

# How to Become a Culturally Competent and Diverse Practice

Eliza Varadi, MD IBCLC

Owner and Medical Director of Pelican Pediatrics and  
Clinical Instructor MUSC



# Session Goals

1. Understand barriers many populations are facing today
2. Learn about cultural differences and its impact in healthcare disparities
3. Be welcoming and promote diversity







# NOW...

## Select NEWS

*Helping providers stay ahead*

**CLAS** Culturally and Linguistically  
Appropriate Services

*A United Voice for Multicultural Health Care*

### PHYSICIAN CHAMPION

We'd like to spotlight and thank Eliza Varadi, M.D., a First Choice provider at Pelican Pediatrics in Charleston who speaks Russian, Spanish and Hebrew as well as English. "Having come to this country as an immigrant, I know how difficult it is to navigate everything in a different language and culture. The more I can alleviate that stress for my patients, the better."



Being able to communicate and understand health information is necessary to stay healthy. That's why language services are part of our Culturally and Linguistically Appropriate Services (CLAS) program. For 10 years, Select Health has worked to reduce health care disparities by better understanding the unique backgrounds and cultures of our members. First Choice is the only health plan in South Carolina to achieve the Multicultural Health Care Distinction by the National Committee for Quality Assurance.

by Erin Post ■ Mar 2021

Dr. Eliza Varadi, the owner of Pelican Pediatrics in Charleston, South Carolina, is committed to making sure patients who may have been marginalized in the past have access to the health care they deserve.

Dr. Eliza Varadi, the owner of Pelican Pediatrics, speaks English, Russian, Hebrew and Spanish. A second full-time pediatrician speaks Spanish. The practice's part-time pediatrician speaks Punjabi. The practice's administrator, Vladimir Varadi (Dr. Varadi's husband), speaks Russian, Estonian and German. Staff members are from Russia, Estonia, India, Mexico, Panama and Ireland. A part-time nurse practitioner is African American and she also speaks Spanish. The group represents three different religions.

The diversity of the team is intentional, says Dr. Varadi, as the patients they serve in Charleston, S.C., reflect a multitude of backgrounds and life experiences.

"It's always been my goal to be able to serve as large and diverse of a community as I can," says Dr. Varadi. "Especially a community that may otherwise be



# Acceptance begins before patients enter the door....





# Online...



Pelican Pediatrics

September 17, 2020 · 🌐

...

It's better to get the Flu shot with your family, than to get the FLU with your family!

Es mejor recibir la vacuna contra la influenza con toda su familia que enfermarse con la influenza con toda su familia!

Лучше сделать прививку от гриппа вместе со всей семьёй, чем болеть гриппом вместе со всей своей семьёй!



UC 2021



Pelican Pediatrics

December 2, 2020 · 🌐

...

We have had so many donations to our coat drive, Thank you. ❤️ If you or your child still need a coat or warm sweater, please check our coat rack! If you have extras you don't need, please donate!

Recibimos un montón de chaquetas por nuestra colección de chaquetas. Gracias. ❤️ Si Ud. o su niño necesita una chaqueta, por favor recógelo de aquí. Si tienes alguna chaqueta que no necesita, póngalo aquí!

[#weareinthistogether](#) [#StayWarm](#)

