

# “ Patient Safety: Culturally Competent Care in a Diverse Population”

**Thomas A. LaVeist, PhD**

William C. & Nancy F. Richardson Professor in Health Policy  
Director, Hopkins Center for Health Disparities Solutions  
Johns Hopkins Bloomberg School of Public Health



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# DISCLOSURE – THOMAS LAVEIST



- I created one of the web-based tools (COA360) that I will be describing in my presentation
- I will receive a royalty for use of the tool I will be describing

# Cultural Competence



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Clearview360

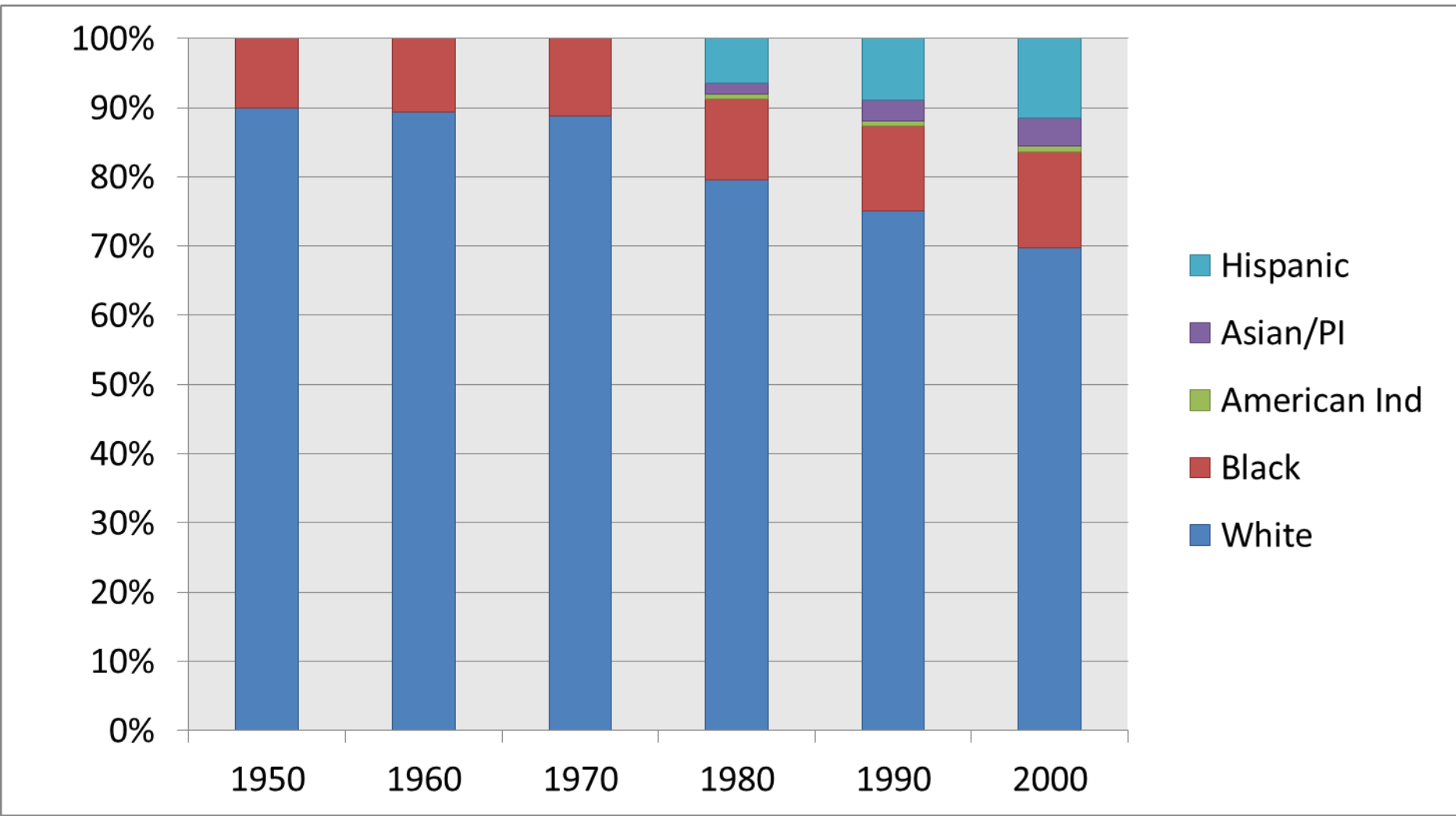
# Increasing Diversity Can Come with Risks



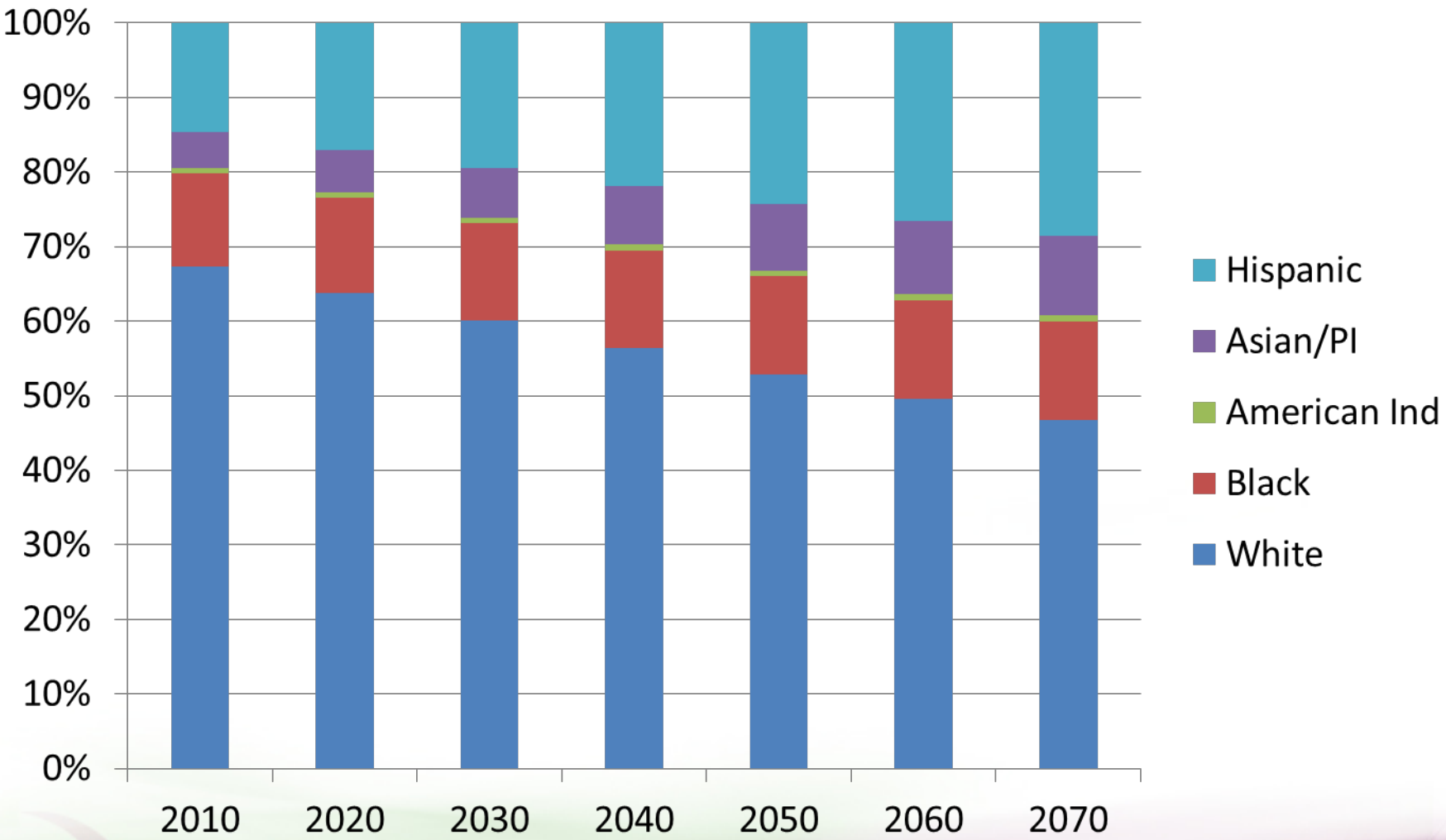
# Increasing Diversity Presents Opportunity



# U.S. population is becoming increasingly diverse 1950 - 2000



# U.S. population is becoming increasingly diverse 2010 - 2070



# Changing U.S. Demographics

- Between 1990 and 2010, the U.S. LEP population increased **80%**.
- Between 1990 and 2010, the **10** states experiencing the greatest growth in their LEP populations were:
  - Nevada (398.2%), North Carolina (395.2%), Georgia (378.8%), Arkansas (311.5%), Tennessee (281.4%), Nebraska (242.2%), South Carolina (237.2%), Utah (235.2%), Washington (209.7%), and Alabama (202.1%).

Pandya, Chhandasi, Jeanne Batalova, and Margie McHugh. 2011. "Limited English Proficient Individuals in the United States: Number, Share, Growth, and Linguistic Diversity." Washington, DC: Migration Policy Institute.





# Changing State Demographics

- In **8** states, at least **10%** of the overall population is already LEP.
  - California (19.8%), Texas (14.4%), New York (13.5%), New Jersey (12.5%), Nevada (12.3%), Florida (11.9%), Hawaii (11.8%), and Arizona (9.9%)

