

# PERSON CENTERED CARE:

## TIPS AND TOOLS FOR PROVIDING CULTURALLY INFORMED MENTAL HEALTH CARE

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MIRECC Peer Educational Webinar Series

November 5, 2015

## Welcome

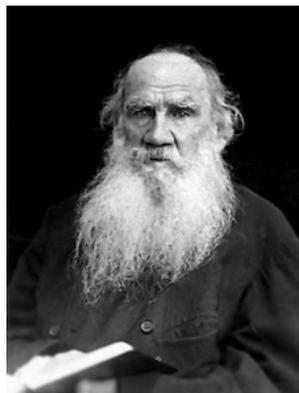
- What brought you here today?
- Are there any particular cultural competence issues you are concerned about?



Natasha's illness was so serious that...she could not eat or sleep, grew visibly thinner, coughed, and, as the doctors made them feel, was in danger... Doctors came to see her singly and in consultation, talked much in French, German, and Latin, blamed one another, and prescribed a great variety of medicines for all the diseases known to them, but the simple idea never occurred to any of them that they could not know the disease Natasha was suffering from, **as no disease suffered by a live man can be known, for every living person has his own peculiarities and always has his own peculiar, personal, novel, complicated disease, unknown to medicine**

— *War and Peace*

*Lev (Leo) Tolstoy*  
 novelist  
 1828-1910



## Discussion

- What is patient centered care?  
Person centered care?
- What is culturally informed care?
- How do you bring culturally informed care or person centered care into your work?



## Medical Model

- The medical model is a scientific process using observation, description, and differentiation, to identify diseases and treat symptoms (Clare, 1980).
- Medical model = disease centered. Focuses on component systems of the body, not the whole person.



## Patient Centered Care

- According to the Institute of Medicine report *Crossing the Quality Chasm: A New Health System for the 21<sup>st</sup> Century* (2001):
- **Patient Centered Care (PCC) is providing care that is respectful of and responsive to individual patient preferences, needs, and values, and ensuring that patient values guide all clinical decisions.**

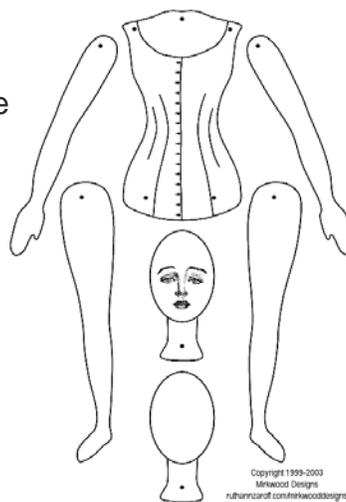
## Patient Centered Care



- The VA Blueprint for Excellence (2014) states that patient centered care “**is personalized, proactive, and patient-driven, and engages and inspires Veterans to their highest possible level of health and well-being.**”

## Person Centered Care

- **Person Centered Care** is term more frequently seen in mental health care.
- Veterans are not just clients, but whole people independent of us and their disorders



## Culturally Informed Care

- Cross, Bazron, Dennis, & Isaacs, 1989
- Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency or among professionals and enable that system, agency or those professions to work effectively in cross-cultural situations.

## Culturally Informed Care

- Five essential elements contribute to a system's institution's, or agency's ability to become more culturally competent which include:
  - **Valuing diversity**
  - **Having the capacity for cultural self-assessment**
  - **Being conscious of the dynamics inherent when cultures interact**
  - **Having institutionalized culture knowledge**
  - **Having developed adaptations to service delivery reflecting an understanding of cultural diversity**

## Problems with Cultural Competence

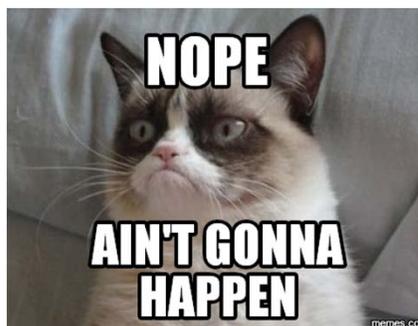
- *Disclaimer: I am talking about cultural competence done poorly*
- We intend to be more aware of people's uniqueness but...
- We can end up stereotyping or lumping them in categories
  - Men aren't comfortable being emotional
  - Asian people place high priority on family
  - Gay people have negative experiences coming out to their friends and family
  - Religious people are conservative

## Problems with Cultural Competence

- People aren't just one thing.
  - Intersectionality: Overlapping or intersecting identities and their related experiences of discrimination and privilege.
  - How do you serve a black lesbian woman who is very religious?
- We make mistakes when we decide other people's identities and which identity is most important
  - You look white, how can you be Latina?
  - If you are a man who has sex with men you must be gay.
  - Racism is probably a bigger problem for you than discrimination about your disability.