See Translation



# And Continues Inside.....





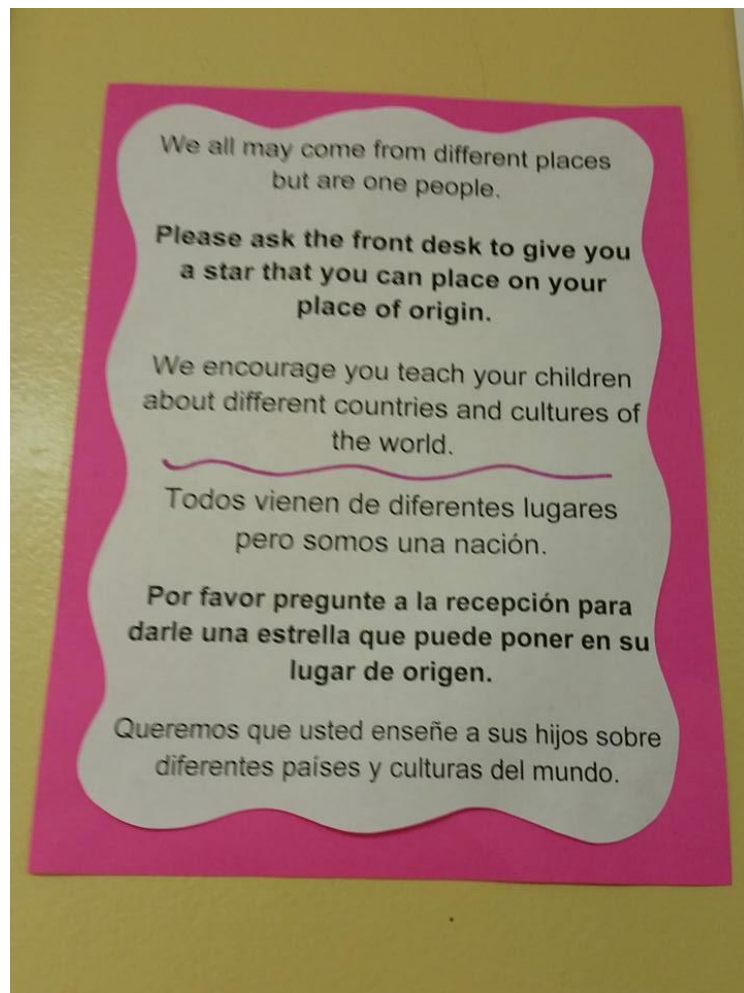
# The World of Pelican Pediatrics

El Mundo de Pelican Pediatrics

Мир Пеликан Педиатрии

העולם של פליקאן פדיאטריקס





St





# Inclusive Education



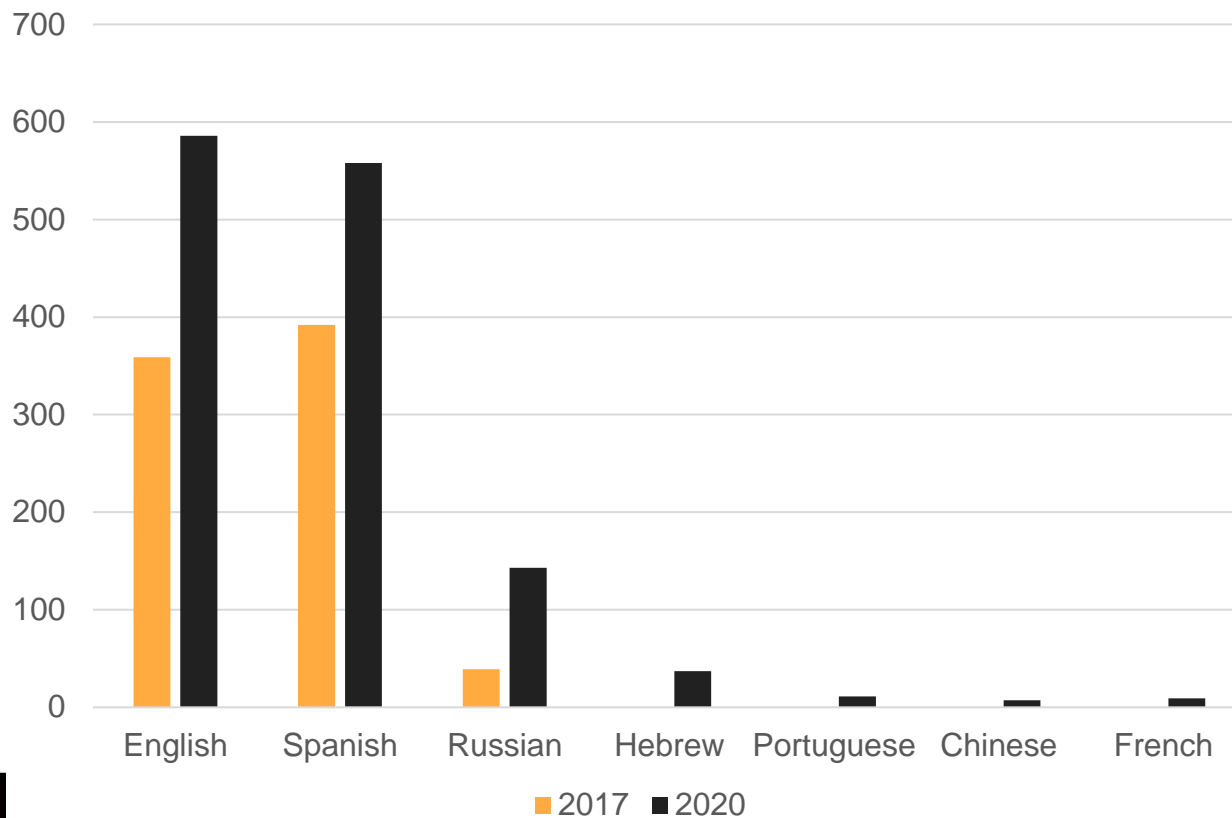


# Education starts with books





# Reach Out And Read Books Given Out



# South Carolina must be really diverse....

|                  | Charleston | Pelican Pediatrics |
|------------------|------------|--------------------|
| Hispanic         | 5.09%      | 35%                |
| Russian Speaking | 0.1%       | 8%                 |
| Israeli          | <0.01      | 3%                 |