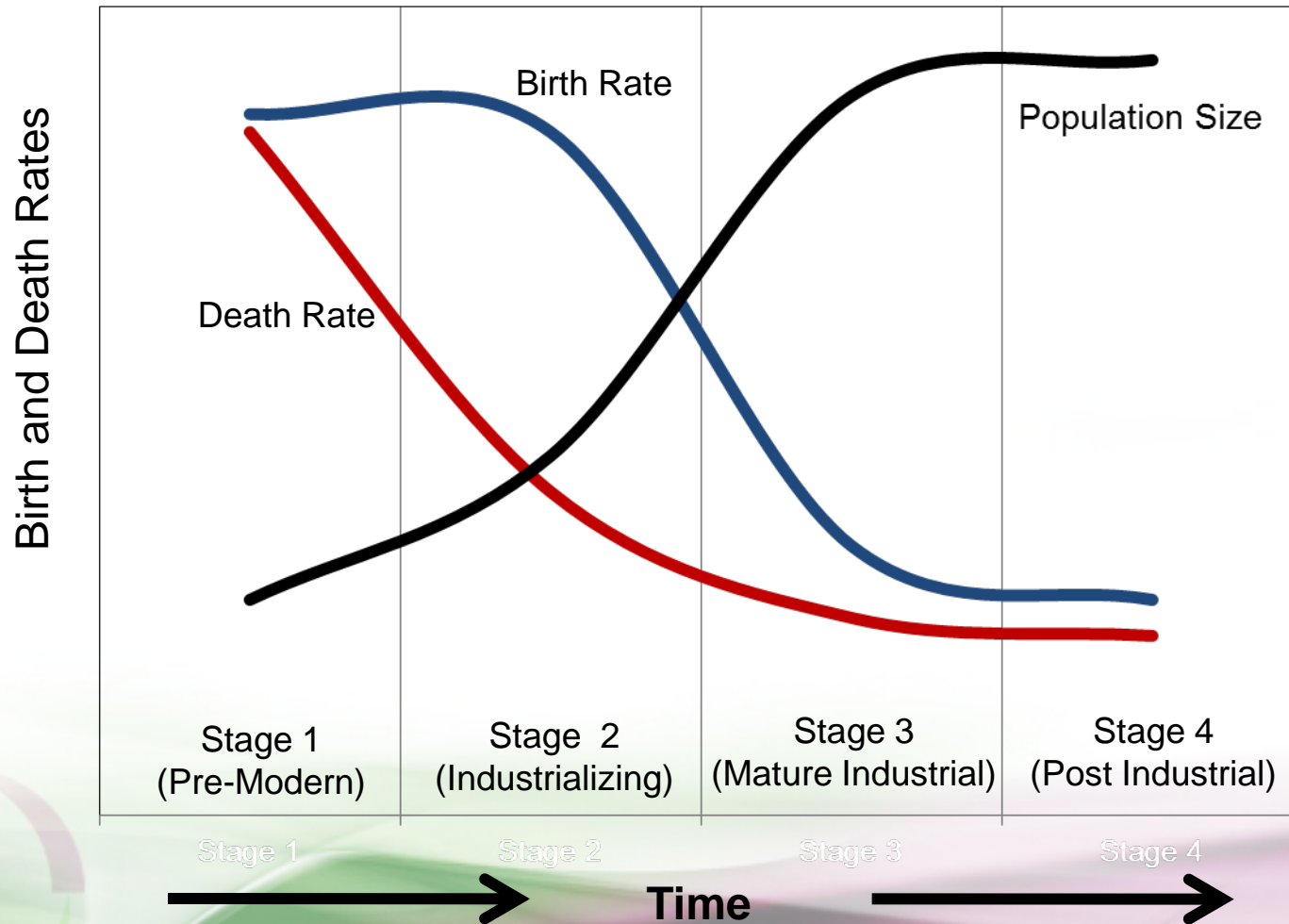
Pandya, Chhandasi, Jeanne Batalova, and Margie McHugh. 2011. "Limited English Proficient Individuals in the United States: Number, Share, Growth, and Linguistic Diversity." Washington, DC: Migration Policy

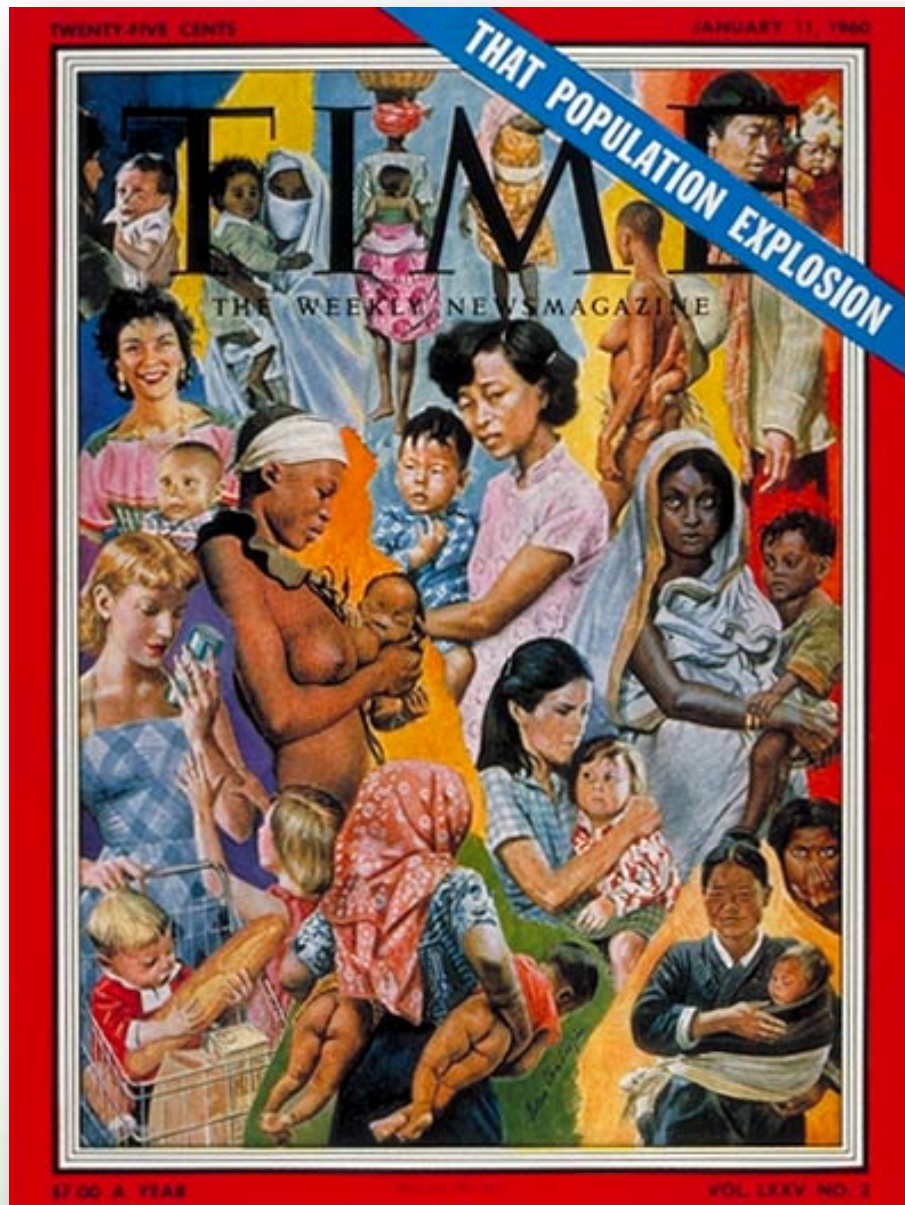
# The Demographic Transition

- Stage 1 - Pre-modern Stage
- Stage 2 – Early industrialization and urbanization
- Stage 3 – Mature industrial stage
- Stage 4 – Post-industrial stage

