

community



prevention



healthcare



teach



**DREXEL UNIVERSITY  
COLLEGE OF MEDICINE**

## WOMEN'S CARE CENTER

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*Philadelphia Health & Education Corporation d/b/a Drexel University College of Medicine is a separate not-for-profit subsidiary of Drexel University.*



# **SUCCESSFUL PRACTICES FOR CARING FOR PATIENTS WITH LIMITED ENGLISH PROFICIENCY**

**(In a busy clinical setting.)**



## Topics today:

- Our Changing and Challenging World
- Biggest Lessons Learned:
  - Cultural Competency is the key.  
\*\*\*\* Language and Culture are LINKED
  - Community Partnerships are key.
- Provider Tools
- Staff Tools
- Patient Tools
- Challenges and Rewards



## Our Changing World : Know Your Own Region

The US is currently experiencing its largest wave of immigration since the beginning of the 20<sup>th</sup> century.

Example:

- “Among its peer regions, Philadelphia has the largest and fastest growing immigrant population, which now stands at over 500,000, comprising 9 % of the total population.”
- Asians account for about 39% of those who have immigrated to our area.
  - Asian Americans have one of the lowest medical screening rates of all ethnic groups.

Resource: U.S. Dept. of Commerce, Economics and Statistics | US Census Bureau



## As Family Planning Providers we are...

1. Well versed in dealing with barriers to care. We are skilled at taking care of underserved populations.
2. Mindful of the economic and social determinants of health.

### Do We Need Special Skills for LEP Patient Services?

We've learned that providers, without preparation and support, struggle with feeling that they lack adequate knowledge or have necessary abilities to *translate* their care across language and cultural barriers.

They may admit their and staff attitudes might interfere with their care.



# Cultural Competency:

What is it and Why is it so important:

- A set of behaviors and attitudes that come together in a *system* and allow us to work effectively in cross cultural / language situations.
- Describes the ways we provide health services without having cultural differences hinder our care or the patient experience.
- Simply – it is health services that are responsive to beliefs and practices and cultural and language needs of diverse patient populations. It evolves.

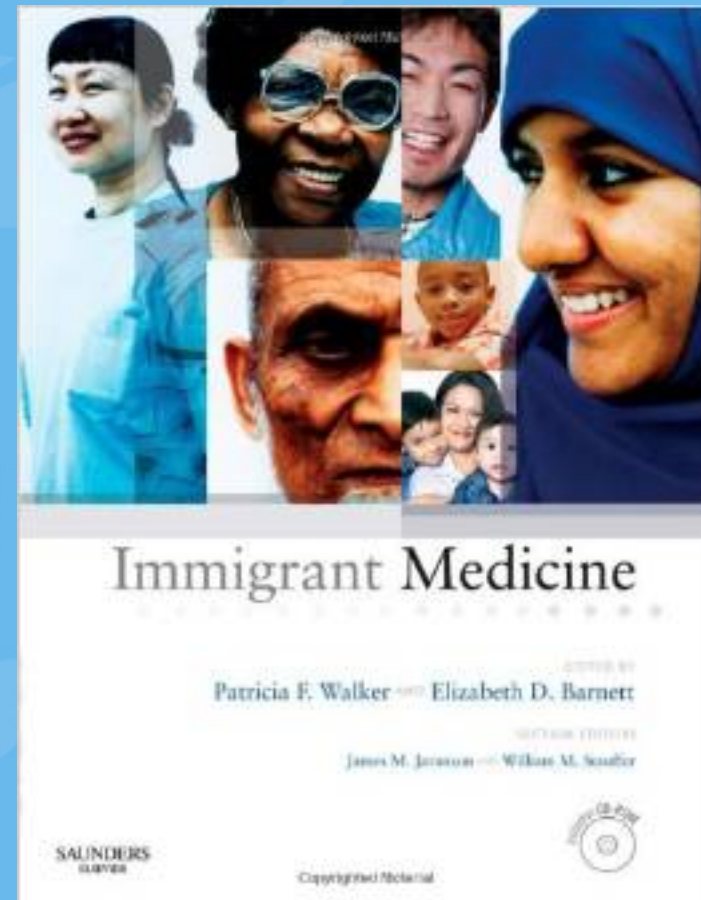


# Getting Started: The Overview for Providers

Cultural Competency begins:

- Recognize a need to be Prepared.

