

Provider Satisfaction Survey

Thank you for all you do to optimize care for all the patients in your practice. Understanding the language capabilities of your practice is important, and we want to make our members aware of the language support available from your practice.

Please help us promote your language services and capabilities by taking this brief five-minute language survey about your practice.

Survey link: <https://www.surveymonkey.com/r/HRMCHKS>

Florida population data on language

Like you, we aim to effectively serve the needs of diverse patients. It's important for all of us to be aware of the cultural and linguistic needs of our communities. For this reason, we are sharing recent data about the languages currently spoken by 5 percent or 1,000 eligible members in FL.

Languages currently spoken by 5% or 1,000 eligible members in FL (listed in alphabetical order)	
Arabic	Japanese
Cambodian	Korean
Chinese	Laotian
Croatian	Persian
French (including Patois, Cajun)	Portuguese Creole
French Creole	Russian
German	Spanish or Spanish Creole
Gujarati	Tagalog
Hindi	Thai
Hmong	Vietnamese

(Source: American Community Survey, *2015 American Community Survey 5-Year Estimates*)

Language support services

Also, as a reminder, we provide language assistance services for our members with limited English proficiency or hearing, speech or visual impairments. Please see the *Provider Manual* for details on what services are available and how to access resources.

In addition, we have several resources available to you and your practice that can provide guidance on communicating and serving diverse populations effectively.

Cultural Competency Toolkit

Diverse cultural backgrounds of patients may present frequent challenges in their receipt of quality health care. A practical set of tools will enable health care providers to become

culturally aware and proficient to help provide a positive, rewarding and quality care experience to patients.

Amerigroup offers a *Cultural Competency Toolkit* containing information, tips and resources regarding language, interpreter services, cross-cultural issues and more. Included are:

- Encounter tips for providers and their staff.
- Help in identifying literacy problems.
- An interview guide for hiring clinical staff.
- Tips for locating and working with interpreters.
- Common signs and common sentences in many languages.
- “I Speak” cards to help identify patients’ preferred language. (The cards can be posted in provider offices and/or given to patients.)
- A sample employee language skills self-assessment tool to help you evaluate the language skills of your staff.

How to locate cultural competency resources

To locate the *Cultural Competency Toolkit*, go to

<https://providers.amerigroup.com/pages/fl-2012.aspx>. Under the heading *Provider Resources & Documents* on the left, select **Training Programs**, then select ***Cultural Competency Toolkit***.

Direct web link to the *Cultural Competency Toolkit*:

https://providers.amerigroup.com/ProviderDocuments/ALL_CulturalCompetencyToolkit.pdf