# Demographic Transition Model

## The Demographic Transition Model

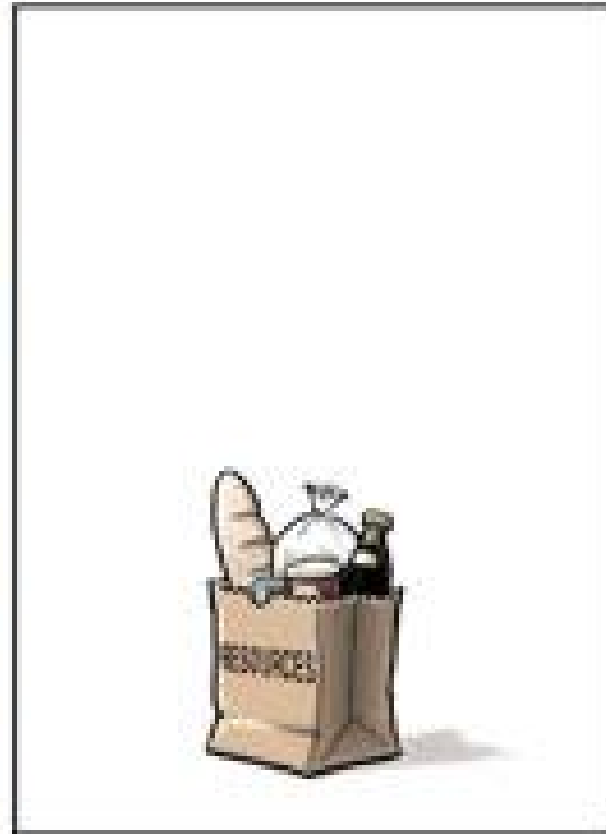




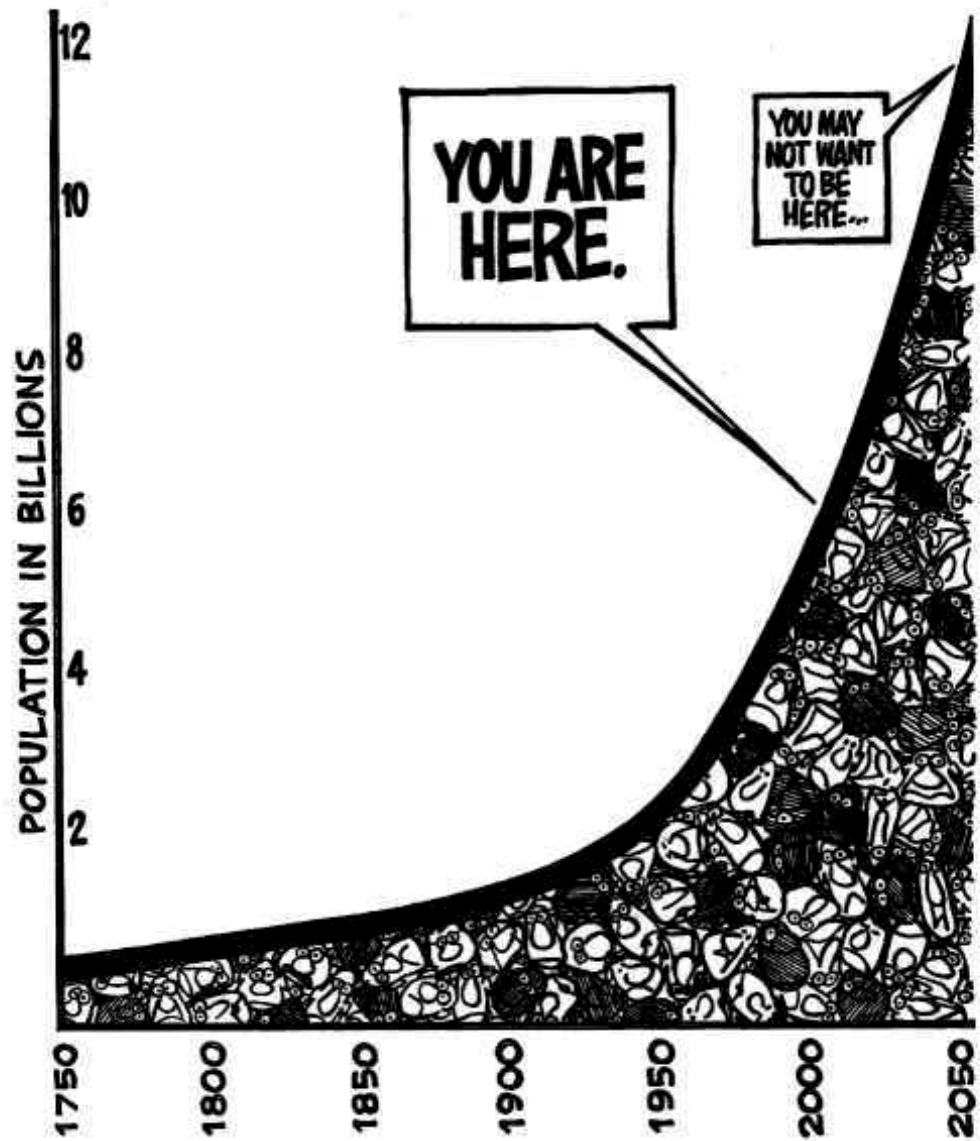
Source: Time Magazine January 11, 1960



Be Fruitful and Multiply



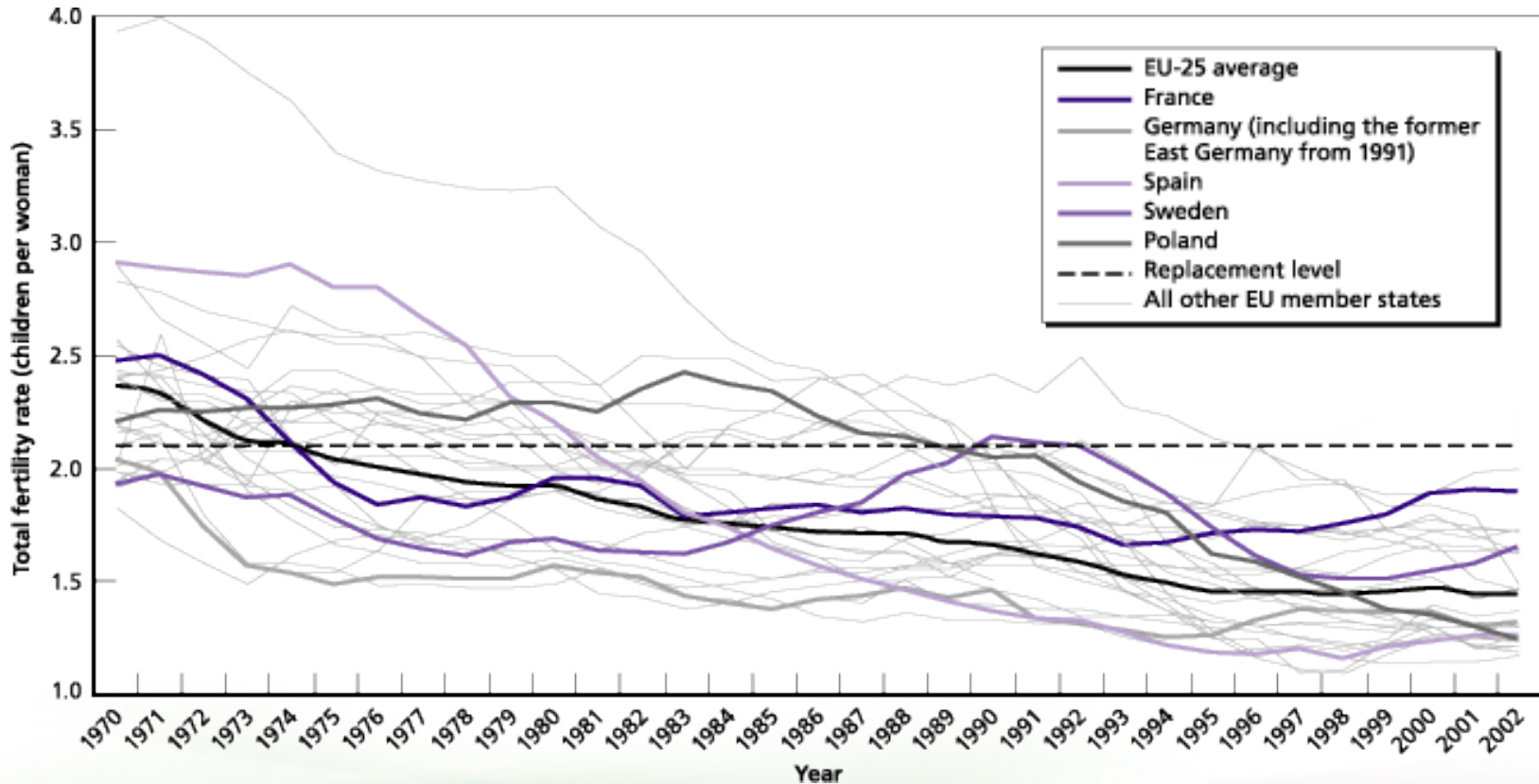
Now Divide



 © 2004 caglecartoons.com

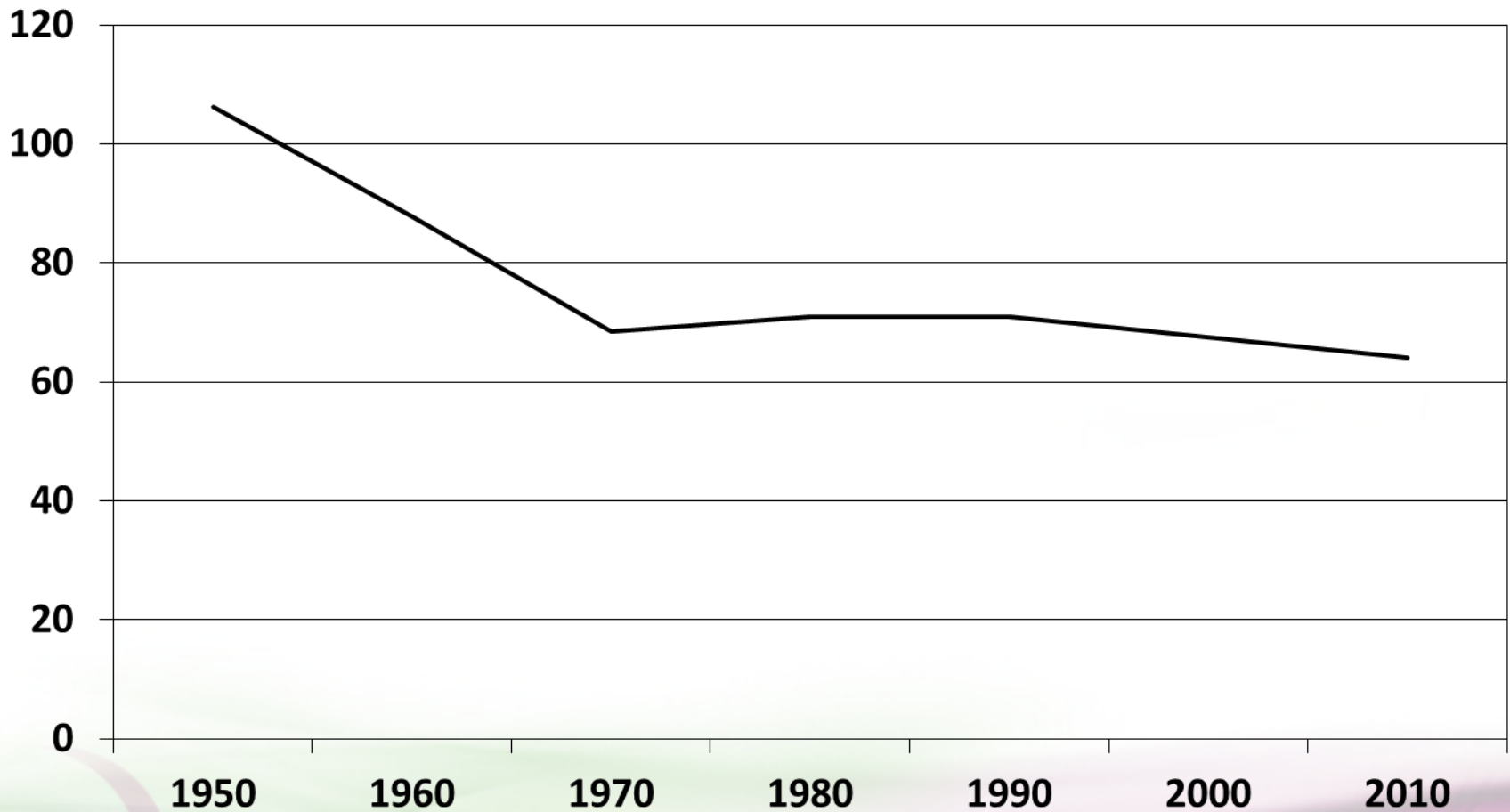
Cartoonists@rauten.com

# Population Implosion



*Low Fertility and Population Ageing: Causes, Consequences, and Policy Options*, by Jonathan Grant, Stijn Hoorens, Suja Sivadasan, Mirjam van het Loo, Julie DaVanzo, Lauren Hale, Shawna Gibson, and William Butz, MG-206-EC, 2004, 172 pp. Rand Research Brief

# US Fertility Rate, 1950-2010



Source: National Center for Health Statistics (2010)



# The 5<sup>th</sup> demographic stage



# The 5<sup>th</sup> Stage – Multi-Culturalism

- Stage 4 countries attract immigration from pre-Stage 4 countries
- The immigrant population will have a larger percentage in the childbearing ages range
- The immigrant population will have a higher birth rate

