

Title: CULTURAL COMPETENCY	Policy #: 0014 Dept: QI
	Reviewed/Approved By: Quality & Compliance Committee
Adopted: 6/2004	Last Revision: 4/2015
Revision Dates:	Review Frequency: Every two years
Sources: OAR 415-056-0005	

Definition: Primary Health and OHMS as delegated by Primary Health collectively will be referred to as The CCO.

PURPOSE: To establish a policy to ensure that The CCO effectively and efficiently addresses Cultural Competency.

DEFINITION: CULTURAL COMPETENCE: Refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, disabilities, religions, genders, sexual orientation and other diversity factors in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each.

Cultural competency is more than an awareness of diversity. It is an ability to honor and respect others' beliefs, interpersonal styles, and behaviors that lead to an ability to respond well to the challenges and opportunities of social and cultural diversity.

POLICY: It is the policy of the CCO:

- A. To promote awareness of cultural differences and concerns, develop knowledge of cultural issues, develop skills to work well with differences, and seek out cultural experiences among all levels within the CCO.
- B. To incorporate a management strategy to address culturally and linguistically appropriate services, to incorporate community and consumer involvement in the design and execution of service delivery, and to recruit and retain diverse and culturally competent staff who are trained and qualified to address the needs of the racial and ethnic communities being served.



- C. To have a policy for cultural competency that contains the following minimum recommended procedures:
1. Hiring/Recruitment: All hiring and recruitment practices of The CCO shall be implemented in a manner that demonstrates culturally competent practices.
 2. Training: The CCO will ensure training of employees, Board Members, Business Associates and FDRs regarding core cultural competency.
 - a. Components of the training may include:
 - 1) Overall awareness of cultural competency and issues that are involved, including multicultural influences, languages, ethnic/racial backgrounds, disparities, spiritual/religious beliefs, gender, sexual orientation, and others as appropriate.
 - 2) Overview of the access to Language Interpreters and Alternate Communications Formats. (Alternative Communications Formats include items such as sign language, large print & multimedia.)
 - b. Documentation:
 - 1) Documentation of the training will be maintained and includes employees and Board Members' names and dates of training.
 - 2) Documentation from Business Associate and FDRs training will be maintained and will include their employees' names and dates of training.
 3. Individual Client Rights. Any person receiving services from the CCO who believes that he or she has been excluded from the participation in, denied the benefits of, or subjected to discrimination under any program or activity of the CCO, may file a complaint or notify any staff member and the staff will assist the members with filing a complaint/grievance. Members can refer to the member handbook on how to file a grievance.
 4. Outreach efforts to ethnic/racial groups will be made to enhance the awareness of the services available through the CCO. This will be accomplished through participation in community events, fairs, and through public speaking at community group meetings.
 5. Monitoring. The CCO will monitor compliance by a minimum of annually assessing the current makeup and cultural needs of the individual(s)/client(s) via the annual assessment and ensuring that sources for arrangements for assistance are still current and available.

PROCEDURE:

- A. The CCO will conduct regular evaluations to ensure hiring and recruitment practices reflect culturally competent practices.
- B. Ensure all employees and Board Members receive core culturally competent training.
- C. Ensure all Business Associates and FDRs are ensuring their staff has received core culturally competent training.
- D. Demonstrate, through outreach efforts, culturally competent practice.

RESPONSIBILITY:

The operational process of monitoring compliance to this policy will fall upon the CCO's Quality Improvement Department. Outcomes will be reported to the Quality and Compliance and any concerns shall be reported to the Board of Directors.