**Immigrant Medicine 2007**  
**Patricia F. Walker**  
**Elizabeth D. Barnett**





# Getting Started: Learn About Your New Patients

<http://www.culturalorientation.net/learning/backgrounders>



## Bhutanese Refugee Families

*This resource provides general cultural information, while recognizing that every family is unique and that cultural practices will vary by household and by generation. Several Bhutanese community leaders were interviewed for this backgrounder. While general information is provided here, it is best to get to know each family and learn their unique characteristics; wherever possible, ask members of the community about different cultural practices.*

### Practice Tip:

"Namaste" is a typical greeting, used when saying hello and goodbye. Literally it means, "I bow to you," and may be accompanied by palms pressed together.

### Culture and Religion

Most Bhutanese refugees are Hindu, though a fair number are Buddhist or Christian. They follow the Nepali calendar, which differs from the Gregorian calendar used in the U.S. Thus, holiday dates vary from year-to-year. There are many Nepali holidays, but some of the most significant include:

- **Dasain (called Dashara by some Bhutnese):** This major holiday, which celebrates the victory of good over evil, is observed for 15 days, with the 8th, 9th and 10th days being the most important. This holiday typically occurs in early October.
- **Tihar (called Diwali in India):** Falling three weeks after Dasain, usually in late October to early November, the festival of lights is celebrated for five days, with the 3rd and 5th days being the most important. The 5th day is brother/sister day, when sisters put a blessing on their brothers' heads.
- **Nepali New Year:** Celebrated in mid-April.
- **Buddha Jayanti:** A celebration of the birth of Buddha in early May.

### Practice Tip:

Fasting is a common practice among Bhutanese refugees.



### Background

Since 2007, over 60,000 Bhutanese refugees have been resettled to the United States from refugee camps in Eastern Nepal (U.S. Department of State, 2012). Orig-





## Beyond Providers..... Orient Staff

Explain who refugees and immigrants are and how they are part of your region.

- An In-Service with ethnic food!
- Community organization presentation\*

Address prejudices. Open discussions. Bring up concepts of respect, cultural humility and compassion.

Address the real challenges staff will have.

Staff Tools: “I speak” Language materials.

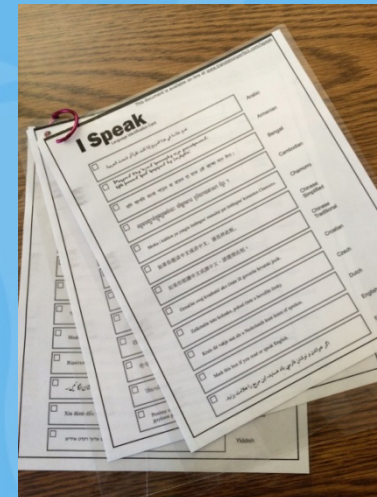
- At every chance: Introduce the patient *and her story*.



## Tools are part of A System...

...that allows us to work effectively in cross cultural situations.

### Staff Tools: “I speak” Cue Cards:



### Signage:



### Patient information: Ethnomed

### Information in Clinical Practice:

<https://ethnomed.org/>





## More Tools to help staff and patients:

### *Two sided patient information sheets: English and ...*

#### INFORMATION FOR PATIENTS SCHEDULED FOR PELVIC ULTRASOUND or OBSTETRICAL ULTRASOUND

##### About the Ultrasound Test:

-----

You need to have a full urinary bladder for this test.

Starting one hour prior to your appointment, drink at least four 8 oz. glasses of water.

Do not empty your bladder before the exam begins.

Remember: Drink plenty of water and do not empty your bladder.

Your examination is scheduled for:

Date: \_\_\_\_\_

Time: \_\_\_\_\_ a.m. / p.m.

