Cultural Proficiency in the Context of Migration Health

Session 2: Orientation to Migration Health

Jennie McLaurin, MD, MPH

Disclosure Statement

• Faculty: Jennie McLaurin, MD, MPH

• Disclosure: I have no real or perceived vested interests that relate to this presentation nor do I have any relationships with pharmaceutical companies, biomedical device manufacturers, and/or other corporations whose products or services are related to pertinent therapeutic areas.
Are you a…?

Where were you born?
How many languages do you speak?

How familiar are you with today’s topic of cultural proficiency?
Cultural Competency

“To be culturally competent doesn’t mean you are an authority in the values and beliefs of every culture. What it means is that you hold a **deep respect** for cultural differences and are **eager to learn**, and **willing to accept**, that there are many ways of viewing the world.”

— Okokon O. Udo, PhD
The Coaches Training Institute
—From Cross Cultural Health Care Program

Cultural...

1. Sensitivity
2. Awareness
3. Competency
4. Proficiency
5. Humility

Photo: © Earl Dotter
Acculturation and Assimilation

- Cultural factors can become more or less pronounced over time
- Bicultural
- Traditional
- Marginal
- Acculturated
- Enculturated

Duty to Empower

- In order to engage meaningfully, we must understand the human rights, immigrant rights, and migrant rights in the U.S.
- Through understanding, comes empathy.
- And, understanding human rights, our work on behalf of farm workers, and the meaning of dignity and respect for everyone.
- Social justice work (different than charity).
Migrant Rights are Immigrant Rights

= Human Rights

• Aspiring citizen...not illegal or undocumented
• Contribute to our country...not do jobs no one wants
• All people have rights...not no human is illegal
• People move, freedom of movement...not secure the borders, rule of law
• Roadmap to citizenship not path

Words Matter!
IMMIGRATION NEW MESSAGING

HOW TO TALK ABOUT IMMIGRANTS IN AMERICA

Winning messages Engage the Base, Persuade the Middle, & Provoke the Opposition to reveal their true colors. This new immigration messaging was developed with the input of over 100+ advocates from over 50+ allied Labor, Progressive, and Immigration organizations. We then refined the best messages through 6 focus groups of voters in 3 cities and then dial-tested these with a national representative sample of 1145 voters. These are the words that work for us to talk about immigrants in America. Use the words that work to win.

<table>
<thead>
<tr>
<th>Replace These …</th>
<th>With These …</th>
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</thead>
<tbody>
<tr>
<td>Undocumented Workers</td>
<td>Aspiring Citizens</td>
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<tr>
<td>Illegal Aliens</td>
<td>New Americans</td>
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<tr>
<td>Illegal Immigrants</td>
<td>New American Immigrants</td>
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<tr>
<td>Reform Immigration System</td>
<td>Create an Immigration Process</td>
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<td>Pathway to Citizenship</td>
<td>Roadmap to Citizenship</td>
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<td>Paying Taxes</td>
<td>Commitment to Country</td>
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<tr>
<td>Do Jobs No One Wants</td>
<td>Contribute to Our Culture</td>
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<td>No Human is Illegal</td>
<td>All People have Rights</td>
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<tr>
<td>Secure the Borders</td>
<td>People Move</td>
</tr>
<tr>
<td>Rule of Law</td>
<td>Freedom</td>
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La Familia Martinez

Photo © Jennie McLaurin
The Story of Pierre

Explanatory Model (Kleinman)

- Patient/Client centered
  - Doesn’t require exhaustive knowledge
  - Recognizes individuality
  - Allows cultural humility
  - Allows collaboration and negotiation
Ask good questions...

- What do you think caused the problem?
- What have you done to treat this?
- Have you asked anyone else to help you?
- What are some of the ways your parents might have treated this?
- What do you want the medicine to do? What medicine do you believe works best for you? Why?
- How does your faith/religion help you be (or stay) well?
- Are there any foods or drinks that you know of that will help you with ____?
- Even more questions can be asked, but the key part is understanding that the questions are patient-centered.

Explicit Bias

- Explicit bias is increasingly unusual among health care providers

  - Not wanting to serve LGBT, ethnic, racial groups
  - Making comments about the dumb ideas of another cultural group
  - Not giving people options due to cultural bias
Implicit bias is common and clinicians match their community....

Implicit Bias

- Unconscious attitudes learned early
- Categorization into “good” “bad”
- “Mexicans always bring a crowd of family”; “Southern formality is strange”; “Southern accents make you sound less intelligent”
- Affect our friendliness, smiles, time spent with people, listening skills, posture
- Take your own self-assessment at Project Implicit website (Harvard and UW developed)
True or False

Health Literacy...

