

# CPC Patient Experience and Cultural Competency Requirements

January 2021

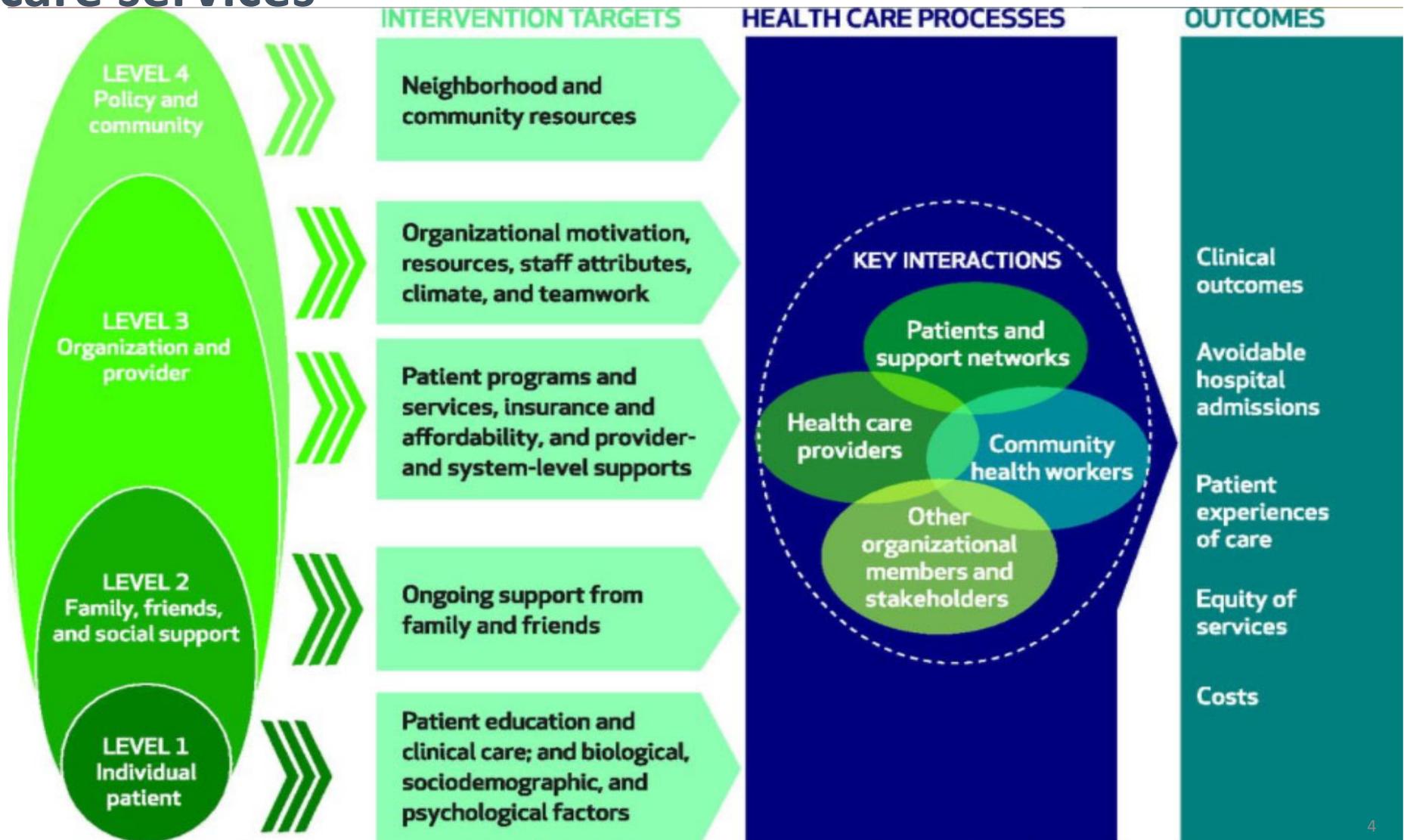
Ohio Department of Medicaid

## Agenda and Housekeeping

- Webinar is being recorded and will be posted at [Medicaid.ohio.gov](https://www.Medicaid.ohio.gov)
- Please submit questions through the chat feature
- Today's agenda:
  - » Patient Experience and Cultural Competency Requirement
  - » Desk review update
  - » Upcoming dates for CPC

# CPC Patient Experience and Cultural Competency

# Factors that influence disparities and quality of health care services



## Patient Experience and Cultural Competency

- Improved patient outcomes (by focusing on outcomes that are more meaningful to patients)
- Improved mutual trust
- Increased transparency and credibility of care
- Increased accountability of organizations
- Increased patient satisfaction
- Reciprocal understanding (between providers and patients)
- Improved medication adherence
- Improved care/services design (designs that are more consistent with meaningful patient outcomes, more culturally sensitive)
- Patients having the opportunity to be involved in decisions that may impact their health/well being and that of future patients

# From Cultural Competency to Cultural Intelligence

## Cultural Humility

- A lifelong learning process of self-reflection
- Recognizing and Challenging power imbalances
  - Patient-focused interviewing and care strategies
  - Community-based research and advocacy

## Cultural Safety

- An environment which is spiritually, socially and emotionally safe, as well as physically safe for people
- Where there is no challenge or denial of their identity, of who they are and what they need

## Cultural Competence training should:

- Identify elements of culture and privilege and explain how these elements can create bias in our behaviors and/or decision-making.
- Contribute to cultural skill development and illustrate the value of diversity.
- Impart cultural knowledge by helping understand the role that culture, and race/ethnicity play in the socio psychological\* and economic development of diverse groups.
- Strengthen cultural awareness by enhancing the ability to recognize cultural diversity and manage the dynamics of difference.
- Support the ability of your organization to adapt to the diversity and cultural contexts\* of the communities you serve by acquiring and institutionalizing cultural knowledge.