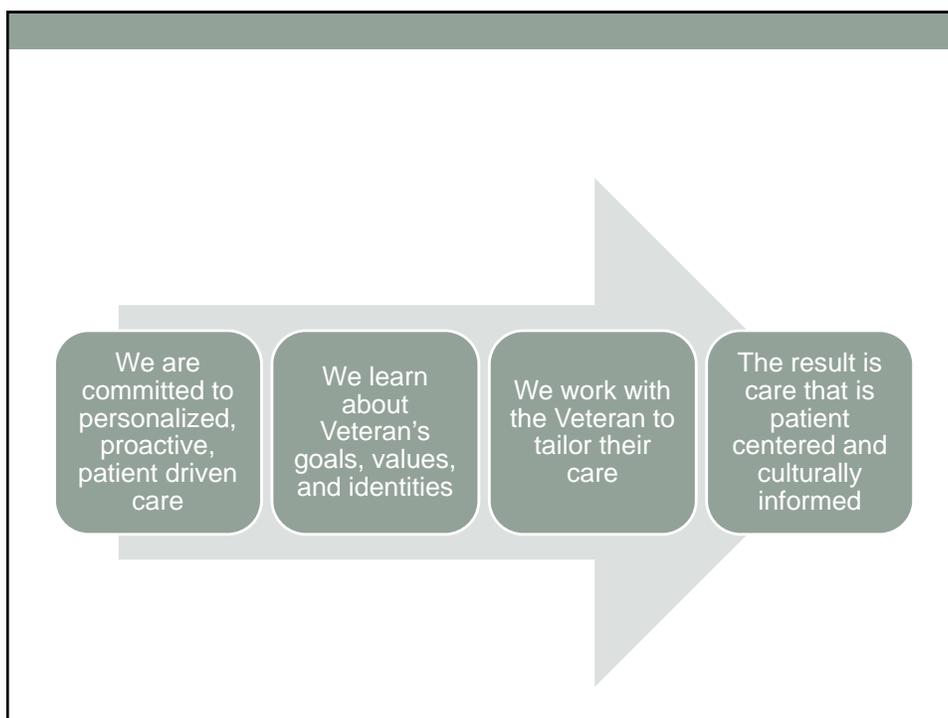
## You are the expert on you

- Let's abandon the idea of being "competent" in all cultures.
- But we can let our Veterans educate us and use that information



## PCC as CIC

- Person Centered Care is also Culturally Informed Care
- Valuing diversity
  - By personalizing care we show respect for the diversity of our Veterans
- Being conscious of the dynamics inherent when cultures interact
  - We acknowledge cultural interaction by taking the time to learn about our Veterans' cultures
- Having institutionalized culture knowledge
  - Using PCC helps get *high quality* cultural knowledge
- Having developed adaptations to service delivery reflecting an understanding of cultural diversity
  - PCC is a service delivery adaptation



## HOW DO WE PROVIDE PERSON CENTERED CARE?

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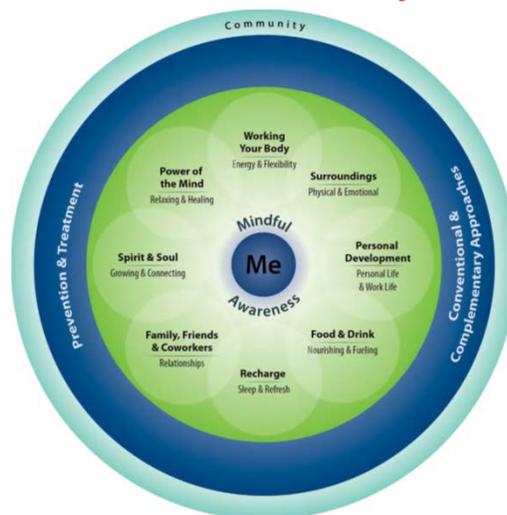
## Requirements of a Person Centered Care Plan (Tondora, Miller, & Davidson, 2010)

1. Be oriented toward promoting recovery rather than only minimizing illness
2. Be based on the person's own goals and aspirations
3. Articulate the person's own role and the role of others, both paid and natural supports, in assisting the person to achieve his or her own goals

## Person Centered Care Plan

4. Focus and build on the person's capacities, strengths, and interests
5. Emphasize the use of natural community settings rather than segregated programs settings
6. Allow for uncertainty, setbacks, and disagreements as inevitable steps on the path to greater self-determination

## Personal Health Inventory



## Cultural Formulation Interview

- CFI and CFI informant version introduced in DSM-5
- CFI and all supplementary modules available online
- Approximately 20 minutes
- Can really be read right off the page
- Left hand column provides instructions for you

## ADDRESSING framework

• Pamela Hays (2008) Addressing Cultural Complexities in Practice, Second Edition: Assessment, Diagnosis, and Therapy

- **A**ge
- **D**evelopmental and acquired **D**isabilities
- **R**eligion
- **E**thnicity
- **S**ocioeconomic status
- **S**exual orientation
- **I**ndigenous heritage
- **N**ational origin
- **G**ender

## Discussion

- Which of these are most helpful or appealing to you? Why?
- How could you see using these instruments in your role as a peer?



## Ways to Use PCC/CIC tools

- As structure for individual meetings with Veterans
- Homework for participants in treatment groups
- Discussion questions for groups
- As a tool for Veterans to take to their providers
- As a way change your view and vocabulary
- For self-reflection\*

## Benefits of PCC/CIC Tools

- Benefits to you:
  - You don't have to be the all knowing expert!
  - Using a structured tool can make personal questions seem less awkward or invasive
    - Remember: You have to orient the Veteran
- Benefit to the Veterans we serve:
  - Veterans are more likely to stay engaged in care that values *their* goals
  - Each Veteran gets *their* best care, not just generic care
- Benefit to our colleagues/ programs
  - We model PCC/CIC behaviors, which creates a more inclusive treatment environment

## Reminder

- This isn't the end of pursuing new information and expanding our world view!
- Self assess and continue to learn!



Ramarama School Learning Model

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