particular background or language can let their Service Coordinator know so those Providers can be identified to the Participant. Participants without a Service Coordinator can call Participant Services for assistance.

# Cultural Competency Resources and Training



- Opportunities for Providers to receive free Continuing Medical Education (CME) credits for ongoing cultural competency training are available on our website.
- We offer numerous Provider resources and training on our websites specific to the healthcare needs of the SOGI minority population.

# Provider Education

Providers are educated on the following requirements by their Account Executives and in the Provider Manual:

- Provide written and oral language assistance at no cost to Health Plan Participants with limited English proficiency or other special communication needs, at all points of contact and during all hours of operation. Language access includes the provision of competent language interpreters, upon request.
- Provide Participants with verbal or written notice (in their preferred language or format) about their right to receive free language assistance services.
- Post and offer easy-to-read Participant signage and materials in the languages of the common cultural groups in the Provider's service area. Vital documents, such as patient information forms and treatment consent forms, must be made available in other languages and formats.
- Discourage Participants from using family or friends as oral translators.
- Advise Participants that translation services are available through the Health Plan if the Provider is not able to procure necessary translation services for a Participant.

# Participant Case Examples

As part of the Person-Centered Service Planning process, Service Coordinators are responsible for discussing, assessing, and planning for any Participant expressed desires, needs and/or preferences for culturally specific services and/or service delivery.

As a result of the planning process, the following are examples of providing culturally competent care:

- Following an initial Comprehensive Needs Assessment, a 73-year-old Participant expressed cultural preferences for their service delivery, was assigned a Russian-speaking Service Coordinator, is now attending a Russian-based Adult Day Center, and is approved for and receiving Russian meals as part of their approved Home Delivered Meals.
- Following a trigger event Comprehensive Needs Assessment, a 65-year-old Participant expressed cultural preferences for their service delivery and is currently approved for and receiving Arabic meals as part of their approved Home Delivered Meals.

## Case Examples (continued)

- Following an initial Comprehensive Needs Assessment, an 85-year-old Participant expressed cultural preferences for their service delivery, requested to use the Language Line to translate to Mandarin, and is now receiving Personal Assistance Services provided by a Direct Care Worker who speaks Mandarin, can cook Mandarin meals, and is attending a Mandarin-based Adult Day Center.

# Questions

