

The Molina Institute for Cultural Competency is a department within Molina Healthcare, Inc. located in Long Beach, California. The Molina Institute has years of experience in the evaluation and practical application of cultural concepts that are employee, provider, and patient-friendly. Cultural and linguistic competency is a cornerstone of everyone's success. The Institute provides evaluation, consultation, training materials, support materials, policy and procedure review, and recommendations to improve cultural competency for healthcare organizations. The Institute also serves to guide corporate culture to insure long-term culturally competent care through better decision-making by policy makers and program designers. Molina's medical anthropologist helps guide program development. Molina takes pride in an extremely diverse workforce representing many ethnicities and languages, and has successfully integrated multi-cultural teams in various settings.

### **LISTEN Assessment**

The Language Interpreting Services and Training Evaluation Network (LISTEN) program offers services to hospitals, clinics, and medical group practices that wish to initiate, develop, assess, or improve their language access programs and enhance the cultural competency of their staffs. The Molina Institute maximizes each organization's experience and unique talents to improve the health care environment for non-English speaking populations.

### **Provider Training**

The Molina Institute partners with Molina's Provider Services Departments to create and deliver training for all network providers to ensure comprehension of program requirements and the special needs of the Membership. Molina schedules on-site or in-house training sessions between network providers and Molina staff. This allows modifications to the curriculum as specific needs or issues are identified for a particular provider group or regional area. This customized approach to standardized training is focused to provide a positive partnership between the provider and Molina and enhance provider satisfaction. The Provider training program consists of core topics that are applicable to all network providers, supplemented by topics that are specific to specialty providers or PCPs, or those serving particular populations.

### ***Specialized Training***

Physicians can be trained in specific subject areas of interest. Seminars range from one-hour training sessions to full day workshops. Some topics are also available as CME monographs, and eligible for CME credit. Topics continue to evolve, and include:

- Access Issues for rural Hispanics, Native Americans and Socially Isolated populations.
- Care of Special Populations: Vietnamese
- Care of Special Populations: Asian Indian
- Care of Special Populations: Bosnian Serbs
- Care of Special Populations: Somalis
- First Smiles Oral Health Screening and Dental Varnish Training

This model includes individual in-office training sessions, small and large group training sessions, as well as internet and self-study modules. The model can be adapted to various subjects, including cultural training topics. Utilizing a train-the-trainer method, the training is coordinated through the Provider Services department.

### ***Supplemental Training***

Molina's website and provider e-portal also enhance communication and education opportunities. Other methods of communicating with and educating the provider network include the Practitioner Provider Manual, "Just the Fax" news bulletins faxed directly to offices, Partners in Care, a publication for Molina Healthcare Providers as well as information easily accessible on Molina's website.

Cultural Competency Programs are offered to employees, providers and staff supporting providers as well – in short, anyone that may interact with a Molina member. Cultural Competency Training programs may be made available to Community Based Organizations as well.

### **Continuing Medical Education**

Molina has developed Continuing Medical Education (CME) monographs for Molina network providers in various areas, including monographs which detail the health beliefs and behaviors of various cultural groups, and how to care for those patients. CME Monographs are available for download through [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com), or by contacting the Provider Services department. Providers who complete and submit the post tests are eligible for Prescribed Credit of CME from the American Academy of Family Physicians.

### **Culturally and Linguistically Appropriate Services (CLAS Standards)**

The Department of Health and Human Services' Office of Minority Health (OMH) has issued national standards on Culturally and Linguistically Appropriate Services (CLAS Standards). These are designed to encourage development of services and programs that are culturally and linguistically accessible. Molina Healthcare Inc. has provided services to ethnically diverse communities for over 25 years. A leader in cultural competency, Molina is proud to have initiatives that address all fourteen CLAS standards. The principles of culturally and linguistically appropriate services are integrated throughout our organization and undertaken in partnership with local communities.

### **Partnerships**

Molina is a member of the American Translators Association, the California Healthcare Interpreting Association (CHIA), as well as several state-specific Health Care and Hospital Associations. Molina is also a founding member of the Translation Automation Users Society (TAUS), an organization dedicated to innovations and best practices in the translation industry.

## **Contact Us**

The Molina Institute can be reached by email:  
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### **What to Communicate:**

1. Describe your problem, concern, or request.
2. Identify your goals and target audience.
3. Include your timeline.
4. Provide any regulatory or contractual timelines, constraints, or specific requirements.

