



# ASSESSING CULTURAL AND LINGUISTIC COMPETENCY OF A DISABILITY ORGANIZATION

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## Background

- ❖ Cultural and linguistic competency (CLC) involves healthcare organizations and providers having the ability to understand and accommodate the cultural and linguistic needs of the people they serve.
- ❖ Cultural and linguistic competence can improve communication between patients and clinicians, increase trust among patients, and increase the quality of provided care.
- ❖ The objective of this project is to examine organizational CLC from the perspective of clients and caregivers to advance efforts to reduce health disparities and promote health equity for individuals with intellectual and developmental disabilities and their families.

## Methods

- ❖ Overall response rate of 65.5%. Respondents were 19 WIHD clients. 10 potential participants did not respond to call backs.
- ❖ Respondents consisted of 37% males (n=8) and 63% females (n=12).
- ❖ Interviews were conducted in-person (n = 11) and via telephone (n = 8)
- ❖ Informed consent and demographic information were collected.
- ❖ Interview questions focused on:
  - Respondent's trust in provider services
  - Accessibility to WIHD's services
  - Overall impressions; including personal preferences, needed improvements, etc.

## Results

### Demographic Data (N= 19)

Respondents	Race/ Ethnicity	Services	Years at WIHD
Person with Disability 26%	White 42%	Adult Services 47%	1-3 yrs. 3%
Support Staff 10.5%	Black/African American 36.8%	Behavioral Psychology 42%	4-10 yrs. 36.8%
Family Caregiver 47%	Hispanic 10.5%	Assistive Technology 15.5%	11-15 yrs. 15.5%
Professional 5%	Other 5%	Speech & Hearing 5%	16-20 yrs. 5%
Other 20.5%		Child Welfare 5%	20+ yrs. 15.5%
		Dental 31.5%	

### Accessibility Themes

Easy to access location  
Easy to make appointment  
Dedicated providers  
Providers' responsiveness

Long appointment wait times  
No on-site lab facility  
Institutionalized appearance  
Limited provider diversity

### Trust Themes

High trust in provider  
Sensitive to needs  
Client-centered approach  
Providers honesty

Limited trust in non-English speaking provider

### Overall Impressions

Respectful providers  
Quality of services

Enhance waiting area  
Implement patient portal  
Advertise available services  
Improve provider diversity

## Respondents' Quotes

- ❖ "Providers are good at their jobs and also go above and beyond, reaching out and doing more than required"
- ❖ "Everyone is treated the same and respected"
- ❖ "100% accessible; anytime call, get a call back"
- ❖ "Doctors are nice [but] the wait is too long"
- ❖ "Very high trust; working for children first"
- ❖ "Low trust; no Spanish-speaking providers"
- ❖ "They don't hurt us, nice people"

## Conclusions

- ❖ Clients, caregivers, and professionals interviewed in this study are satisfied with the services received
- ❖ Providers are respectful of their needs and values
- ❖ High level of trust reported in providers and services received
- ❖ Recommendation to increase provider diversity, especially bilingual providers

The results will be used to inform organizational strategic efforts in providing culturally and linguistically competent services.