OU Medicine Diversity Program Initiatives

Purpose: To provide the highest level of compassion, care and quality outcomes for our diverse patient population while making them feel comfortable and welcomed. OU Physicians is proactive in supporting all patients regardless of their cultural background.

Collection of Race, Ethnicity, and Language (REAL) Data

In an effort to improve our CLAS services, OU Physicians started collecting REAL data March of 2012. REAL data is collected every patient, every time. Data is reviewed on a continuing basis to ensure CLAS services are met for our diverse patient population. Outreach for multicultural patient population is also determined upon reviewing REAL data.

Diversity-Cultural Competence Training

OU Physicians launched Diversity-Cultural Competence training in December of 2013. Annual mandatory Cultural Competence training provides literature on OU Physicians policies and supporting documentation, and a recognition that there are differences between cultures. These differences are reflected in the ways that different groups communicate and relate to one another, and they carry over into interactions with healthcare providers. Cultural sensitivity does not mean however, that a person need only be aware of the differences to interact effectively; they must move beyond both cultural sensitivity and cultural biases that create barriers. Developing this kind of cultural attitude is an ongoing process. To date, OU Physicians has had a successful completion rate of 95% of our employees.

Interpreting/Translation Services

OU Physicians contracts with vendor: Language Access Network (LAN) which offers interpreting device MARTTI (My Accessible Real Time Trusted Interpreter) Units. MARTTI units are available for LEP patients. MARTTI offers certified interpreters in over 350 languages. The device works similar to “Skype”, connecting a patient with a health care interpreter who speaks the appropriate language. MARTTI is HIPPA compliant.

There are now over 120 units available throughout OUP & OUCP Clinics.

Translation Services are offered using certified translating vendor: Human Touch Translations. Human Touch Translating services currently meets the needs of our multicultural patient population.
Spanish E-Learning

Launched August 2014, the new Spanish E-learning on-line training module became available for staff and providers to review at their convenience. In FY 2014, over 7,500 Spanish speaking patients received care from OU Physicians. Our organization is deeply committed to caring and providing culturally appropriate services for our multicultural patient population. The new Spanish e-learning module incorporates our current training Acknowledge, Introduce, Duration, Explanation, & Time (AIDET) communication guidelines with both a basic and advanced Spanish translation available. Users who are not competent in Spanish can practice their language skills with ease and convenience.

Lunch & Language

Launched January 2014, Lunch & Language has been a successful monthly program that provides an opportunity to listen to and interact with native speakers of non-English languages. This teaching environment is an effective way to solidify cultural sensitivity, appropriate cultural etiquette, proper introductions, and learn the most commonly used conversational phrases. Employees increase their general knowledge, applicable in interactions with our diverse patient population. Lunch & Language occurs 1st Friday of each month with sessions typically held at Samis. To date, approximately 1500 employees have participated in this monthly event.

Rosetta Stone Spanish Program

In Phase I launched in October of 2013, 15 high-performing employees were selected to participate in the Rosetta Stone Spanish Pilot Group. The pilot group completed a one-year program, with participants becoming fluent in basic Spanish and learning to communicate with patients at an intermediate level. Phase II addressed Medical Terminology English. Individuals again became fluent in basic Spanish and could communicate with patients at an intermediate level. Participants who completed both Phase I and II were eligible for participation in the Phase III program, Spanish for Healthcare Workers course. The new group began its studies in February of 2015.

Diversity Health Screenings

OU Physicians Community Health Services aims to increase ease of access to care for our Hispanic, American Indian and Asian community here in the Oklahoma City metro area. Our goal is to reach underprivileged minorities that do not have the means to receive healthcare or have proper communication tools to understand interactions between English speaking providers and themselves. The Hispanic and Asian community have been identified as residents of OKC metro that understand and only speak Spanish or Vietnamese. To respond to these communities’ needs for native speaking healthcare providers and/or translators, a partnership has been forged between OU Physicians and the
Latino Community Development Agency in Oklahoma, the Asia Society of Oklahoma, and the Sac & Fox tribe.

