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## **North Sound Behavioral Health Administrative Services Organization, LLC**

Section 1500 – Clinical: Cultural and Linguistic Competence

Authorizing Source: HCA Contract

Approved by: Executive Director

Date:

Signature:

### **POLICY # 1521.00**

### **SUBJECT: CULTURAL AND LINGUISTIC COMPETENCE**

#### **PURPOSE**

To promote, develop and maintain a culturally and linguistically competent public behavioral health service system of care for the North Sound Behavioral Health Administrative Services Organization, LLC (North Sound BH-ASO) geographic service area.

#### **DEFINITIONS**

**Culture** means the integrated patterns of human behavior that include language, thoughts, communications, actions, customs, beliefs, values and institutions of racial, ethnic, religious and/or social groups.

**Cultural Identity** means the extent to which one relates self to race, ethnicity, language, age, gender, sexual orientation, physical ability, region or country of origin, degree of acculturation, socioeconomic status, religious beliefs and the makeup of one's family.

**Cultural Competence** means a set of congruent behaviors, attitudes, and policies that come together in a system or agency and enable that system or agency to work effectively in cross-cultural situations. A culturally competent system of care acknowledges and incorporates at all levels the importance of language and culture, assessment of cross-cultural relations, knowledge and acceptance of dynamics of cultural differences, expansion of cultural knowledge and adaptation of services to meet culturally unique needs.

#### **POLICY**

North Sound BH-ASO and its providers will develop policies and procedures designed to promote the development and maintenance of cultural and linguistic competence toward its individuals, employees and the community at large.

#### **PROCEDURES**

1. Agency cultural and linguistic competence
  - a. North Sound BH-ASO will develop and establish policies and procedures that support cultural and linguistic competence in its Human Resources practices, system of care and service delivery to individuals and public relations with the community at large.
  - b. North Sound BH-ASO will review its providers' policies and procedures periodically to ensure the promotion of cultural and linguistic competence throughout the behavioral health system of care at all levels.
  - c. North Sound BH-ASO will periodically assess, as part of its Quality Management Plan, the bilingual and bicultural capabilities of its service delivery system. A thorough analysis of all individual and individual-related data will be performed to ascertain the level of need for bilingual/bicultural staff. These analyses will include, but not be limited to:

- i. Individual demographic data;
    - ii. Minority individual penetration rates;
    - iii. Provider periodic on-site contract review reports;
    - iv. Individual grievances, appeals and fair hearings.
    - v. Provision of interpreter/translation services based on the requirements of North Sound BH-ASO Policy #1515.
  - d. Publications routinely circulated among minority communities will be regularly included in advertising for North Sound BH-ASO and provider staff vacancies. Additionally, culturally sensitive groups, organizations and academic institutions may be contacted to maximize recruitment potential.
  - e. North Sound BH-ASO conducts periodic on-site contract reviews of providers, which include review of documentation for orientation and training on cultural competence. In addition, North Sound BH-ASO conducts a cultural and linguistic competence review of provider staff that includes:
    - i. Education level;
    - ii. Knowledge of culturally competent policies and/or plan;
    - iii. Participation in cultural competence training; and
    - iv. Experience working with specific minority groups.
  - f. North Sound BH-ASO will utilize the aggregate related data (e.g., review of provider policies and procedures, onsite contract reviews) to periodically assess its performance and effectiveness in developing, implementing, and maintaining cultural and linguistic competence.
2. The Provider will participate in and cooperate with the North Sound BH-ASO efforts to promote the National Standards of Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care. The Provider will provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs.
3. Cultural Competence Training
- a. North Sound BH-ASO and its Provider Agencies will be required to conduct Cultural Competence Self-Assessments to identify areas for staff training, strategies to strengthen culturally sensitive trauma informed systems of care and plans for specialty service consultations.
  - b. The North Sound BH-ASO will review the North Sound BH-ASO and Provider Agency Self-Assessments, on-site provider reviews, service data, and recommendations from Tribes to identify training opportunities to include in North Sound BH-ASO's annual training plan, including trainings that can be hosted on the Relias On-Line learning system.

**ATTACHMENTS**

None