

Optum Salt Lake County

Quality Assurance and Performance Improvement

Resource Guide

December 1, 2022

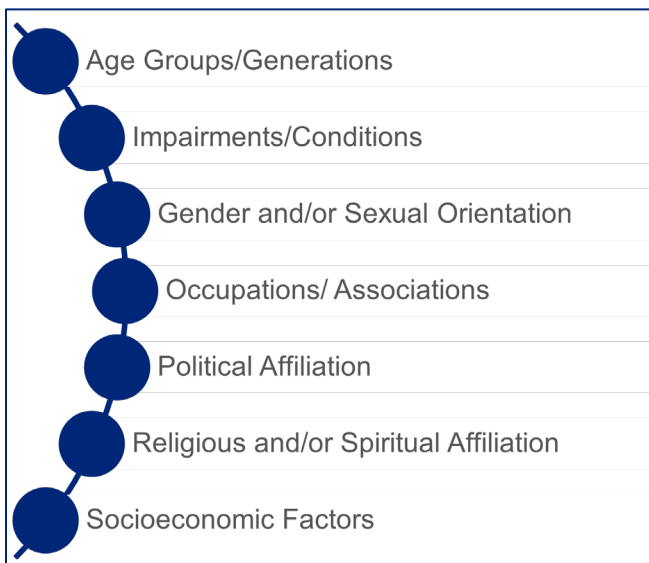
Cultural considerations and impacts on treatment

Culture is the conceptual system developed by a community or society to structure the way people view the world. It involves a particular set of beliefs, norms, and values that influence ideas about relationships, how people live their lives, and the way people organize their world.

It doesn't take an expert to know if a client is not engaged in the treatment process, their success will be limited. Being culturally responsive in our interactions with clients can promote:

- ⇒ an understanding of various cultures and concepts
- ⇒ meaningful interactions
- ⇒ openness to adapt to the cultural needs of individuals

Culture takes many forms



Per CMS (Centers for Medicare and Medicaid Services), Medicaid providers must deliver services “**in a culturally competent manner**” to all beneficiaries, with access to covered services that are delivered in a manner that meets their unique needs.

Cultural factors must be identified in the assessment and should be evident in treatment documentation throughout the episode of care.

DSM-5 has a section, Cultural Formulation, which includes:

- Background information on the Outline for Cultural Formulation (updated from DSM-IV)
- A tool to guide this process, the **Cultural Formulation Interview (CFI)**

[psychiatry.org/psychiatrists/practice/dsm/educational-resources/assessment-measures](https://www.psychiatry.org/psychiatrists/practice/dsm/educational-resources/assessment-measures)

Assessing cultural variables

Assessments are expected to identify ways in which the member's culture may be a strength and impact treatment participation.

Assessing cultural variables include but are not limited to assessing how the member's culture relates and impact recovery per the following:

- Values
- Traditions
- Perception of illness
- Interpretation of their symptoms
- Cultural beliefs about mental health and addiction
- Family and religious practices
- Spiritual beliefs
- Preferred healing approaches
- Preferences for treatment

Additionally, there should be evidence the preferred community, familial, and friend involvement in their care is evaluated with the member.

A few ideas to enhance your practice

First things first	<ul style="list-style-type: none">• Pre-screen for accessibility needs, such as reimbursable interpretive services and wheelchair access• Do not use family members as interpreters; arrange for these services in advance• Consider relevant and useful community referrals for a range of cultural needs• Be prepared to clinically assess for cultural factors and preferences for treatment
In treatment	<ul style="list-style-type: none">• Learn as much as you can about your client's culture; be curious and ask questions• When appropriate, encourage natural supports (e.g., family, friends, community groups)• Emphasize a family/systems approach, where applicable• Consider narrative interventions (story)
In general	<ul style="list-style-type: none">• Be open and purposeful in learning/training about working with diverse populations• Respect traditions where roles and priorities may differ from your own• Embrace humility• Convey respect• Apologize when you make a mistake and take steps to honor preferences