



Relias Spotlight Series

December 2023

Hello Providers,

Welcome to the Optum Idaho December Relias Spotlight Series – a series devoted to offering you access to free, accessible, and continuing education unit-eligible online education about topics that are important to behavioral health providers.

What's New: This month, we are focusing on Cultural Competency. This is the art of understanding and respecting the myriad of cultures that exist. It's particularly vital in healthcare, where it can significantly impact the quality of care. Cultural competency encompasses the ability to not only be aware of these cultural differences but also effectively communicate and interact with individuals from diverse backgrounds. Effective communication is the heart of cultural competency. It involves understanding that language barriers, non-verbal cues, and varying communication styles can influence how individuals perceive and respond to healthcare interactions. Healthcare providers should strive to develop cultural competence by learning about the cultural norms, customs, and healthcare beliefs of the individuals they serve.

A culturally competent healthcare provider must be adept at adapting their communication to ensure that every individual feels heard, understood, and valued. To bridge cultural divides, strategies such as active listening, empathy, and patience are indispensable. This knowledge can help build trust and rapport, making it easier to provide culturally responsive care.

Why It Matters: In healthcare, culturally responsive care is all about ensuring that every individual receives fair and effective treatment, regardless of their cultural background. This approach might involve providing interpreters for non-English-speaking individuals, accommodating dietary preferences, or acknowledging traditional healing practices when relevant. Ultimately, cultural competency in healthcare is pivotal for promoting inclusivity and improving healthcare outcomes while reducing disparities in diverse communities.

If you would like more information and education around the topic of culture, we encourage you to log into [Relias](#) and search for the following modules:

Class	Course	CEU
Cultural Competence	REL-ALL-0-CDIV	.5
Cultural Competence and Healthcare	REL-ALL-0-CCHLTH	.5
How Culture Impacts Communication	REL-ALL-SS-HCIC	.5
DEI: Multicultural Care for the Organization	REL-BHC-0-DEIMCO	1
Understanding and Addressing Racial Trauma in Behavioral Health	REL-BHC-0-UARTBH	1.5
Using Communication Strategies to Bridge Cultural Divides	REL-ALL-SS-UCSBCD	.5

Thank you again for the work that you do each day with our members so Idaho can continue to improve access to behavioral health services. Optum is excited to offer these resources to you.

Sincerely,
The Optum Education and Training Team