ASSESSING CULTURAL AND LINGUISTIC COMPETENCY OF A DISABILITY ORGANIZATION
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Results
❖ 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.

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”

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 competency 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
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Demographic Data (N= 19)

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

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

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.