

## Compliance Today – April 2022

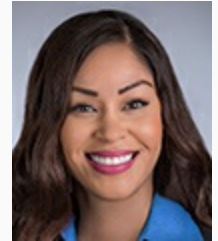
# Compliance with cultural competency to meet the unique and diverse healthcare needs of all patients

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By Yolanda Morris, CHC

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The changing demographics of the United States have allowed us the opportunity to assess the changes needed in the delivery of healthcare to provide quality care to patients of diverse cultures and patients with a preferred language other than English. The percentage of the population living in the US whose primary language isn't English continues to grow rapidly.<sup>[1]</sup>

According to the U.S. Department of Health & Human Services' Office of Minority Health, "within 50 years, nearly half of the nation's population will be from cultures other than White/non-Hispanic."<sup>[2]</sup> Hence we have witnessed Centers for Medicare & Medicaid Service require translation of vital documents and Medicare Advantage health plans to translate the required material into any non-English language that is the primary language of at least 5% of the enrollees in a plan service area. "Pursuant to the Medicare Marketing Guidelines (MMG), sponsors that have service areas that meet the 5% threshold must provide specific translated materials on their websites and in hard-copy upon beneficiary request."<sup>[3]</sup> Health plan organizations continue to assess areas of improvement to meet the healthcare needs of diverse communities while simultaneously providing high-quality services and care. It is crucial to understand how culture and language may affect a healthcare encounter between a patient and healthcare provider. This article will highlight the importance of cultural competency education and awareness to lowering the risks within your organization and ensuring quality care is provided to all patients.

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