

Oregon Health Authority

Cultural Competence Continuing Education Brief

Background

Oregon's racial and ethnic populations are growing at a faster rate than the nation's, with one in five (21.5%) or 800,000 Oregonians identified as a person of color (US Census 2010). According to the Oregon Health Authority (OHA), up to 40% of Oregon Health Plan enrollees may be people of color (Aug 2014). In 2010, at least 137 languages were spoken in the state, making Oregon one of the 15 most language-diverse states in the nation. With Oregon's growing diversity and strong evidence of racial and ethnic health disparities, it is important that health care professionals are educated to work effectively with diverse groups. A key strategy within Oregon's Action Plan for Health (2010) is to ensure that health care providers receive ongoing training in cultural competence.

Benefits of cultural competence continuing education

Studies¹ show that cultural competence training can help improve health outcomes for diverse populations who are disproportionately affected by health disparities and inequities, reduce costs and provide business benefits for health systems. Key benefits include:

- Improved patient-provider communication, satisfaction, engagement, and patient adherence to treatment
- Improved provider self-reported perception and understanding of cultural competence
- Increased ability to provide patient-centered care
- Increased enrollment, patient services, and utilization among limited English proficient patients
- Cost savings through increased access to preventative services, appropriate care and improved service delivery
- Cost savings through reduced patient-provider communication delays, inpatient and urgent care costs, and shorter hospital stays
- Cost savings through the reduction of liability issues

Development of recommendations

Cultural Competence Continuing Education Committee

In 2012, informed by community efforts through Senate Bill (SB) 97 (2011) to advance cultural competence continuing education (CE) for health care professionals, Oregon Health Authority Office of Equity and Inclusion (OEI) established its first Cultural Competence CE Committee of community stakeholders to explore opportunities. The Committee developed a definition of cultural competence and identified "essential" and "advanced" standards for cultural competence CE. The Committee also produced a list of available CE options, and provided recommendations to advance cultural competent CE in Oregon. The final report and recommendations are available at:

www.oregon.gov/oha/oei/Pages/reports.aspx

House Bill 2611 Rules Advisory Committee

During the 2013 legislative session, [House Bill \(HB\) 2611](#) passed into law (ORS 413.450), creating requirements for OHA, through OEI, to provide resources and support for improving the cultural competence of regulated health care professionals in Oregon and to report to the Oregon Legislative Assembly about their level of participation in cultural competence education. *Stat. Auth.:ORS 413.450, 2013 Oregon Law.*

In 2014, OHA worked with community stakeholders through the Rules Advisory Committee to develop permanent rules for HB 2611 requiring OHA to:

- Establish an advisory committee to:
 - Develop and update criteria for approving cultural competence continuing education opportunities;
 - Recommend cultural competence continuing education opportunities to OHA for approval;
- Establish and maintain a list of OHA approved CE opportunities; and
- Beginning August 1, 2018, report to the Legislative Assembly biennially on

¹ Alliance of Community Health Plans Foundations, 2007; AHRQ 2014; Beach, 2005; DeCola, 2010; The

Joint Commission, 2010; Khanna, 2009; Quan et. al. 2010; USDHHS OMH, 2013.

participation levels of health care professionals in cultural competence continuing education.

The rules also require health professional licensing **boards** to report biennially to OEI on cultural competence continuing education participation levels. **The first report is due July 30, 2017**, to include January 1 to June 30, 2017 data at a minimum. The second report is due July 30, 2019. The report must include at a minimum:

- The number of regulated health care professionals who completed cultural competence continuing education;
- The number of audited health care professionals who completed cultural competence continuing education from the OHA approved list, available at: <http://www.oregon.gov/oha/oei/Pages/ccc-ed-hb2611.aspx>
- Licensee requirements for participation in cultural competence continuing education, as determined by each board; and
- The level of reporting each board requires of licensees related to participation in cultural competence continuing education.

Stat. Auth.:ORS 676.850, 2013 Oregon Law.

Impacted boards/authority by this law include:

- [Oregon Board of Chiropractic Examiners](#)
- [Oregon Board of Dentistry](#)
- [Oregon Board of Denture Technology](#)
- [Oregon Board of Direct Entry Midwifery](#)
- [Oregon Board of Examiners for Speech-Language Pathology and Audiology](#)
- [Oregon Board of Licensed Dietitians](#)
- [Oregon Board of Licensed Social Workers](#)
- [Oregon Board of Licensed Professional Counselors and Therapists](#)
- [Oregon Board of Massage Therapists](#)
- [Oregon Board of Medical Imaging](#)
- [Oregon Board of Naturopathic Medicine](#)
- [Oregon Board of Optometry](#)
- [Oregon Board of Pharmacy](#)
- [Oregon Board of Psychologist Examiners](#)
- [Oregon Health Authority, to the extent that the authority licenses emergency medical service providers](#)
- [Oregon Home Care Commission](#)
- [Oregon Medical Board](#)
- [Oregon Nursing Home Administrators Board](#)
- [Oregon Occupational Therapy Licensing Board](#)
- [Oregon Physical Therapist Licensing Board](#)
- [Oregon Respiratory Therapist and Polysomnographic Technologist Licensing Board](#)
- [Oregon State Board of Nursing](#)

Cultural Competence Continuing Education Advisory Committee (formerly Approval Committee)

OHA convened the advisory committee in February 2015 to advise OHA on the development of criteria and process to approve a list of cultural competence continuing education opportunities, and help implement the process.

Cultural Competence Continuing Education Review Committee

OHA convened the review committee in November 2016 to evaluate, discuss, and recommend cultural competence continuing education opportunities to OHA for approval.

Both the advisory and review committees will work with OHA to update approval criteria.

What are licensed health care professionals required to do through ORS 676.850 and ORS 413.450?

- Check with your licensing board to determine if cultural competence continuing education is now a requirement of your license. (Not all boards require this CE);
- Track your cultural competence continuing education completion. Note if the CE course is on the OHA approved list, which is available at: <http://www.oregon.gov/oha/oei/Pages/ccc-ed-hb2611.aspx>

If the cultural competence training I take is not on the OHA approved list, will I be in violation of the new law?

No, it is not legally required that the cultural competence training health care professionals take come from the OHA-approved list.

What are the benefits of taking cultural competence training from the OHA approved list?

The purpose of creating the list is to provide cultural competence CE opportunities that have met specific criteria for high quality and standards of excellence in cultural competency education.

A growing list of trainings is now available at:

<http://www.oregon.gov/oha/oei/Pages/ccc-ed-hb2611.aspx>

You can get this document in other languages, large print, braille or a format you prefer. Contact **Office of Equity and Inclusion** at **971-673-2000**. We accept all relay calls or you can dial 711.