Location:

Pelvic Ultrasound

The Hospital Building at 230 North Broad Street

## BIG MAP



# Interpretation: Review with everyone!

A black office telephone with a keypad and control buttons, sitting on a wooden desk next to a printed document. The telephone has a coiled cord and a handset. The document is titled "Clinical Pearl: Working with Interpreters" and contains a list of six numbered points.

**Clinical Pearl:  
Working with Interpreters**

1. Briefly check in with the interpreter, informing them of the goal of visit and asking for cultural input.
2. Assure the patient that we are ALL bound by confidentiality.
3. Once the visit begins, all communication will be interpreted.
4. Speak directly to the patient.
5. Ask one question at a time, avoiding the use of jargon, slang or metaphor(s).
6. Briefly check-in with the interpreter after the visit, asking for additional cultural input. Share feedback about the interpretation process.



Students, residents, counselors and staff.

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## The Clinical History: Tried and True?

She may never have been in this situation before!

Introduce the Visit Type: Today you are here for a gynecology exam...we do a full exam of your heart, lungs, breast and pelvic / vaginal area.

- Have you ever had a gynecology exam before?
- Women in the US have this every year to help them stay healthy.
- First I' ll get a health history, I' ll tell you more about the exam, we' ll do the exam and talk with the interpreter again.
- Introduce the Computer!



## Special Considerations

1. Be aware of a woman's autonomy in decision-making and the role that a spouse or matriarchal family member may play in decision making.
  - Cultural competency.
2. Refugee women and girls are a particularly vulnerable groups with high exposure rates to sexual violence, little access to contraceptive or safe prenatal care.



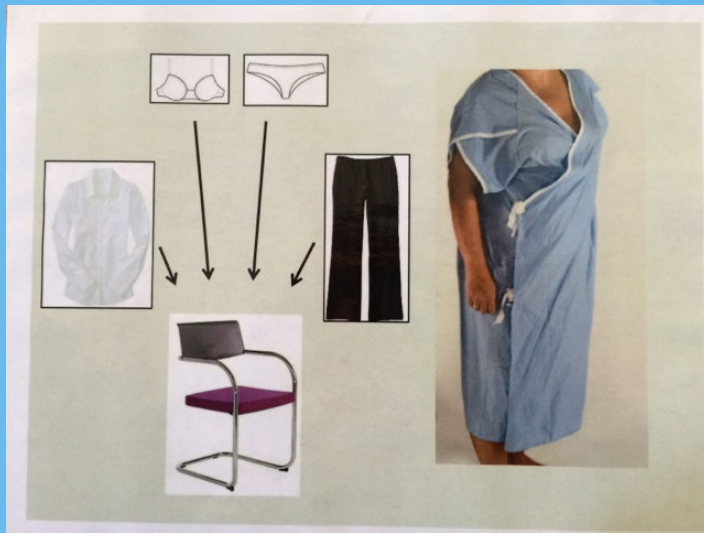
# The Physical Exam: Issues and Adjustment

Explain

Respect Modesty

Gender of Provider: Educate

More Tools:







# Patient Tools: Written information

## 巴氏抹片檢查-Pap Tests



### 巴氏抹片檢查是什麼？

巴氏抹片檢查可以檢查子宮頸細胞的變化。子宮頸為子宮的下面部分，其開口與陰道相連接。此檢查可發現癌細胞或可能變為癌症的細胞。

- 使用必須置入陰道的任何藥物
- 使用陰道潤滑液
- 使用女性除臭噴劑或粉末
- 游泳
- 盆浴



## 巴氏測試

[Chinese]