# Learn common cultural beliefs



# Why is any of this important?

1. Providing good care in a culturally competent way
2. Open the door for a large and often forgotten or disenfranchised population
3. Rebuild TRUST in healthcare among marginalized populations



# Healthcare Disparities

| Location                   | White | Black | Hispanic | Asian/<br>Native<br>Hawaiian<br>or Pacific<br>Islander | American<br>Indian/<br>Alaska<br>Native | Other |
|----------------------------|-------|-------|----------|--|---|-------|
| United States <sup>1</sup> | 10.9% | 15.7% | 21.0%    | 10.4%  | 17.3%                                   | 17.5% |
| South Carolina             | 12.5% | 17.7% | 26.6%    | NSD  | 25.7%                                   | 28.9% |

Have not  
seen a Dr  
in last  
year due  
to cost

| Location                   | White | Black | Hispanic | Asian/<br>Native<br>Hawaiian<br>or Pacific<br>Islander | American<br>Indian/<br>Alaska<br>Native | Other |
|----------------------------|-------|-------|----------|--|---|-------|
| United States <sup>1</sup> | 18.7% | 22.7% | 39.0%    | 24.6%  | 27.8%                                   | 26.4% |
| South Carolina             | 21.8% | 25.7% | 49.5%    | 41.6%  | 48.5%                                   | 37.1% |