The ability to obtain, process, and understand health information to make informed decisions about health care. It involves using literacy as well as other skills (e.g., listening) to perform health-related tasks.
Many tools available online including downloadable forms, tips for clear communication, medication understanding tools, patient appointment tools, cultural and literacy assessment tools, and QI tools. Excellent resource!

Teach Back Method

1. Ask the patient to help you check if you have been clear
2. Ask the patient to explain in her own words what you want her to do, or what diagnosis is
3. Correct any misunderstanding and try again.
4. Blame the misunderstandings on yourself—“Oh, I didn’t explain that very well. Let me try again.”
Translation and Interpretation

- Translation—written
- Interpretation—oral
- Plan ahead
- Avoid jargon or technical terms
- Ask one question at a time
- Think of several ways to restate
- Do not use family, especially children!

Communicating Effectively Through an Interpreter

Seizures interpreted as:
- Kidnapping (1)
- Lose consciousness (1)
- Cramps (1)
- Stitches (1)
- Didn’t interpret (5)

http://www.xculture.org

Source - A study by Margarita Battle, Massachusetts General Hospital
Cross Cultural Health Care Program 2009
Alternative Care History

Lifestyle
- diet, exercise, mind-body therapies

Biomechanical
- massage, chiropractic, surgery

Biochemical
- Rx and OTC, herbs, vitamins, supplements, any meds from other countries?
- Injections versus oral or topical?

Bioenergetic
- acupuncture, healing touch, curandero, prayer, homeopathy

K. Kemper, MD, MPH

COMPLEMENTARY AND ALTERNATIVE CARE HISTORY

Patient Information
Full name
Date of birth
[Male/Female]
[Yes/No]
Medication and treatment

[Yes/No]
Medication from other countries

Biochemical
- Prescriptions
- Herbs
- Vitamins
- Supplements

Bioenergetic
- Acupuncture
- Healing touch
- Prayer
- Homeopathy
- Use of spiritual/meditation (e.g., yoga)
Encounters in Context

Impatience and annoyance may be your signal of an intercultural misunderstanding
Personal questions asked of you by a patient may reflect a cultural need for trust and reassurance.

If patients repeat your instructions in exact form, there is a likelihood they do not understand. Rephrase and ask for recapitulation.
Hesitation may indicate you’ve hit a cultural wall

Try to treat the way the patient likes to be treated rather than the way you like to be treated—be flexible

Rena Gropper, 1996
Common Considerations in Population of Farmworkers & Mobile Poor

- Medications from friends or country of origin
- Exposure to work and home site toxins (lead, pesticides, toxins in imported goods and foods)
- Health beliefs associated with symptoms, diagnosis or test (men emasculated by colorectal screening)
- Family before self
- Little understanding of our differing health care sites and systems (health dept v clinic v ED)

No Stereotyping!
Best Practices from the Fields

- Behavioral Health
- Health Literacy
- Patient Navigators
- New Patient Welcome
- Emergency Assistance Plans

Maestros de Emotivas

- Quincy Health Center
- Small group sessions leading to certificate in Emotional Health
- Name picked by participants
- Celebratory
- Held in evening with child care
- Gender separated
New Patient Welcome
Othello Migrant Clinic

- Many missed appointments especially by new patients
- New patients list given to office manager every day
- Alerted when patient arrives
- He greets them by name, welcomes, make them feel like new members of a special place
- Return rates dramatically improve

Emergency Assistance Plans

- Assist both providers and patients in knowing what to do in case of immigration detention
- Identifies clinic as safe place and off limits for immigration actions
- Includes packet with forms for parents to fill out for the care of their children
- Some centers have collaborated with local law enforcement and legal aid to teach officers about health centers and patient rights
Organizational Competency

- Reflected in policies, structures, attitudes, and practices
- Ongoing professional and staff training
- Workforce reflects the client cultural mix
- Resources allocated for translation and interpretation
- Services and programs adaptable to diverse needs of population
- Evaluation of treatment outcomes by racial, ethnic, language groups
Webinars in MCN’s Orientation to Migration Health

1. Critical Issues in Migration Health—Now archived
2. Cultural Proficiency—Archived soon
3. Intersection of Primary Care and Migration Health
4. Workers and Health: Role of Frontline Providers
5. Creating a Patient Centered Medical Home for Patients on the Move
6. Women’s Health and Migration
7. Quality and Meaningful Use in Migration Care

Any questions?

Jennie McLaurin, MD, MPH
jmclaurin@migrantclinician.org
www.migrantclinician.org