### 什么是巴氏测试？

巴氏测试（或巴氏涂片）检查子宫颈的细胞是否出现变化。子宫颈是子宫的下半部分，其开口深入阴道内部。该测试可以发现癌细胞或者可能转为癌症的细胞。

### 女性何时应进行巴氏测试？

所有女性都应在 21 岁时进行巴氏测试。巴氏测试由女性健康临床医师（妇科医生、执业护士或助产士）执行。

### 如何完成巴氏测试？

专业医生或护士将窥镜插入阴道，以便观察子宫颈。他们用小棉签从子宫颈内侧和外侧采取一份细胞样本。此时女性阴道内会感受到压力，但不会导致疼痛。

### 女性进行巴氏测试的频率应是多少？

您每年都应到专业医生或护士处，进行骨盆和乳房检查。您在年度检查时，进行巴氏测试的频率取决于许多方面，包括您的年龄、病史、是否抽烟以及既往巴氏测试的结果。您可以在年度检查时就此进行交流。

### 女性何时应停止巴氏测试？

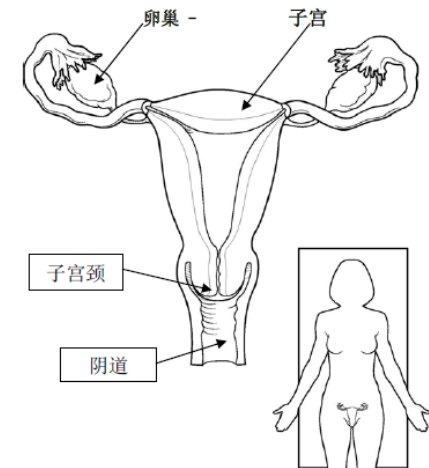
所有女性每年都应进行骨盆检查和乳房检查。70 岁以上的女性，如果最近巴氏测试的结果一直正常，则可以在年度检查时停止进行巴氏测试。

### 子宫切除的女性怎么办？

许多子宫切除的女性可以停止进行巴氏测试。即使在停止巴氏涂片之后，所有女性每年都应进行骨盆和乳房检查。

### 存在或担心女性健康问题的女性怎么办？

如果觉得乳房、骨盆区域、阴道、月经或其它“女性”区域存在问题，您应随时去看妇科医生，就您关心的问题进行交流。不要等待年度检查。



### 女性关爱中心

1427 VINE STREET, 7<sup>TH</sup> FLOOR  
PHILADELPHIA, PA 19102  
215-762-7824

翻译获得 TD Bank 慈善基金会资助



## Medication Check-Off

Name & Purpose	Directions	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Aldara cream	Apply 3 times a week		X		X		X	



## Our Community Partnerships.

Community based organizations: Of all of our “Tools”, our Community Partnerships are the most useful.

The Chinatown Clinic

Health Promotion Council of SEPA

Resettlement Agencies: NSC, HIAS, LCFS

SEAMAAC: Southeast Asian Mutual Assistance Association Coalition

Pennsylvania Immigration and Citizenship Coalition

**Local Pharmacies!**

### ***Build Shared programs!***

- Educate patients
- Assist with scheduling and tracking
- Educate staff and providers



## Tools for our patients:

Office documents translated to the patient's language.

Very helpful and time saving.

Costly and there are bureaucratic obstacles

Translated patient information.

Search the internet.

Instruction sheets and Maps

Covering the basics:

How to read a prescription label.

How to make an appointment.



# How to Read Prescription Labels

**Local Pharmacy**  
**123 MAIN STREET**  
**ANYTOWN, USA 11111**      **(800) 555-5555**

**DR C. JONES**

**NO 0060023-08291**      **DATE 06-23-09**

**JANE SMITH**  
456 MAIN STREET ANYTOWN, US 11111

**TAKE ONE CAPSULE BY MOUTH THREE  
TIMES DAILY FOR 10 DAYS UNTIL ALL TAKEN**

**AMOXICILLIN 500MG CAPSULE**

QTY	←	MRG
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**NO REFILLS - DR. AUTHORIZATION REQUIRED**

**USE BEFORE 06/23/12**  
SLF/SLF

**PHARMACY NAME AND ADDRESS**  
At the top of the prescription label, you will see the name of the pharmacy filling your prescription, and its street address.

**PHARMACY PHONE NUMBER**  
Near the pharmacy's name and address, you will find the pharmacy's phone number.

.....