Don't  
have a  
PCP

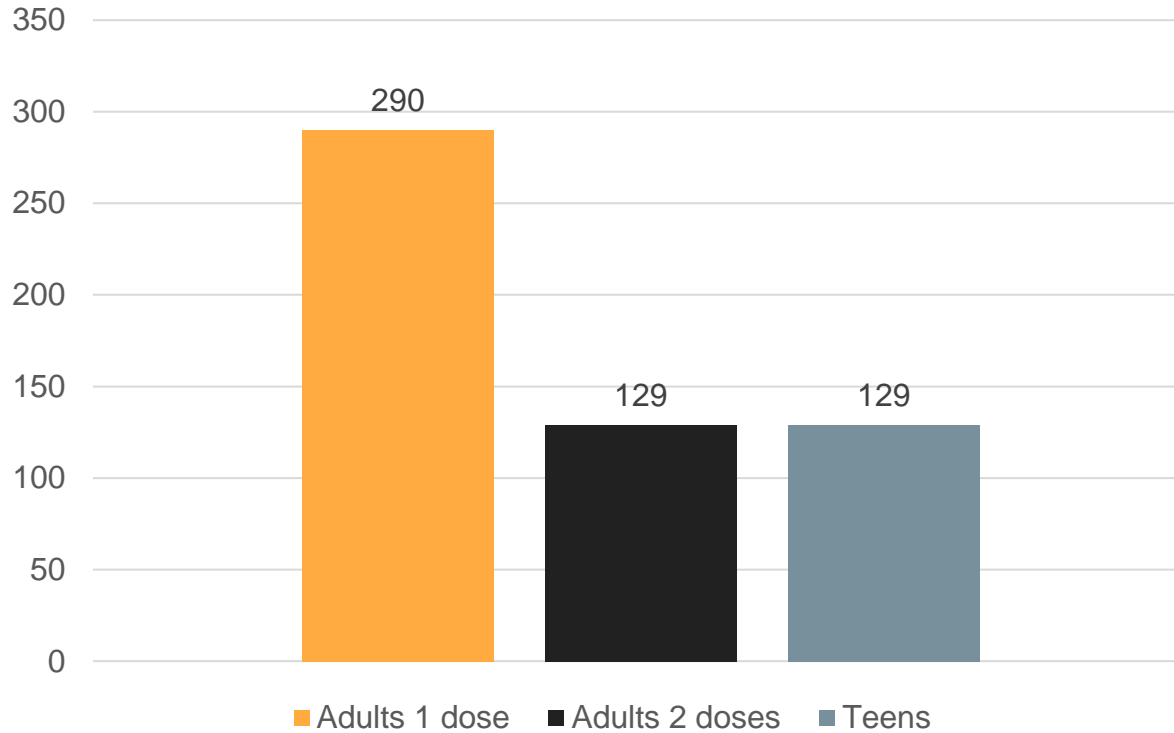


# COVID and Health Disparities

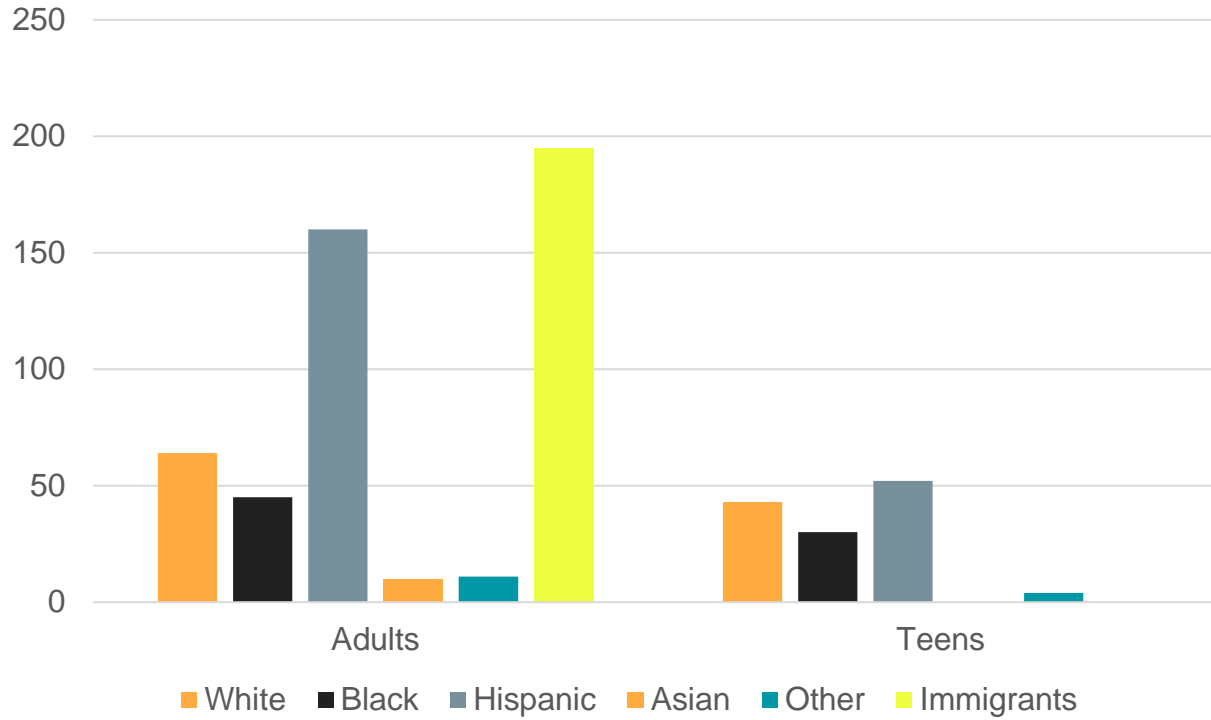
| Location      | % of Total White Population Vaccinated | % of Total Black Population Vaccinated | White to Black Ratio | Percentage Point Difference Between White and Black Rate | % of Total Hispanic Population Vaccinated |
|---------------|--|--|----------------------|--|---|
| United States | 43%                                    | 29%                                    | 1.48                 | -14  | 32%                                       |



