

## CULTURALLY COMPETENT LONG-TERM SERVICES AND SUPPORTS: RESOURCE COMPENDIUM

Long-term services and supports (LTSS) are a vital part of care for many dually eligible beneficiaries. Individuals from racial and ethnic minority groups often experience disparities in access, quality, and outcomes in LTSS, such as higher rates of rehospitalization under home health care and lower quality of care in nursing homes.<sup>1,2</sup> To help address these disparities, providers and health plans need ways to meet the cultural and linguistic needs, values, and preferences of diverse individuals. Providing culturally competent care is also a key aspect of delivering a person-centered, improved customer experience. This Resource Compendium is intended for providers and health plans who are interested in enhancing their capacity to provide and coordinate culturally competent LTSS, and includes a number of resources for LTSS providers serving tribal populations.

### ONLINE RESOURCE CENTERS

The **Long-Term Services and Supports Technical Assistance Center** guides American Indian and Alaska Native audiences in planning and implementing programs to care for their elders and people with disabilities. The website provides materials for LTSS providers, tribal leaders, and community members, including news updates, planning tools, issue briefs, and links to additional resources. These resources also provide useful guidance for health plans that serve American Indian and Alaska Native individuals.

 <https://www.cms.gov/Outreach-and-Education/American-Indian-Alaska-Native/AIAN/ltss-ta-center/>

### REPORTS AND ARTICLES

PHI's issue brief, **Adopt a Culturally Competent Approach: Home Care Workers are Increasingly Diverse**, describes culturally competent approaches towards hiring and training direct care workers to meet the needs of individuals from diverse backgrounds receiving LTSS. The brief highlights Encuentro, a nonprofit organization in New Mexico, which has developed a range of workforce supports appropriate to the diverse backgrounds of their direct care workforce, which includes many Spanish-speaking immigrants.

 <https://60caregiverissues.org/innovations-issue-29.html>

 <http://encuentronm.org/class-description/#hha>

<sup>1</sup> Office of the Assistant Secretary for Planning and Evaluation. (2016). Report to Congress: Social Risk Factors and Performance under Medicare's Value Based Purchasing Programs.

<sup>2</sup> Campbell, L. J., Cai, X., Gao, S., & Li, Y. (2016). Racial/Ethnic Disparities in Nursing Home Quality of Life Deficiencies, 2001 to 2011. *Gerontology and Geriatric Medicine*, 2, 2333721416653561. <http://doi.org/10.1177/2333721416653561>.

**Cultural Competence: Bringing it Home** describes the need for culturally competent approaches to LTSS, specifically in nursing homes, and approaches that facilities can take to achieve cultural competence. Recommendations discuss training, supervision, the use of the CLAS standards, and ways for residents and staff to share their diverse cultural backgrounds.

🔗 [http://www.providermagazine.com/archives/2014\\_Archives/Pages/1014/Cultural-Competence-Bringing-It-Home.aspx](http://www.providermagazine.com/archives/2014_Archives/Pages/1014/Cultural-Competence-Bringing-It-Home.aspx)

**Tribal Nursing Homes Best Practices for Patients with Dementia and Alzheimer's Disease**, a Centers for Medicare & Medicaid (CMS) report, provides an overview of strategies for caring for patients with Alzheimer's disease and dementia in tribal nursing homes and discusses cultural considerations for tribal populations as their members' age.

🔗 <https://www.cms.gov/Outreach-and-Education/American-Indian-Alaska-Native/AIAN/LTSS-TA-Center/pdf/Tribal-Nursing-Homes-Best-Practices-for-Patients-with-Dementia-and-Alzheimers.pdf>

**Tribal Nursing Home Best Practices: Traditional Foods**, another CMS report, discusses how providing traditional foods in tribal nursing homes can help residents feel comfortable and improve quality of life and health. It describes strategies for building and planning menus, sourcing foods, and coordinating with government agencies. Facilities serving tribal populations may wish to consider these strategies to serve traditional foods, and facilities serving other populations may consider ways to adapt these strategies for their populations.

🔗 <https://www.cms.gov/Outreach-and-Education/American-Indian-Alaska-Native/AIAN/Downloads/NH-best-practices-traditional-foods.pdf>

## GUIDES AND TOOLS

**A Toolkit for Serving Diverse Communities**, from the Administration for Community Living (ACL), describes approaches to designing services for diverse communities. The toolkit includes strategies for assessments, identifying resources in the community, designing services, and program evaluation, and includes a questionnaire to help identify service gaps.

🔗 [https://www.acl.gov/sites/default/files/programs/2017-03/AoA\\_DiversityToolkit\\_Full.pdf](https://www.acl.gov/sites/default/files/programs/2017-03/AoA_DiversityToolkit_Full.pdf)

The **Tribal Leader's Community Toolkit** from CMS provides various resources for tribal leaders who are planning LTSS programs. The toolkit includes information and resources on LTSS models and strategies for tribes to strengthen tribal LTSS.

🔗 <https://www.cms.gov/Outreach-and-Education/American-Indian-Alaska-Native/AIAN/LTSS-TA-Center/info/tribal-leaders-community-toolkit.html>

## TRAININGS

The **Making Long Term Care Work for Everybody: Cultural Competency in LTC in the U.S.** presentation discusses the role of culture and cultural competence in the quality of long-term care for individuals from diverse backgrounds, disparities in access to and quality of care, and promising practices that LTSS providers can use to provide culturally competent care to the individuals they serve.

<http://www.circlesoflifeconference.com/wp-content/uploads/2016/04/12-Cultural-Competency-in-LTC-.pdf>

The National Asian Pacific Center on Aging two-part webinar series on **Asian American Pacific Islander (AAPI) Aging and Families** provides an overview of the AAPI older adult population, including demographic trends, cultural diversity, and barriers to accessing services, and an in-depth look at cultural values and diversity across AAPI families. It offers strategies for LTSS providers to integrate cultural and linguistic competence into their work with AAPI older adults and family caregivers.

<http://www.napca.org/resource/n4a-webinar-series/>

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*The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to help beneficiaries dually eligible for Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This resource compendium is intended to support health plans and providers in integrating and coordinating care for dually eligible beneficiaries. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to <https://www.resourcesforintegratedcare.com/>.*