\* socio psychological refers to how a person's thoughts, feelings, and behaviors are influenced by actual, imagined, or implied companionship of others.

\*Cultural context looks at the society individuals are raised in and how their culture affects behavior. It incorporates learned values and shared attitudes among groups of people. It includes language, norms, customs, ideas, beliefs and meanings.

## Tips on how to succeed

- Start Early
  - Build relationships
  - Build trust
  - Motivate meaningful participation
  - Answer questions and Address concerns
- Patient engagement vendors to assist with data collection and patient preference assessments
- Share, Share, Share
  - Best Practices
  - Successful Interventions
  - Ideas

## Patient Experience/Intervention check list

- Did I start engagement early enough?
- Have I effectively sought out the input of individuals that are representative of the population of interest, including those from hard-to-reach communities?
- Have I involved my partners (patients, community, vendors) at various points of the process?
- Do I have adequate resources to support the patient experience efforts?
- How will I evaluate/assess this work?

# CPC Desk Reviews for 2020

## CPC Desk Reviews for 2020

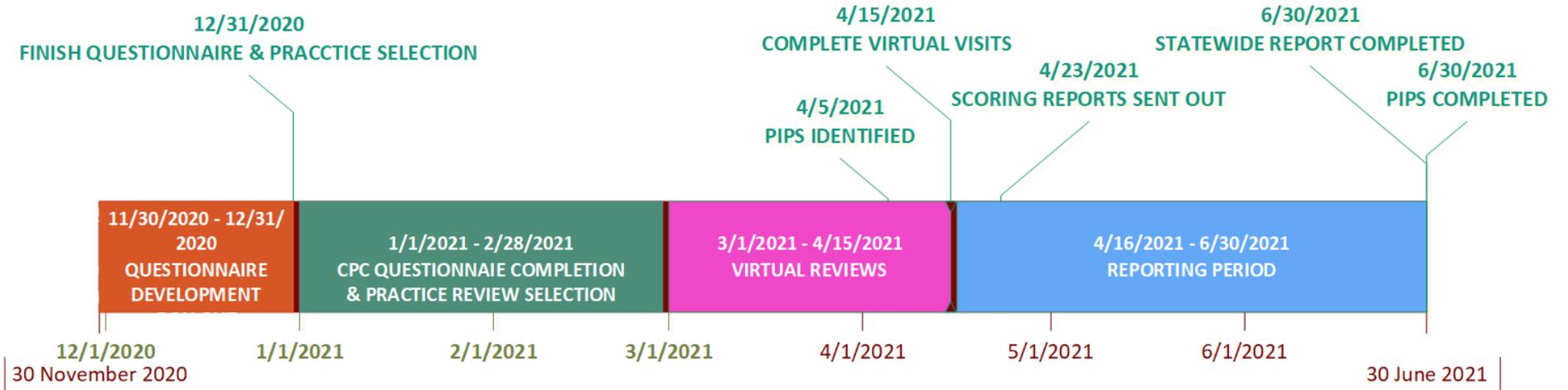
- 2019 Reviews
  - » Previously conducted by Qsource.
    - Process consisted of:
      - Practices selected for review
      - Questionnaire sent out
      - Desk review
      - Onsite visit
      - Desk Review Scoring Reports sent out
      - Performance Improvement Plans for lower performing practices

## CPC Desk Reviews for 2020 cont'd.

- 2020 Reviews
  - » This year's reviews will be conducted by our new EQRO - IPRO.
    - Process will consist of:
      - Questionnaire
        - »All Practices
        - »Electronic
      - Virtual Review for selected practices
      - Review Scoring Reports will be sent out
      - Performance Improvement Plans for lower performing practices

# CPC Desk Reviews for 2020 cont'd.

\*Proposed Timelines for SFY21 Activity Requirements monitoring



\*Proposed timeline may be subject to change.

# Upcoming CPC Dates and Reminders

## Important CPC Dates and Reminders

- Program year ends December 31, 2020
- Q4 2020 payments will be disbursed beginning 10/13/2020
- Annual results for 2019 expected out by end of November
- 2021 webinars in the process of getting scheduled
  - » Notice with link to register will be sent out through the listserv
    - Topics will include: Health Equity and Cultural Competency – how to meet the patient experience activity requirement; New Quality Metrics – changes to HEDIS metrics for 2021; Making Best Use of CPC Files and Reports; CPC for Kids updates
  - » We would love some volunteers for Best Practice Webinars – Telehealth; Reducing IP/ED visits, or your topic of choice!
    - Please email [Mylynda.drake@Medicaid.ohio.gov](mailto:Mylynda.drake@Medicaid.ohio.gov) with ideas or to volunteer