# What is happening?

- Immigration
- Age distribution
- Fertility

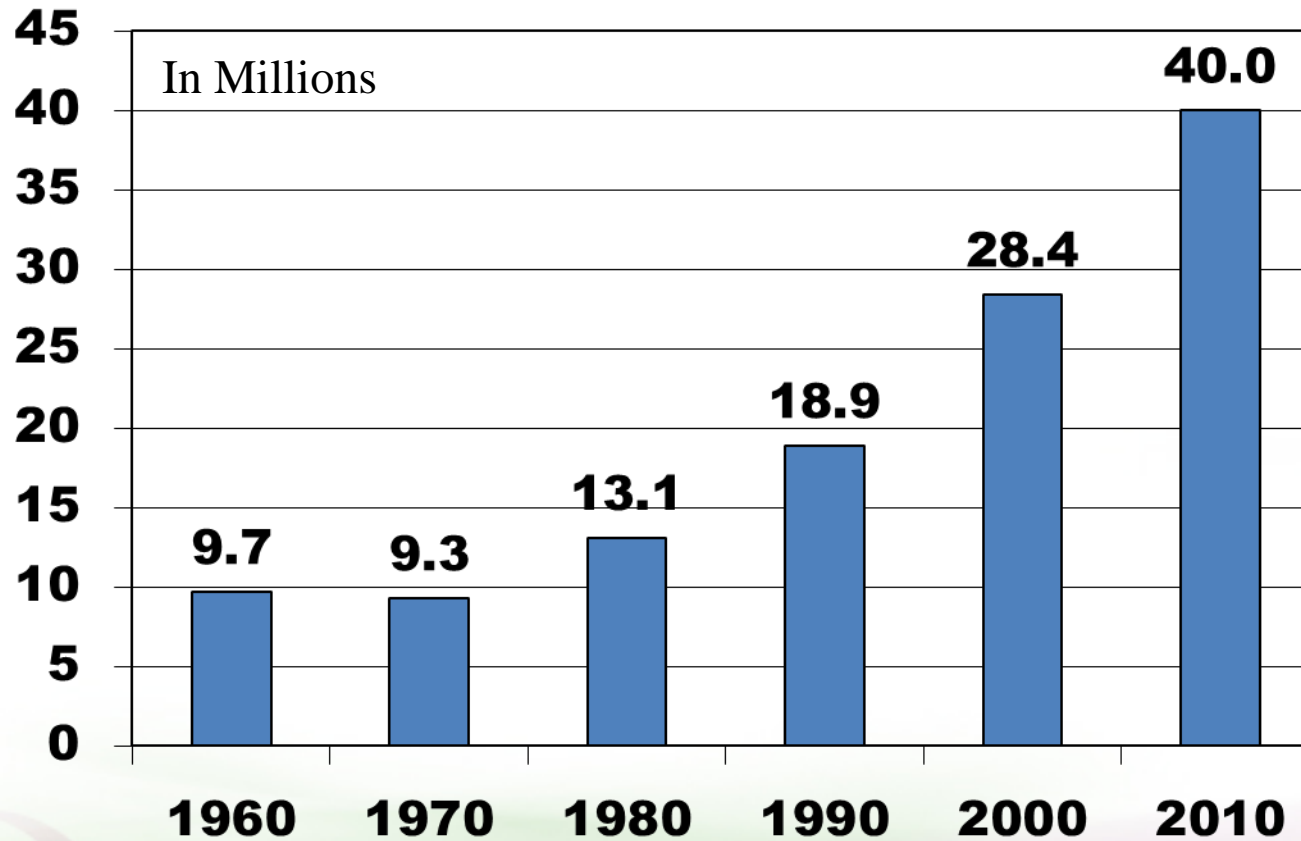
# Immigration



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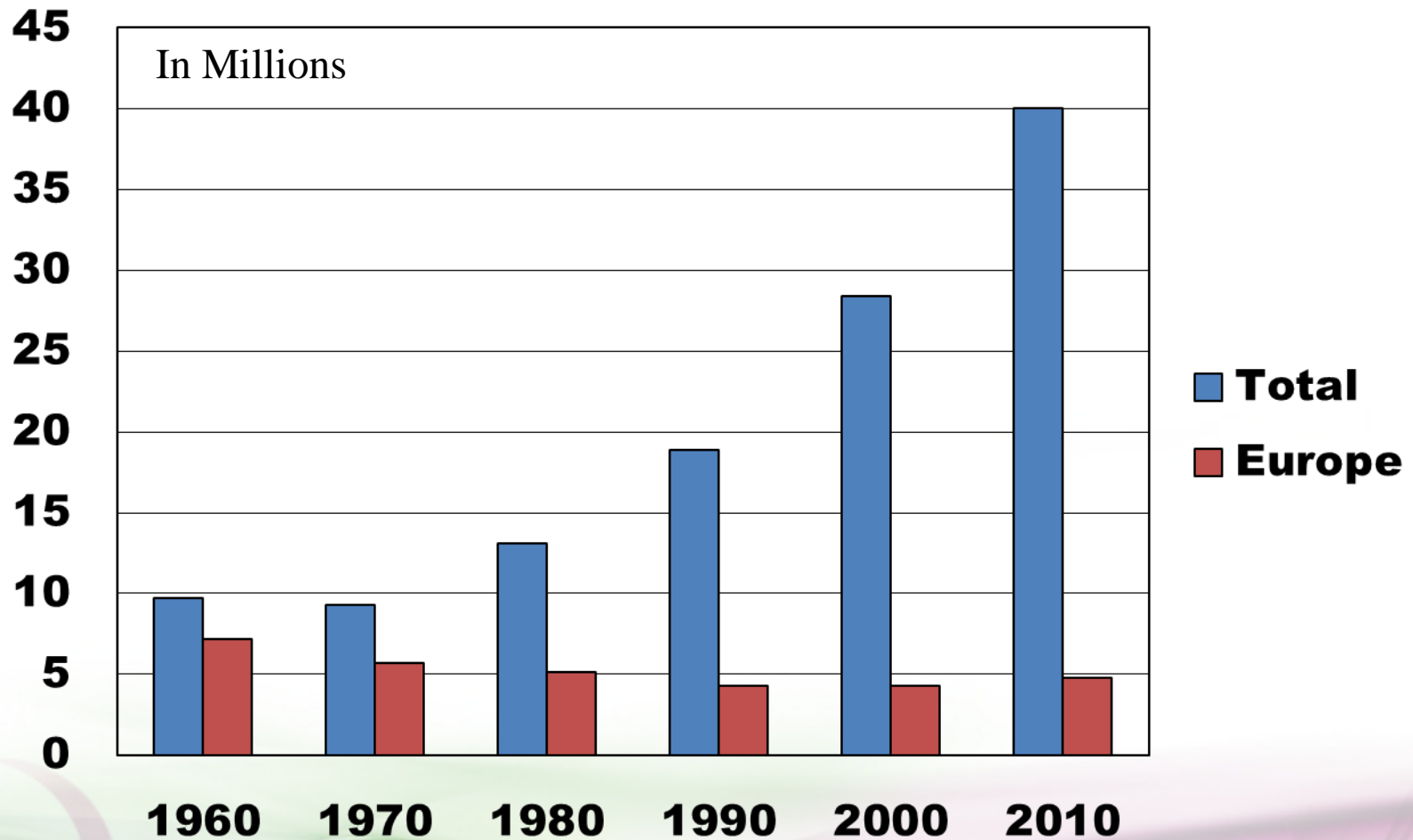


