

Shared Learnings

RMS Online Panel Survey—Cultural Competency

Program Overview

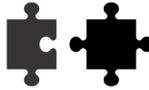
Care Compass Network (CCN) manages an online panel comprised of Medicaid members, providers, community organizations, and community residents within a 9-county region. In January 2016, CCN administered a survey to better understand the community's experiences with cultural sensitivity and literacy in the health care system. Out of the 173 panel members that responded to the survey, 19% were Medicaid/ uninsured. **For the purposes of this survey, all panel members included community residents and Medicaid/ uninsured. Healthcare providers and community organizations were taken out of the results for part of the survey.*

Start Date: January 2016

End Date: January 2016

Target Population: Medicaid members, providers, community organizations, and community residents

Program Goals



Gain a better understanding of the community's experiences with cultural sensitivity and health literacy

Learnings



Overall, the majority of the panel members* felt that their healthcare provider considered their cultural, language, and spiritual needs. Of those that stated they had a poor experience with their healthcare provider, 29% felt it was due to their disability or perceived disability and 16% felt it was due to health insurance or lack of insurance.



Panel members were asked what factors they thought impacted the way their provider talked to them. Of those that responded, the top three factors noted were age, education level, and health insurance. Healthcare providers were asked the same question and from their perspective the top three factors they consider when approaching a patient is education level, age, place of residency (urban vs rural).



Of the healthcare providers and community organizations that were surveyed, 68% of them stated that they have a Cultural Competency and/or Health Literacy training program at their organization and 71% of them are required to complete the training annually.

	Medicaid/ Uninsured	All Panel Members*
Cultural Needs	84%	85%
Language Needs	100%	97%
Spiritual Needs	79%	81%

Contact Information

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