# COVID Vaccinated to date

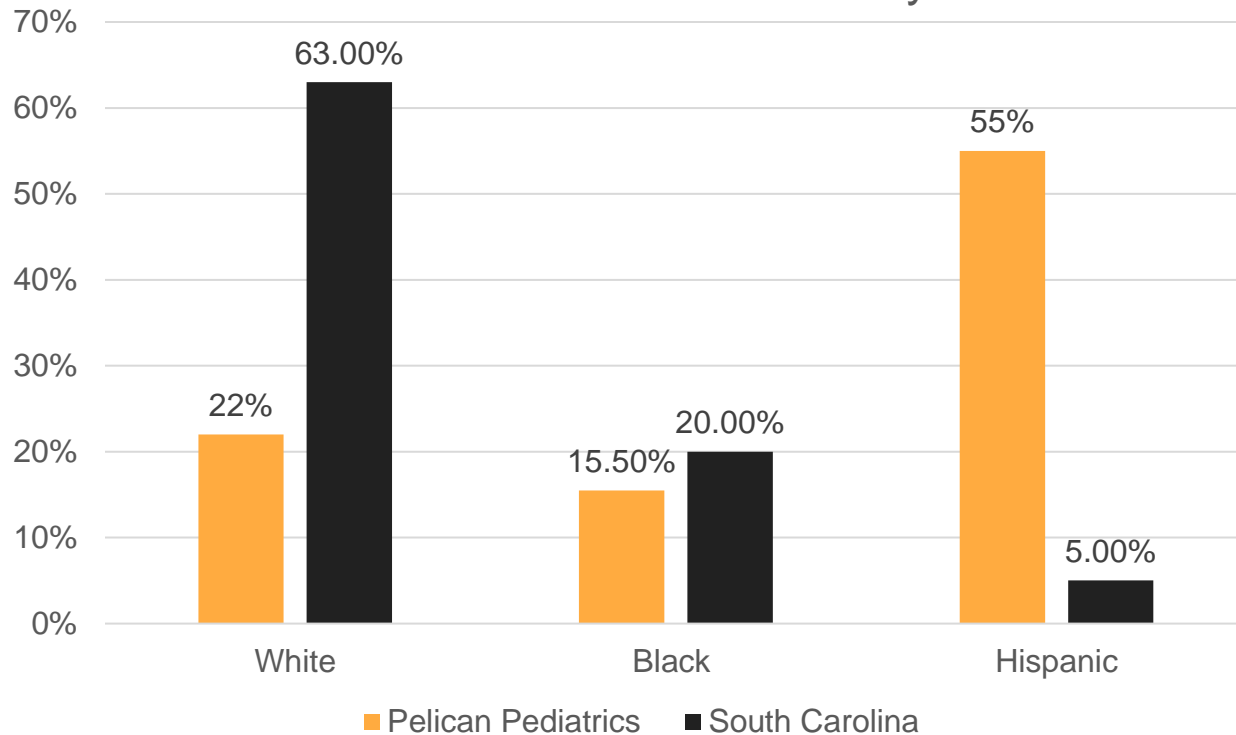


# COVID vaccine by Race



# Putting context to the numbers

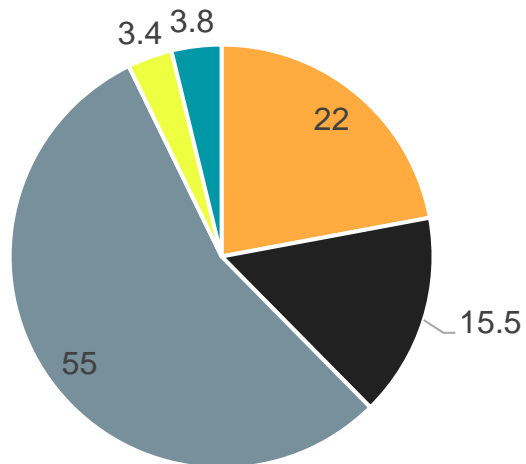
Vaccines Given by Race



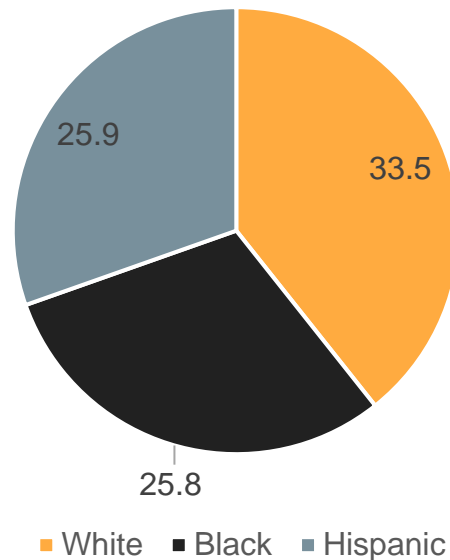


# Comparing to the state

Pelican Pediatrics



South Carolina



White Black Hispanic Asian Other

White Black Hispanic

# What if I don't speak multiple languages?

1. Recognize cultural differences
2. Embrace cultural differences
3. Learn about cultures present in your area
4. Reach out and show families that you welcome them and genuinely interested



# Session Takeaways

1. Understanding cultural and racial barriers in care is the first step to improve them
2. A culturally competent practice means every member is culturally competent
3. Being welcoming to diverse populations is good medicine and good for the bottom line.



# References

<https://www.kff.org/other/state-indicator/covid-19-vaccinations-by-race-ethnicity>

<https://scdhec.gov/covid19/covid-19-vaccination-dashboard>



# What Questions Do You Have?

Questions posted in the Socio will be read aloud by moderator for the presenter to answer. Please post your questions in Socio now.



# Later Viewing

This and all other UC2021 course recordings will be available for later viewing through Socio and [PCC's YouTube Channel](#)