# Foreign-Born Population, 1960-2010



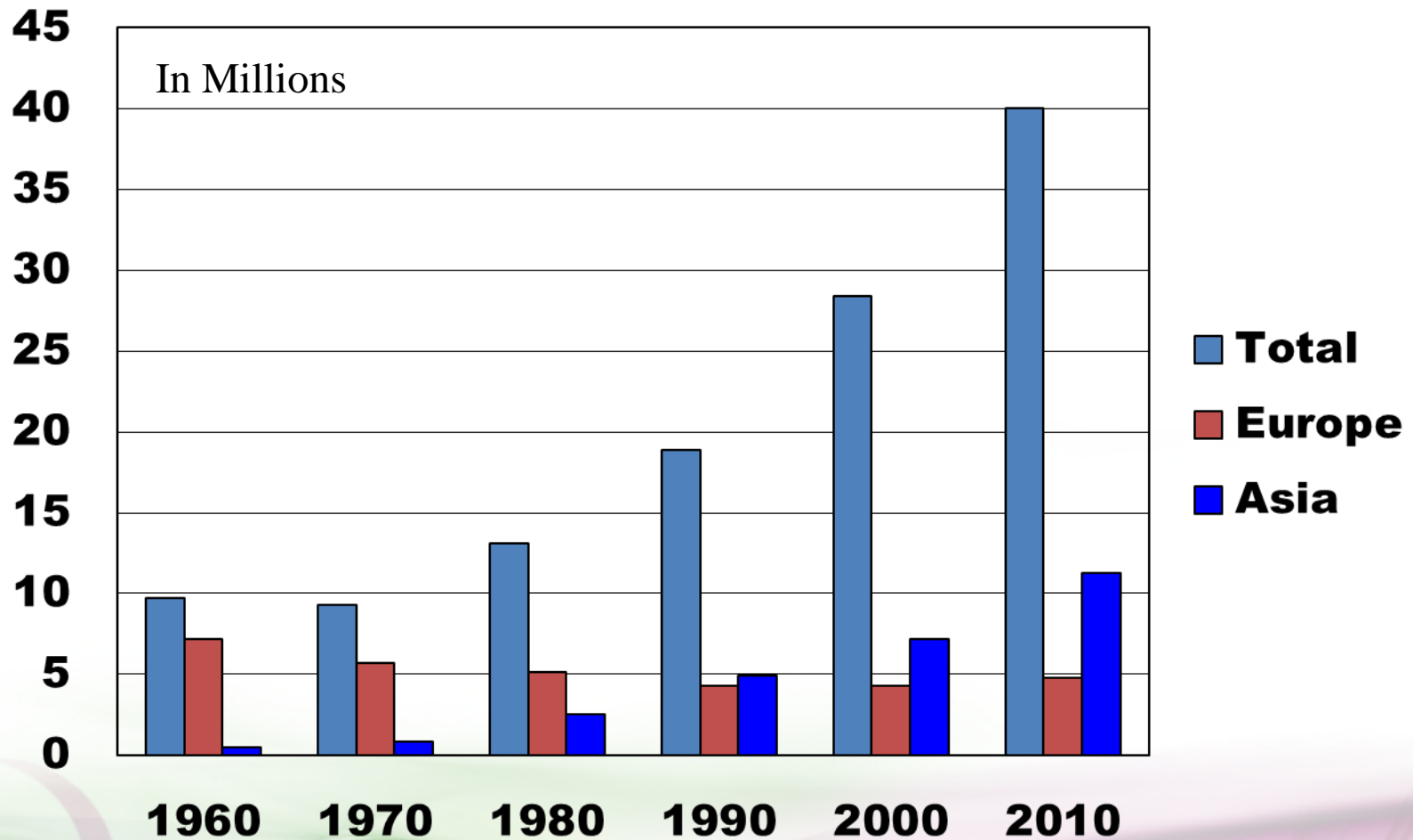
Source: American Community Survey, 2010

# All Foreign-Born and European-Born Population by: 1960- 2010



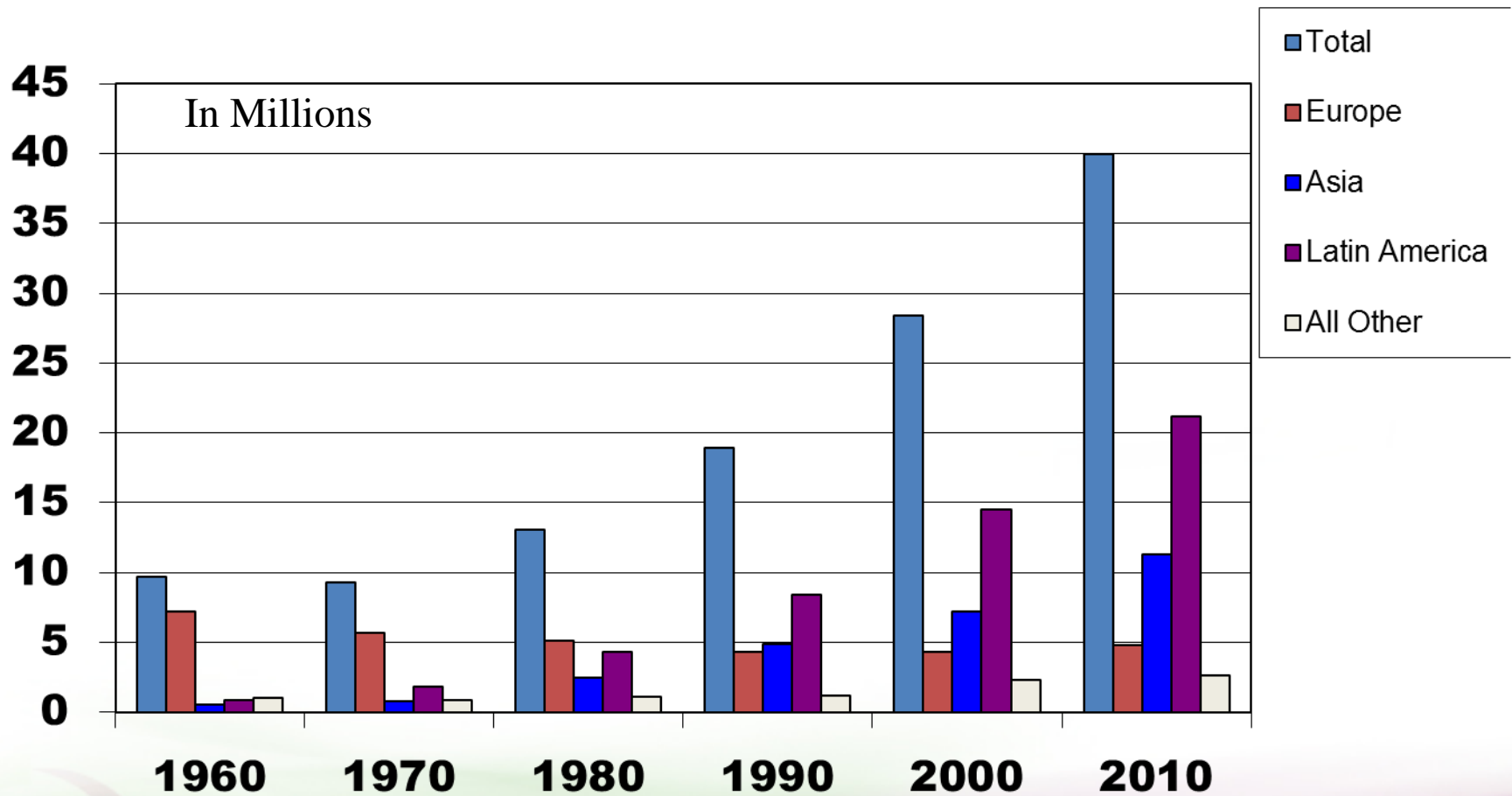
Source: American Community Survey, 2010

# All Foreign-Born, European and Asian-born Population, 1960-2010



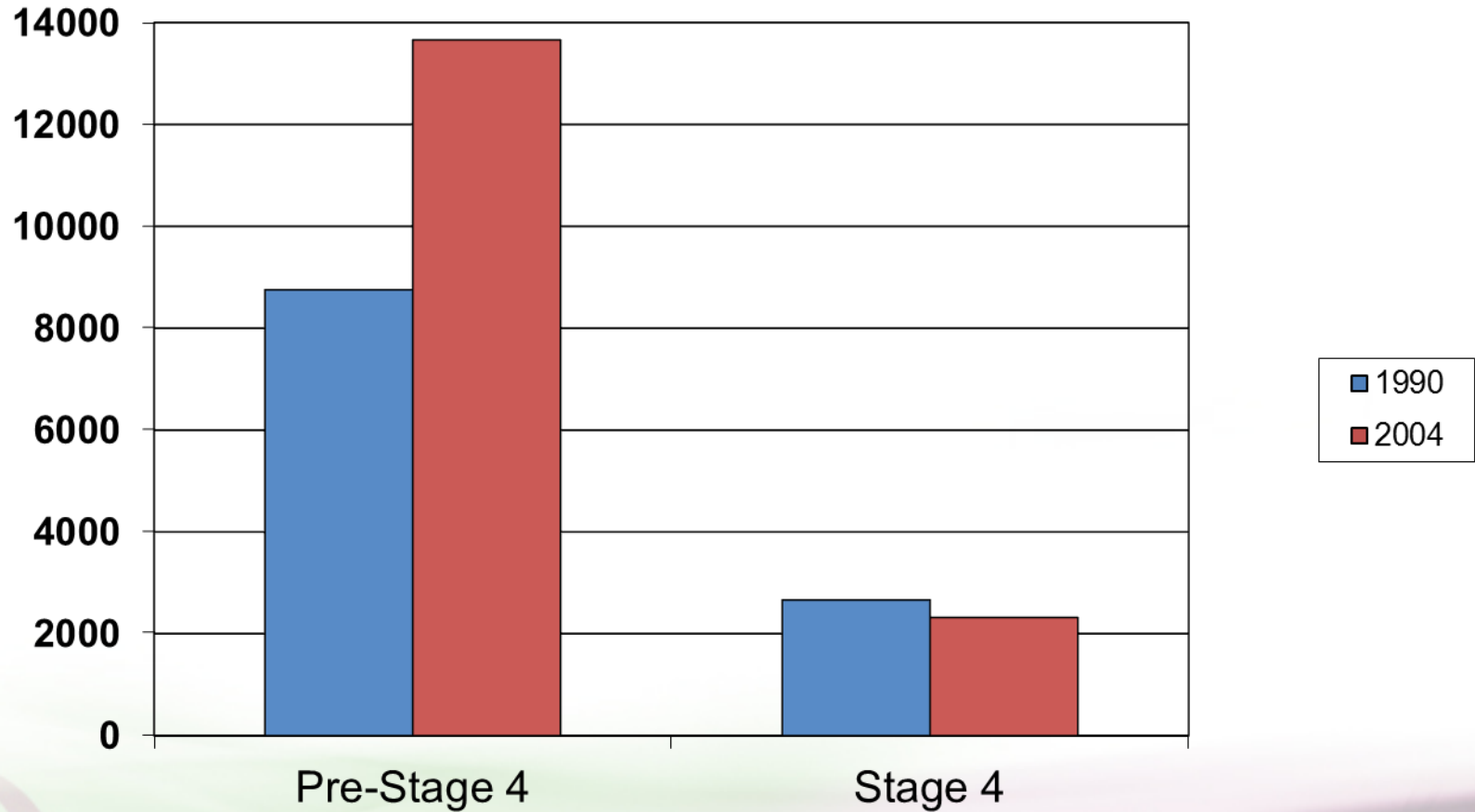
Source: American Community Survey, 2010

# Foreign-Born Population by World Region, 1960-2010





# Stage 4 and Pre-stage 4 status of country of birth for foreign-born U.S. population, 1990-2004

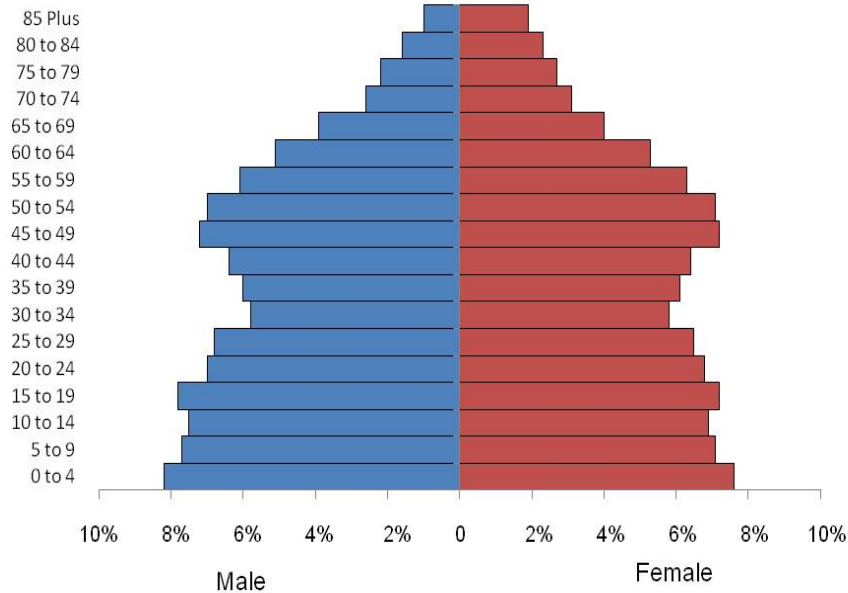


# Age Distribution

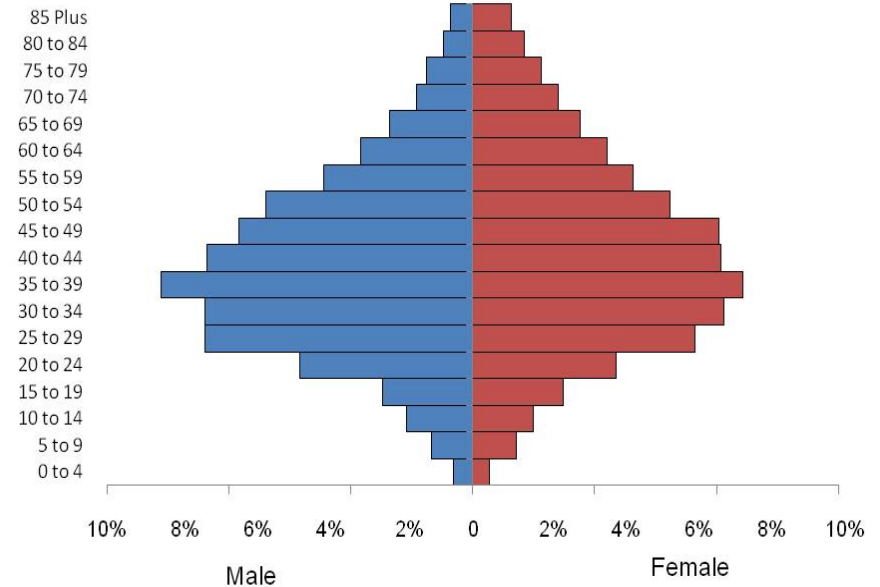


# Population Pyramid of US-Born, and Foreign-Born Population, 2009 (in percent)

## US-Born



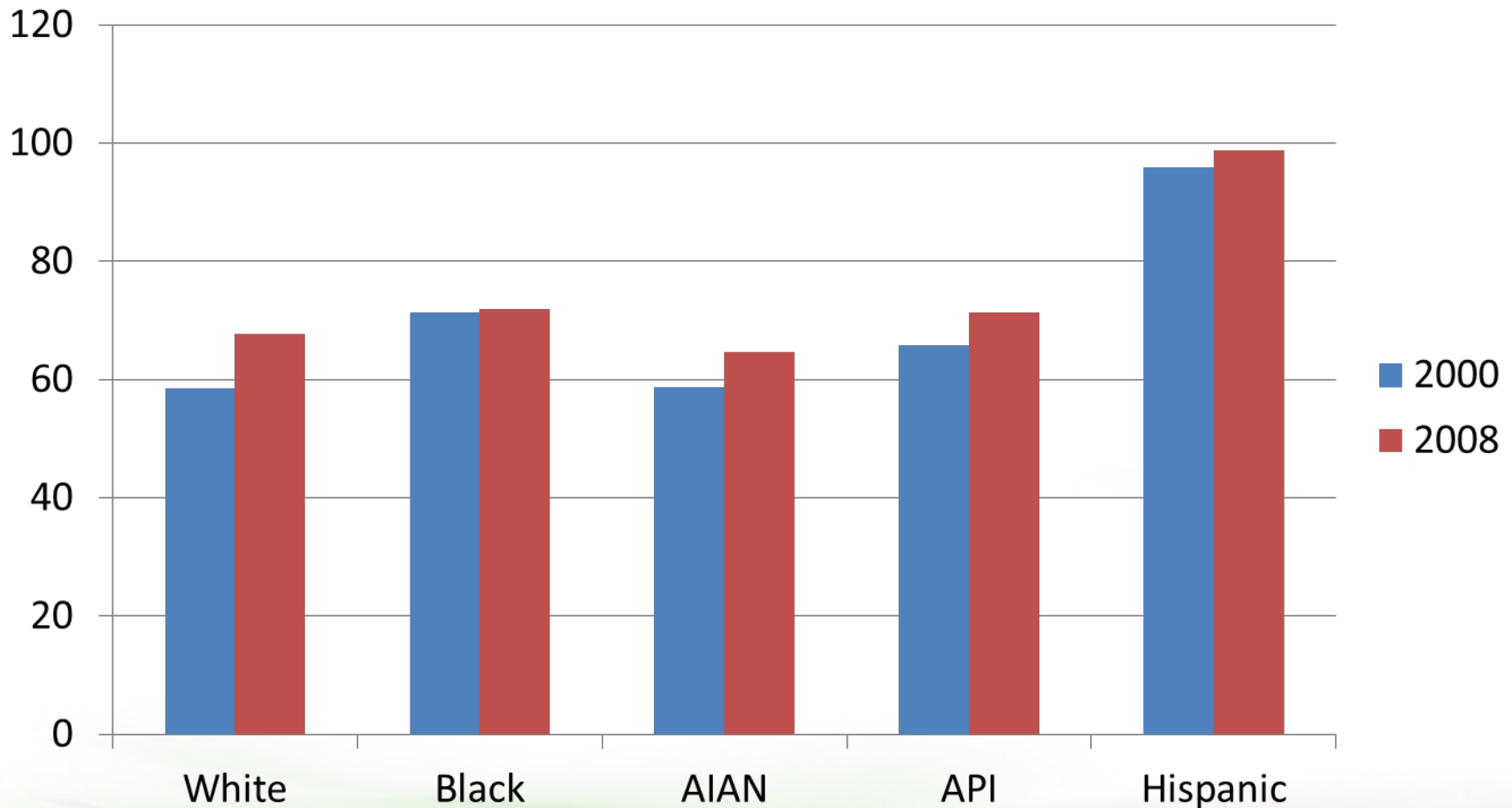
## Foreign-Born



# Fertility



# Fertility Rates by race/ethnicity, 2000-2008



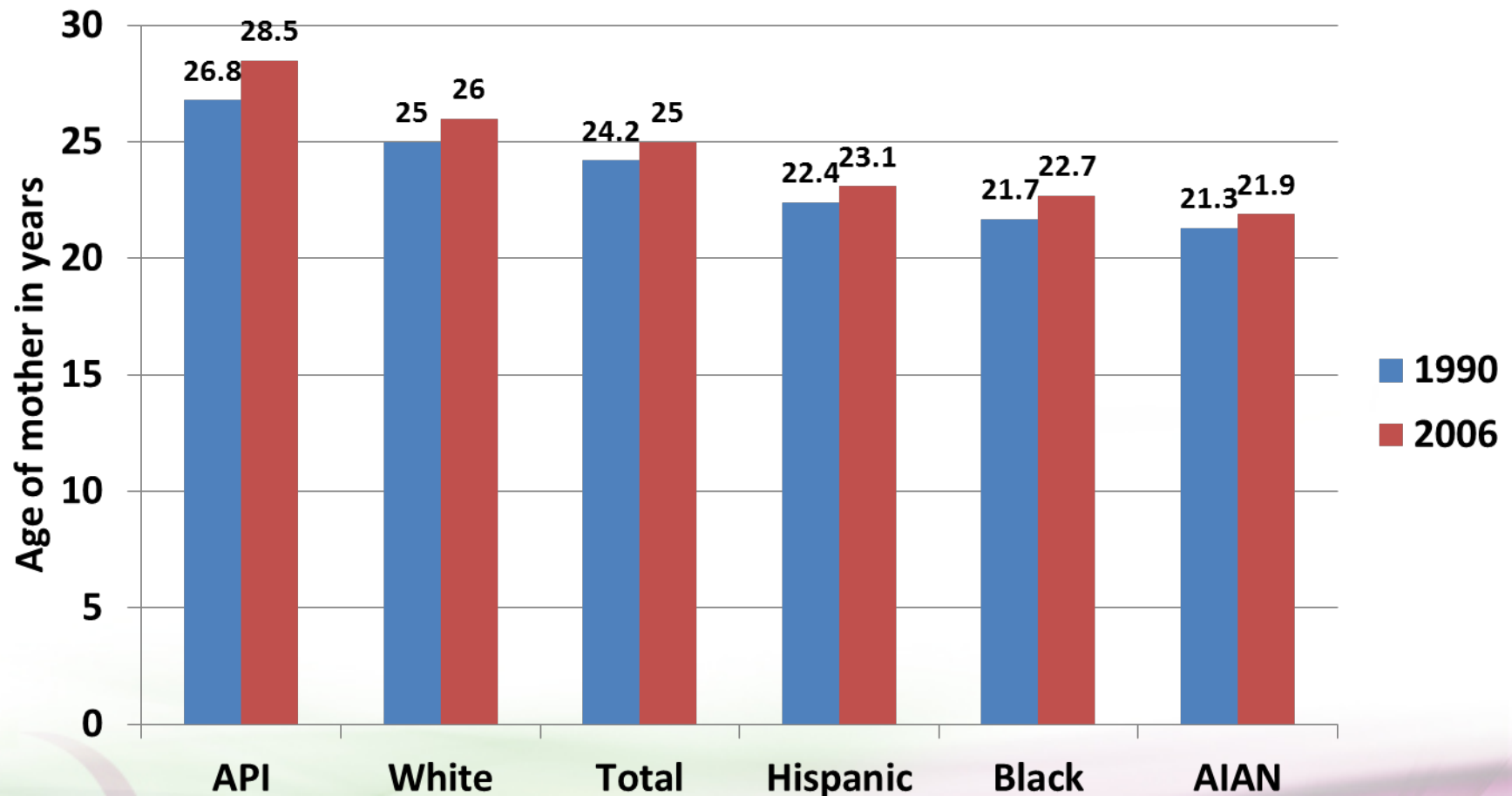