**Open Streets OKC Participation**

OU Physicians Diversity Program partners every with OK County Health Department’s Wellness Now Coalition to provide health screenings to the public in our local underserved areas. Open Streets OKC is a local health and wellness project. Open Streets OKC believes active transportation—such as biking or walking from point A to B—promotes healthier residents with closer ties to their community. At these events, participants reclaim part of a busy street for a few hours for non-motorized activity. Everyone attending is invited to walk, bike, skate, or board while they meet local business owners and celebrate the unique charm of a historic Oklahoma City neighborhood. There’s local food and health activities and wellness tips from health professionals. Although it may resemble a block party or a parade, its purpose, however, is permanent change. The more residents who choose active transportation, the greater push for more accessible communities. That means healthier Oklahomans, more foot traffic for the local economy and an active interest in shaping the areas we call home.

**OU Physicians Annual Children’s Health Expo**

OU Physicians Diversity Program annually organizes our OU Physicians Children’s Health Expo. To aid in our efforts to reduce health disparities, education and outreach is provided at our event. A healthy lifestyle is important for everyone, particularly our children. For them to reach their true potential, we must give them the tools they need to live longer, healthier lives. The health expo, targeting children ages 5-12, is a fun and educational experience for everyone. Families will learn more about their children’s health and wellness through free educational materials and health screenings. Kids, meanwhile, will have plenty of opportunities for fun with activities such as face painting, caricature artist, balloon animals, fire truck tours, and activities encouraging kids to stay active.

As the physicians who staff the state’s comprehensive children’s hospital, OU Children’s Physicians pride themselves on giving kids the best possible chance to live life to the fullest. We are dedicated to building a healthier state and we hope the health expo will play a small but important role in our efforts.

**Gender Identity and LGBT Sensitivity Training**

In an effort to improve sensitivity, understanding, and communication at every level, OU Physicians Diversity Program launched our first Gender Identity & LGBT Sensitivity Training December 2015. This training is mandatory for staff and must be completed annually. We are committed to progressing in our efforts to reduce health disparities amongst this group and providing inclusive care. Enhancements to training scheduled for launch December 2017.
Diversity Inclusion Statement

The University of Oklahoma College of Medicine holds diversity as a value at the very core of its educational, research, service and health care missions. The College recognizes that diversity embraces race, ethnicity, gender, religion, socioeconomic status, sexual orientation and disability.

We are committed to increasing the representation of women, ethnic minorities, and individuals who are members of groups underrepresented in medicine and science among our students, trainees, faculty and our leadership.

The College of Medicine is committed to developing programs that will promote the academic advancement and success of minority students, faculty and staff; weaving and enhancing cultural and diversity instruction in our curriculum; breaking down racial and ethnic stereotypes and promoting cross-cultural understanding; and promoting new areas of research and scholarship that involve multi-cultural issues.

The College's programs strive to enhance diversity and cultural competency in the health care workforce and to improve access to health care for under-served populations.

The College of Medicine diversity goals support the University culture in which diversity and academic excellence are seen as inter-dependent.

Collection of SOGI Data (Sexual Orientation & Gender Identity Data)

In an effort to improve and measure the care we provide for LGBTQ patients, “SOGI Data Collection” scheduled to launch December 2019.

Why Gather Sexual Orientation and Gender Identity Patient Data?

- We cannot measure quality of care, and progress on eliminating LGBT health disparities without doing so.
- Increases ability to screen, detect, and present conditions more common in LGBT people.
- Patients may feel safer discussing their health and risk behavior once they have been asked, even if they haven’t disclosed.
- If you know more about who is LGBT coming for care, a variety of issues will be easier to evaluate
Interpreting Certification

Scheduled to launch Spring 2020- To better serve our largest LEP (Limited English Proficiency) patient population-Spanish speaking patient population, OU Physicians is working with our partner LAN (Language Access Network) in the development of an interpreting certification program for already fully proficient Spanish speaking employees at our OUHSC Campus who work directly in patient care. Details regarding certification program will be provided in an email to clinic leadership. Employees who are fluent and are interested in serving as an interpreter for their clinic/department will be encouraged to apply.

Candidate Requirements:

- Employee on campus for a minimum of one year
- Serves in a clinic or hospital setting-works directly in patient care
- Must be able to complete and pass a verbal and written exam
- Must have a letter of recommendation from supervisor
- Must be able to complete and dedicate 5 months to complete training

Questions? Please contact

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