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**Update on TFAD State Plan: Recommendation #3
(Cultural Competency)**

Nevada Office of Minority Health & Equity (NOMHE)

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(09/08/2021)



Helping people. It's who we are and what we do.



TFAD 2020-2021 Recommendation #3: Cultural Competence

To help ensure successful processes and outcomes, advocates would benefit from engaging in non-stigmatizing sensitivity training, as well as proactive efforts to gain input from affected communities





Suggested Activities to Promote Cultural Competency

1. Promoting implicit bias testing. Encourage personnel involved in public-facing engagements with the Alzheimer's community to take implicit bias assessments;
2. **Promoting listening sessions.** Before developing campaigns, entities conducting outreach should engage Alzheimer's community members to gauge impressions on aging services and healthcare experienced by its culturally-diverse and marginalized members





Example Activity to Promote Cultural Competency

What is the Minority Tax?

- Minority Tax is the costly intersection BIPOC medical professionals experience between advocating for BIPOC patients/communities served and upholding the interests of profit driven medical institutions – often at the expense of their personal wellbeing and professional advancement

NOMHE's Response to the Minority Tax?

- We decided on using a 3-part listening session format that allowed a safe space for medical professionals with shared cultural identities, under the facilitation of a trusted member of their community to express views on micro and/or macro aggressions they face within their workplace, both from the public they care for and industry leadership they work along side, and how they respond to these situations
- and.....the **Fatigued and Taxed Listening Sessions** series developed





Suggested Activities to Promote Cultural Competency

3. Promoting development and use of culturally-competent 'toolkits' as a resource to support entities providing awareness and outreach campaigns for the Alzheimer's community



Example Activities to Promote Cultural Competency

Cleveland Clinic – Lou Ruvo Center for Brain Health

- “Powerful Tools for Caregivers”

Nevada Office of Minority Health and Equity (NOMHE)

- Amplify Equity Toolkit
 - <https://dhhs.nv.gov/Programs/CHA/MH/>
- TFAD State Action Plan as an Equity Filter





Indicators to Monitor Impact on Cultural Competency

1. Monitor **number of** created, **adopted**, and disseminated **culturally-sensitive training programs** and toolkits, including progress and implementation of Nevada SB 364 and SB 470 (2019).
2. Monitor number of service providers that report having participated in cultural-sensitivity training



Example of TFAD Recommendation #3 Indicators At Work

Cultural Competency Training for Health Facilities

Ensuring a culturally competent health care system in Nevada with facilities that provide diverse and linguistically appropriate services to all patients can reduce health disparities. Doctors, nurses and other facility staff who have effective interpersonal and working relationships that supersede cultural differences are essential to successful health care outcomes for patients and residents.

Evidence shows that cultural competency training improves knowledge of health care staff, raises attitudes of the client population and, ultimately, accelerates patient satisfaction through acceptance from their providers and environment. There are suggestions that a culturally competent healthcare facility also leads to more patients following medical orders and care as primary health care and behavioral comfort are inextricably connected.



[LGBTQ-Home \(nv.gov\)](https://www.nv.gov)

**Bureau of Health Care
Quality and Compliance**

Cultural Competency Training Options for Health Facilities

Nevada Administrative Code requires all licensed health care facilities to provide cultural competency training annually, and at time of hire, for all staff. A facility can develop and submit its own course for approval, or use a approved course (see bullets below for options). [A Cultural Competency Training Development Guide available here](#) is intended to help facilities navigate the requirements of the training.

Cultural Competency Training Submission Form

- Approved Third-Party Courses
 - [Nevada Public Health Training at University of Nevada, Reno - Self-Paced Online and In-Person Options Available](#)
 - [High Sierra Area Health Education Center \(AHEC\)/Nevada Primary Care Association \(NVPCA\)](#)
- The Nevada Department of Health and Human Services does not endorse any specific course over another; approved courses are provided as an option for facilities that do not want to develop their own training program.





Questions?