# General Fertility Rate, US-born and Foreign-born women age 15-44, 2009

	Women Age 15-44 (in thousands)	Births	Rate per 1,000
US-Born	61,568 (86.9%)	3,398,400 (79.6%)	55.20
Foreign-Born	9,291 (13.1%)	873,078 (20.4%)	93.97
Rate Ratio	.15	.26	1.70

Sources: Pew Hispanic Center "Statistical Portrait of the Foreign-Born Population of the United States, 2009.

<http://pewhispanic.org/factsheets/factsheet.php?FactsheetID=69> accessed June 23, 2011. And, : U.S. Census Bureau, Current Population Survey, Annual Social and Economic Supplement, 2009. Tables 1.1 and 2.1.

# Average age of mother at first birth, by race and Hispanic origin of mother: United States, 1990 and 2006



Source: CDC/NCHS, National Vital Statistics System

# Producing the Minority-Majority

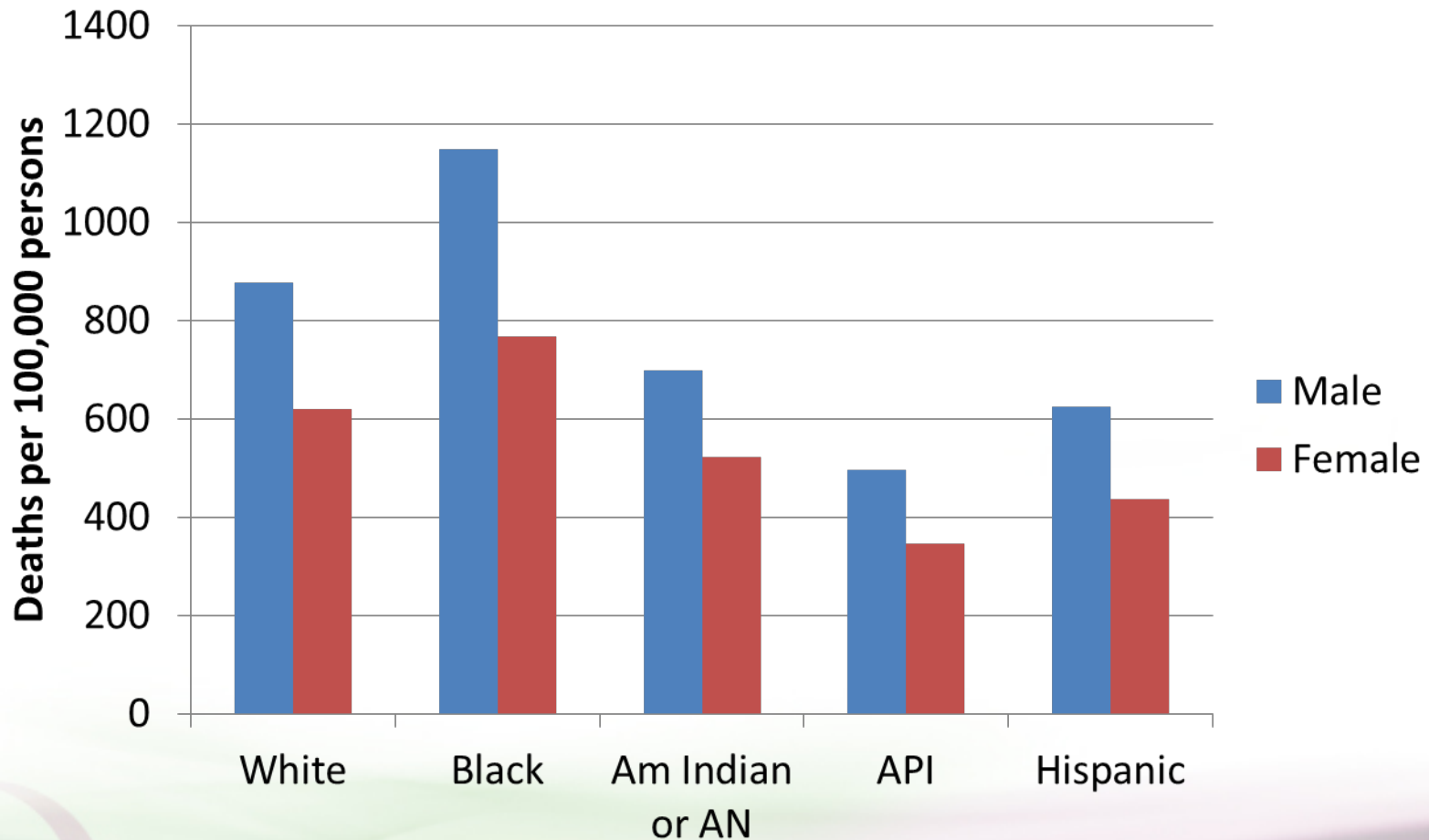
- Immigration from pre-stage 4 countries
- US Native population fertility-rate is lower
- Foreign-born population greater percentage in child-bearing ages
- Foreign-born population younger age at first birth



