
COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

OPR: Quality Manager

Certified by: Medical Director

Pages: 3

1. PURPOSE: This operating instruction (OI) establishes policy and procedures and delineates responsibilities for providing culturally competent care for members of Cascade Health Alliance (CHA).

1.1. This policy demonstrates CHA's commitment to providing all members culturally competent care. CHA strives to provide equal opportunity to members for obtaining care that recognizes their experiences, cultural diversity, and needs.

1.2. According to the American Journal of Preventative Medicine, culturally competent care should involve an appropriate mix of:

1.2.1. A culturally diverse staff that reflects the community served.

1.2.2. Providers or translators who speak the members' languages.

1.2.3. Training for providers about the culture and language of the people they serve.

1.2.4. Signage and instructional literature in the clients' languages and consistent with cultural norms.

1.2.5. Culturally specific healthcare settings.

2. REFERENCES: The following publications are sources for this OI. These documents can be found on the shared drive at G:\CCCDATA\Medical Director\Guidelines and at G:\CCCDATA\QA\CHA QAPI PROGRAM\Transformation Plan.

2.1. Culturally Competent Healthcare Systems, American Journal of Preventative Medicine (CAO 2003)

2.2. CHA Transformation Plan (CAO 2015)

3. ATTACHMENTS:

3.1. Cultural Competency Training

4. ROLES AND RESPONSIBILITIES:

4.1. The Quality Manager will:

4.1.1. Execute annual training for providers on cultural competency.

4.1.2. Execute the Transformation Plan to improve and expand culturally competent member services to the CHA population.

5. DEFINITIONS:

5.1. "Cultural competence" means 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. Operationally defined, cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes used in appropriate cultural settings to increase the quality of services, thereby producing better outcomes. (Oregon Health Authority Contract 2015)

6. EXECUTION:

5.1. CHA values staff members that reflect the cultural diversity of Klamath County.

5.2. CHA pays for telephonic translation for all providers and members, and encourages provider organizations to staff multi-lingual employees.

5.2.1. Providers are provided directions for using translation services in the annual in-person provider training session and in the provider handbook.

5.2.2. Providers are directed to contact Member Services in order to speak to a CHA employee who is fluent in Spanish or to use the ATT Language Line for translations for over 140 languages.

5.3. Providers and their staffs attend in-person provider training by CHA annually. This training addresses the importance of cultural competency and the services CHA offers to help providers communicate more effectively with their patients. (Attachment 3.1.)

5.3.1. Provider training also addresses the importance of signage and written communication in the members' native languages.

5.4. Important CHA informational literature is available in Spanish and in digital recording (for hearing impaired members) on the website. CHA's website can also easily be translated by the member into numerous languages by selecting the "TRANSLATE" button.

5.4.1. Other CHA informational literature includes taglines in other languages for members to contact Member Services for further assistance. All significant informational literature will be available in Spanish by July of 2016. Recordings of Spanish translations for the website will be available at the same time.

5.4.1. All CHA correspondence with members is written to a sixth grade reading level.

5.5. In conjunction with Sky Lakes Medical Center, CHA provides members with non-emergent medical transportation and community health workers to create culturally specific healthcare settings. Community health workers who speak multiple languages are available to accompany members in transportation, to appointments, and through pharmacy visits.

5.5.1. The Transformation Plan for 2015-2017 is concentrated on assuring that the culturally diverse needs of members are met by focusing on eliminating racial, ethnic, and linguistic disparities in access, quality of care, experience of care, and outcomes. The Quality Manager leads and manages the creation and execution of that plan with help and input from every department head and the CEO.

6. UPDATES:

6.1. This OI will be reviewed by the Quality Manager annually. This annual review should incorporate any changes in applicable laws, regulations, and other program requirements that have occurred throughout the year and have not already been updated.

Created by: *Amanda A Blagitz*
Date: *25 Sep 2015*

Certified by: *[Signature]*
Date: *Oct 1 2015*

Approved by: CEO
Date: *[Signature] November 6, 2015*

Revised by:

Cultural Competency Training

What Cultural Competency is

Providers recognize their patients are unique, with beliefs, values, and language that affect their perceptions of clinical service delivery, acceptance of a diagnosis, and compliance, and **providers** strive for effective interaction at all points of care.



How Cultural Competency Looks

Interpreter services are free to CHA members.

Interpreter service is capable of communicating in English and in the primary language of the member.

CHA has access to AT&T Language Services (detailed instructions for access are in the provider manual).

TDD services are also available at CHA and SLMC.

Reasonable accommodation and procedure modifications may be instituted as required by any disability of a member.