**NUMBER OF REFILLS LEFT BEFORE  
NEEDING DOCTOR'S APPROVAL**  
This sample prescription label indicates that you cannot refill the prescription without your doctor's approval. If there were refills, the number of refills would be listed here.

**EXPIRATION DATE.....**



## الطبية الوصفات على الملصقات قراءة كيفية

[Arabic]

الملصقات على زجاجة الوصفة الطبية قد تبدو محيرة جداً، لكن مع بعض التوضيح، ستتمكنين من قراءة الملصقات على الوصفة الطبية بدون مشاكل. \*\* هذا للمعلومات العامة فقط. إذا كانت لديك أية أسئلة بخصوص قراءة ملصق الوصفة الطبية الخاصة بك، فتكلمي مع الطبيب أو الصيدلي. تمت الترجمة كمنحة من **تي دي بنك**.

**اسم الصيدلية وعنوانها ورقم الهاتف**  
في أعلى ملصق الوصفة الطبية، ستشاهدين اسم الصيدلية التي تقدم الوصفة الطبية، وعنوانها ورقم هاتفها.

**اسم الطبيب:**  
سيظهر اسم الطبيب في مكان ما على ملصق الوصفة الطبية. قد يكون بالقرب من أعلى أو أسفل الملصق.

**التاريخ**  
هذا التاريخ الواضح على الملصق يشير إلى تاريخ صرف الوصفة الطبية. بعض شركات التأمين لا تسمح بإعادة صرف الوصفة الطبية إلا بعد مرور فترة على صرف الوصفة الأولى.

**رقم الوصفة**  
ستحتاجين هذا الرقم في كل مرة تريدن فيها إعادة صرف الوصفة. اصحبي أدويةك معك إلى الصيدلية إذا كانت لديك أية أسئلة.

**اسمك وعنوانك** - في هذا المثال سنستخدم اسم "جين سميث".

**إرشادات**  
الإرشادات الموجودة على ملصق الوصفة الطبية تعد من أهم الأمور. فهي توضح لك كيفية تناول الدواء.

**اسم الدواء والكمية**  
اسم الدواء وعدد الكبسولات أو الأقراص مذكوران على ملصق الوصفة الطبية. إذا كان دواؤك في صيغته الخلم، فسيتم ذكره على ملصق الوصفة الطبية باسم المادة الفعالة بدلاً من الاسم التجاري.

**عدد مرات إعادة الصرف** لحين اعتماد الطبيب  
ملصق الوصفة الطبية الموجود في هذا المثال يشير إلى أنك لا تستطيعين إعادة صرف الوصفة الطبية. إذا كنت ستعدين صرف الوصفة، فسيتم ذكر عدد مرات إعادة الصرف هنا. إذا لم تكن هناك إعادة صرف ورأيت أنك بحاجة إلى المزيد من الدواء، فتكلمي بالطبيب.

**تاريخ انتهاء الصلاحية** لا تستخدمي الدواء بعد مرور هذا التاريخ. استخدام الدواء بعد مرور تاريخ انتهاء الصلاحية أمر خطي.

<b>Local Pharmacy</b>	
123 MAIN STREET	
ANYTOWN, USA 1111	
(800) 555-5555	
<b>DR. C. JONES</b>	
<b>NO 0060023-08291</b>	<b>DATE 06-23-09</b>
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<b>NO REFILLS - DR. AUTHORIZATION REQUIRED</b>	
<b>USE BEFORE 06/23/12</b>	
<b>SLF/SLF</b>	



## Challenges!

Cost: Phone interpretation \$1.23 / minute. \*\*

Visit time is doubled.

Navigation / care coordination costs

More visits required.

Funding: Grants

Institutional support: Advocacy time.

\*\* Prolonged service codes: 99213 / 214 / 215



## Rewards

As providers we acquire a global view of health, obtain rare knowledge and experience, meet unique people and contribute to the health of an underserved population.

For LEP refugees and immigrants: receiving culturally and language appropriate care improves health and leads them to pursue necessary healthcare for themselves and their families and helps transitions, and promotes successful integration into our communities.





LINKING TECHNOLOGY TO A TRADITION OF CARING™