# Why Does this Matter?

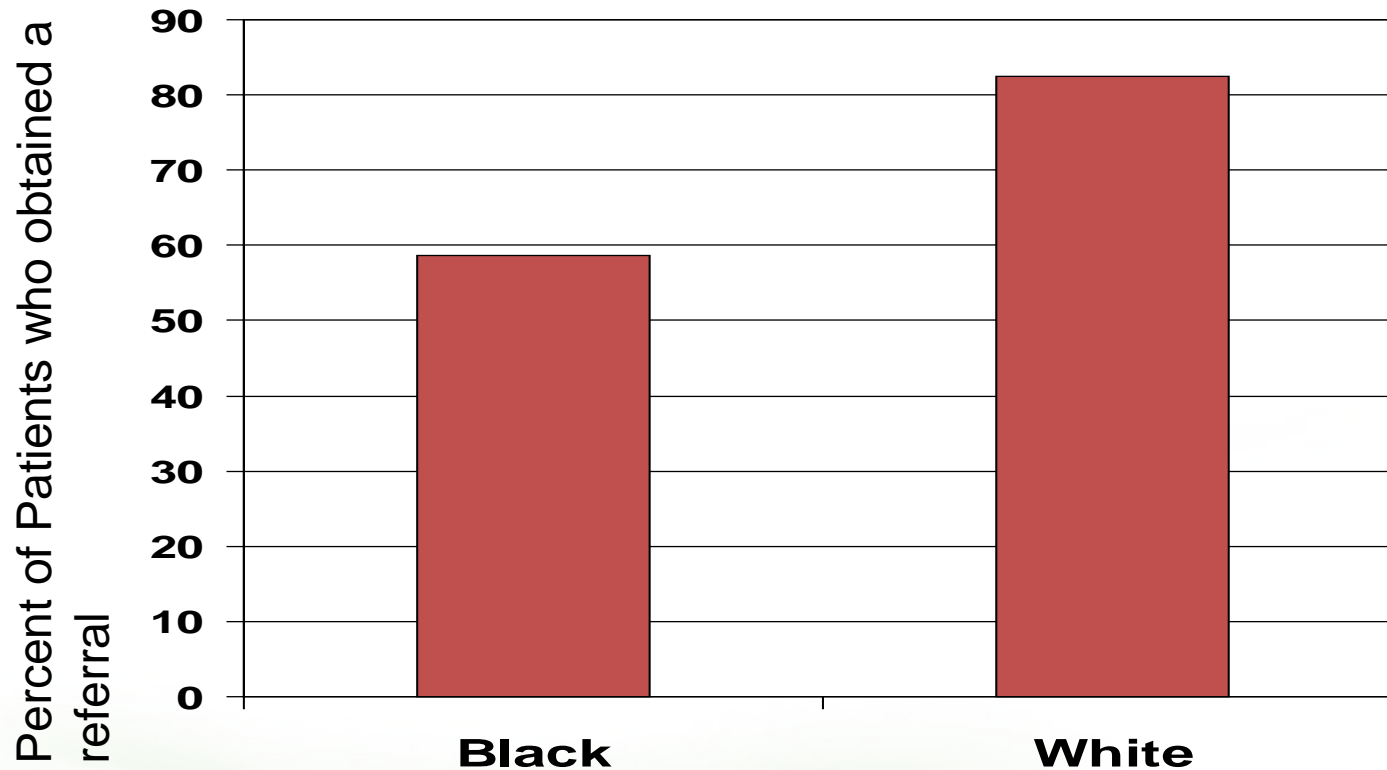
- **Medical/Health Case**
- **Ethical Case**
  - Social justice
- **Business Case**
  - Greying and browning healthcare costs
  - Economic burden report
- **Regulatory/Legal Case**
  - JC, NCQA, PCMH, CLAS

# Age-adjusted mortality rates by race/ethnicity and gender, 2009



# Healthcare Disparity

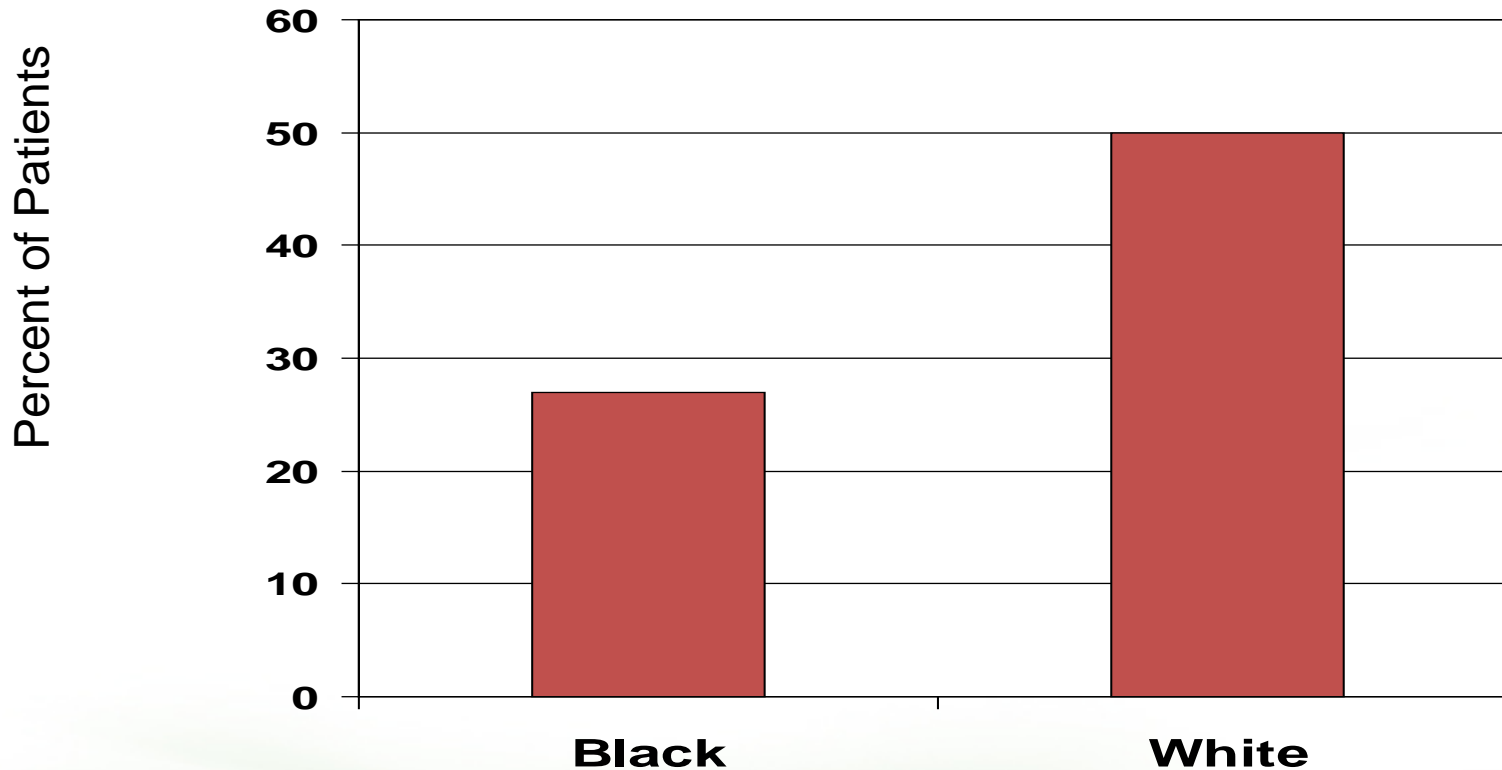
Studies of patients who were appropriate candidates for coronary angiography have found race differences in obtaining a referral for this diagnostic procedure.



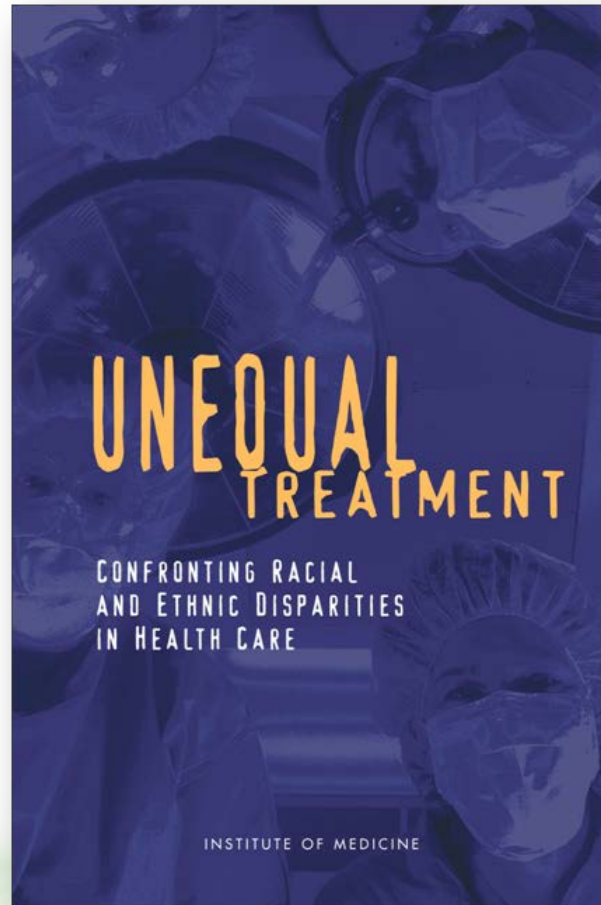
Source: LaVeist TA, Arthur M, Morgan A, Rubinstein M, Kinder J, Kinney LM, Plantholt S. The cardiac access longitudinal study. A study of access to invasive cardiology among African American and white patients. *J Am Coll Cardiol.* 2003 Apr 2;41(7):1159-66.

# Healthcare Disparity

A race disparity in coronary revascularization was found among patients in the Veteran Affairs health system, where there are no race differences in ability to pay and providers are paid a salary.



Source: Ibrahim SA, Whittle J, Bean-Mayberry B, Kelley ME, Good C, Conigliaro J. Racial/ethnic variations in physician recommendations for cardiac revascularization. *Am J Public Health*. 2003 Oct;93(10):1689-93.



