

# Parental Impression of Cultural and Linguistic Competence in an Ethnically Diverse UCEDD Center

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**BACKGROUND :** Cultural competence is the ability to interact effectively with people of different cultures. It means to be respectful and responsive to the health beliefs and practices, cultural and linguistic needs, of diverse population groups. Developing cultural competence is also an evolving, dynamic process that takes time and occurs along a continuum. In order to build a culturally competent workforce, the cultural context of the target community should be assessed and understood.

## OBJECTIVES

- 1) To assess parents' impressions of staff cultural and linguistic competence in an urban, ethnically diverse center, that serves individuals with developmental disabilities.
- 2) To compare impressions between those who use translators for clinical visits versus those who do not use translators.

**DESIGN/METHODS:** Cross sectional study involving structured interviews of parents who attended a full day parent workshop in May 2018 at a UCEDD/LEND developmental center, and had children followed at this clinic. Data included:  
 •demographics  
 •parental report of staff sensitivity (used select cultural competency items from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey).  
 •This survey consisted of 25 questions in English and Spanish which covered various aspects of cultural and linguistic sensitivity. These included components of communication with the provider such as trust, comfort and rapport. It also assessed availability and satisfaction with interpreter services.

**Statistical analysis included chi-square and t-test and non-parametrics.**

## RESULTS

Of the 36 parents who attended the workshops, 26 completed the survey (72%). Three of those 26 families were not receiving care at this clinic and were therefore excluded. Analysis was based on the remaining 23 parents.

Characteristics: Demographics	Total N=23
Age of respondents	
15-25 years	0
26-49 years	18 (78%)
50-64 years	5 (22%)
Male/Female	1 (4%)/22(96%)
Years receiving care at this center	6 ± 4 years
Spanish dominant (completed questionnaire in Spanish)	6 (26%)
Race and/or Ethnic group	
Latino	16 (68%)
White	3 (13%)
Black	6(23%)
Other	2 (8%)
US Born	10 (43%)*
Household Characteristics	
Two parent	13 (56%)
Single parent	9 (39%)
Level of Maternal Education	
Elementary School	1 (4%)
Less than High School	4 (17%)
High School graduate	3 (13%)
Some College	5 (21%)
College graduate/Advanced degree	9 (39%)

\*Other countries: Mexico, Puerto Rico, Dominican Republic, Jamaica, Nigeria

The majority of patients understood medical explanations (87%), 85% felt provider showed interest in their questions and 76% felt provider answered all questions to their satisfaction.

Parents who use interpreter services on a regular basis were satisfied with interpreter services

**CONCLUSIONS:** In this ethnically diverse sample, the majority of parents understood medical explanations and trusted their providers, but subgroups experienced differences. Families who used an interpreter on a regular basis had more difficulties understanding and communicating with the providers. Although having a translator was helpful for these families, it did not fully bridge their communication barriers. More research in this area is needed.

	Families using translator during visits N=4	Families not using translator N=17	p
<b>Explanations difficult to understand</b>	<b>3(75%)</b>	<b>1(6%)</b>	<b>0.01</b>
<b>Provider uses medical words hard to understand</b>	<b>4 (100%)</b>	<b>2 (12%)</b>	<b>0.003</b>
<b>Provider talked too fast to understand</b>	<b>3 (75%)</b>	<b>2 (12%)</b>	<b>0.04</b>
Provider ignored what you told him/her	0	1 (6%)	0.6
Provider being sarcastic	0	1 (6%)	0.7
Provider interrupted you when talking	1 (25%)	2 (11%)	0.4
Provider show interest in your questions/concerns	4 (100%)	15 (88%)	0.1
Provider answered all your questions to your satisfaction	3 (75%)	15 (88%)	0.6
Provider being sarcastic	0	1 (5%)	0.7
Treated unfairly because of race/ethnicity	1 (25%)	0	0.1
Treated unfairly due to health insurance	1 (25%)	1 (6%)	0.3
Rate your clinician from 1-10	9.75 ± 0.5	9.07 ±1.1	0.2

Questions	Families using translator during visits N=4	Families not using translator N=17	p
Tell all to your provider			0.7
Yes definitely	2 (50%)	11 (68%)	
Yes somewhat	1 (33%)	3 (18%)	
No	1 (33%)	2 (12%)1missing	
Trust your provider			0.6
Yes definitely	4 (100%)	14(82%)	
Yes somewhat		1(6%)	
No		2(12%)	
Provider telling the truth			0.7
Yes definitely	3 (75%)	12(75%)	
Yes somewhat	1(25%)	3(17%)	
No	0	2 (12%)	