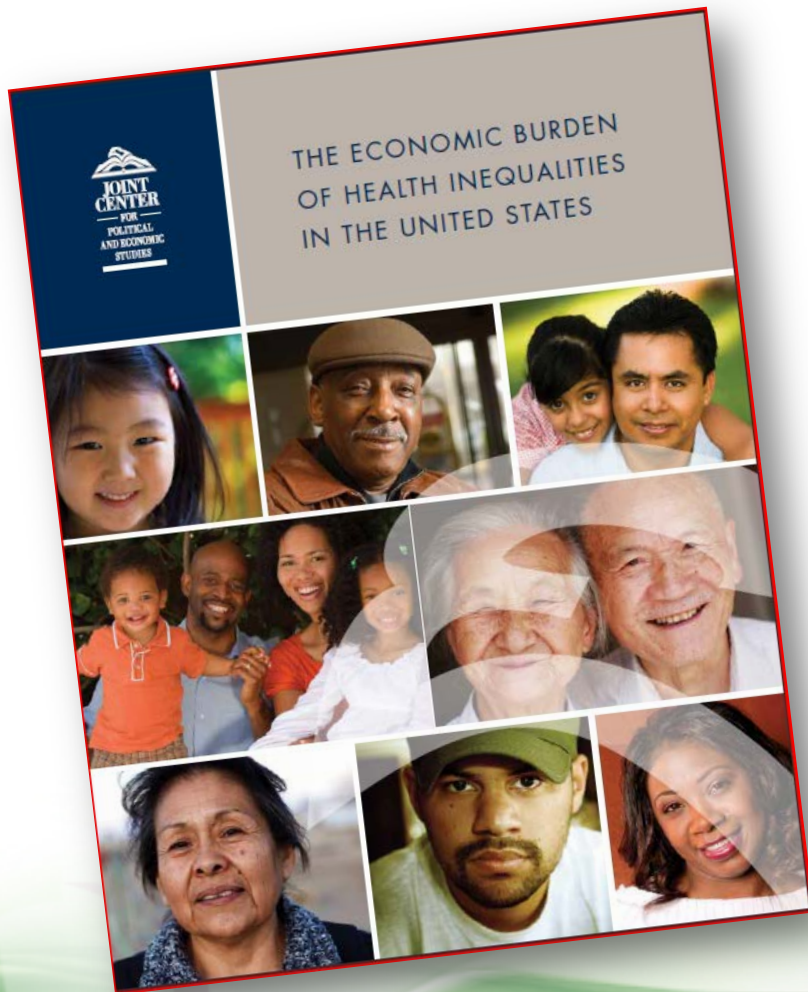
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# The Ethical Case



# The Business Case



- Direct Medical Care Costs \$229.4 billion for the years 2003-2006.
- Indirect Costs of disability and illness \$50.3 billion
- Cost of Premature deaths were \$957.5B
- Total **\$1.24 trillion** (in 2008 inflation-adjusted dollars).

# The Regulatory Case





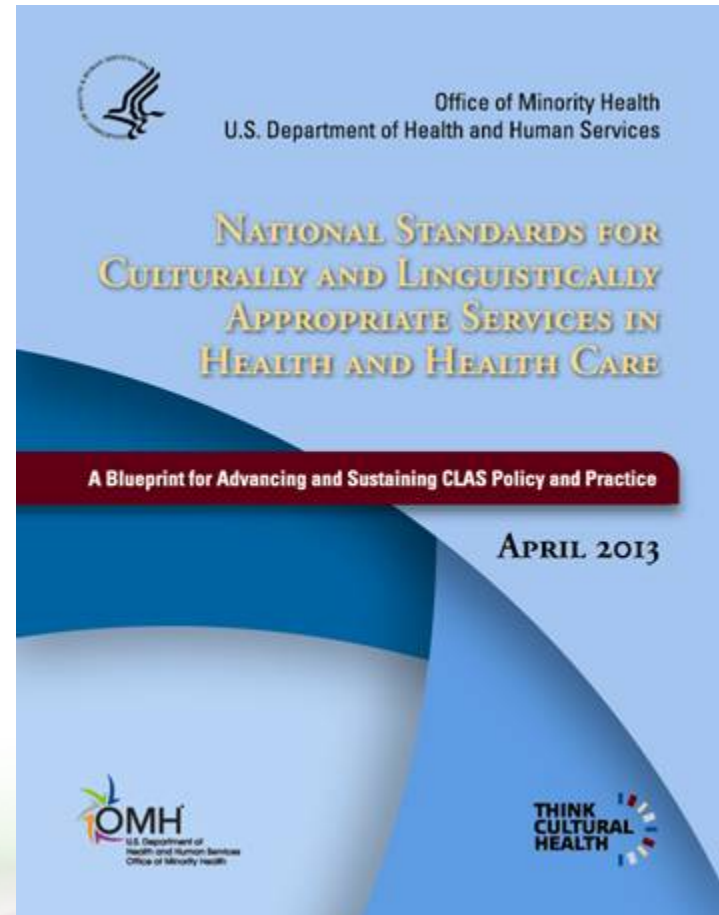
# Federal Mandates and Regulatory Standards



# National CLAS Standards: *The Blueprint*

## *The Blueprint:*

- The Case for CLAS
- Enhancements Overview
- Standard-by-Standard chapters with explanations and implementation strategies



# National CLAS Standards

*The fifteen (15) standards are grouped into four topic areas:*

- 1) *Principal Standard (Standard 1)*
- 2) Governance, leadership and workforce (Standards 2-4)
- 3) Communication and language assistance (Standards 5-8)
- 4) Engagement, continuous improvement and accountability (Standards 9-15)

# The Joint Commission Standards



- 6 new standards or elements of performance (EPs) in the following areas:
  - Effective Patient-Provider Communication
  - Right to Effective Communication
  - Qualifications for Interpreters
  - Collection of Patient-level Data
  - Access to a Support Individual
  - Non-Discrimination in Care
- Effective January 1, 2011

# NCQA: Multicultural Health Care (MHC) Standards



- 5 Standards
  - Race/Ethnicity and Language Data
  - Access and Availability of Language Services
  - Practitioner Network Cultural Responsiveness
  - Culturally and Linguistically Appropriate Services Programs
  - Reducing Health Care Disparities
- Effective July 1, 2010

# Meaningful Use of Electronic Health Records (EHRs)

- Electronically record, modify, and retrieve patient demographic data, including:
  - preferred language
  - insurance type
  - gender
  - race
  - ethnicity
  - date of birth
  - date and cause of death in the event of mortality
- Effective January 1, 2011

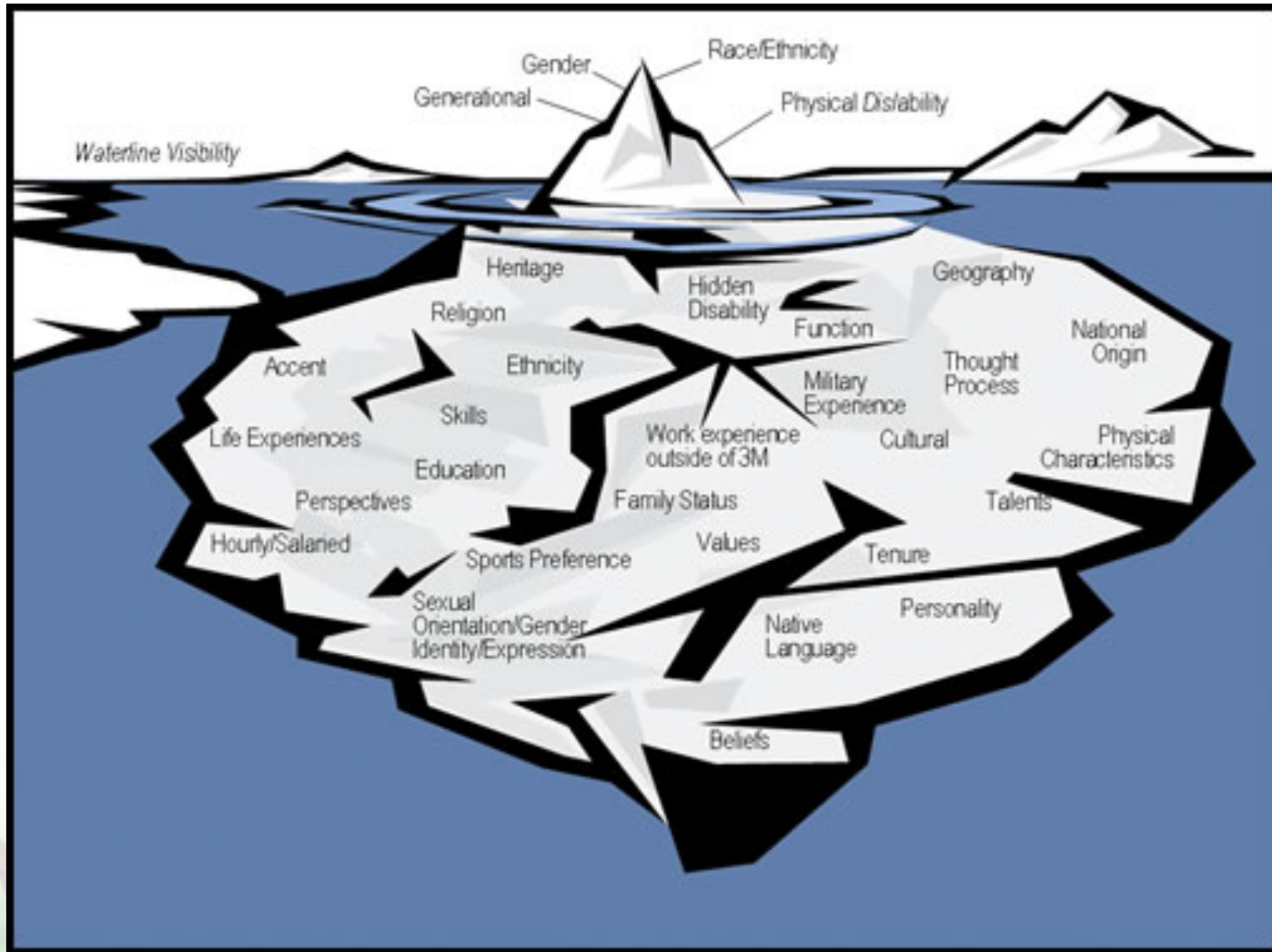


# Solution to Increasing Diversity: Increase the Cultural Competency Organizations

Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in an organization that enables effective work in cross-cultural situations.

*(Adapted from Cross, 1989)*

# Iceberg Analogy of Culture







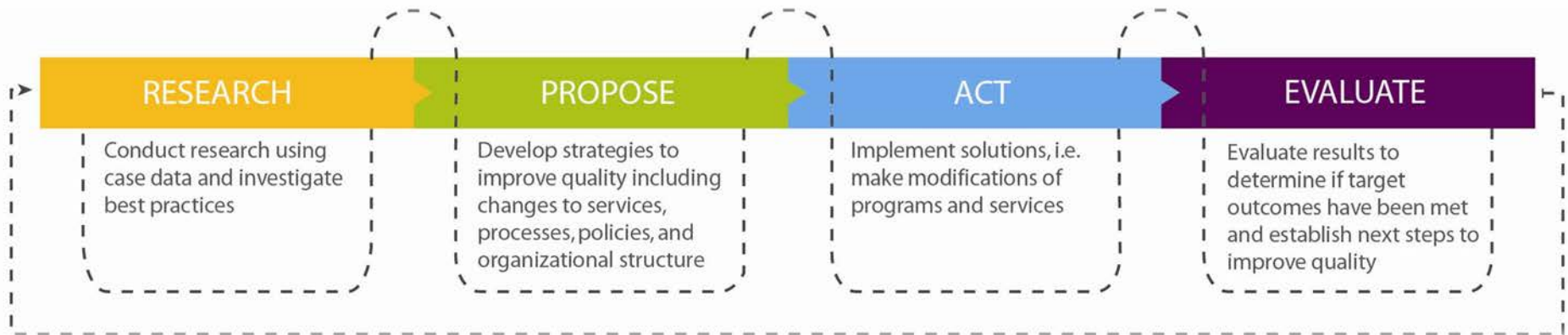




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# Continuous Quality Improvement (CQI) Process





# 21<sup>st</sup> Century Healthcare



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