



CENPATICO

Cultural Competency Plan

2008-2009

Cenpatico Cultural Competency Plan 2008- 2009

Cenpatico's 2008- 2009 Cultural Competency Plan reviews the activities to be undertaken from October 2008 through December 2009. Based on progress toward reaching the goals established and priorities established, the plan will be reviewed to reflect future implementation steps.

Cenpatico has been working to integrate and promote culturally competent services into the behavioral health system. The areas served have seen rapidly changing demographics that have created a need for culturally competent providers and an overall delivery system that can respond to the behavioral health needs of a diverse population. In response to this need, Cenpatico has developed this plan for members served, providers contracted and all employees of Cenpatico.

The Cenpatico Cultural Competency Plan was developed using current literature as a guide. Cenpatico developed a Cultural Competency Advisory Council consisting of a diverse cross section of employees with the intent to expand the council to include providers and members once the plan is approved. The Cultural Competency Advisory Council meets on a regular basis.

The Cenpatico vision for culturally competent care is:

- Care that is given with understanding of and respect for the consumer's health-related beliefs and cultural values
- Staff that respect health related beliefs, interpersonal styles, and attitudes and behaviors of the consumers, families, and communities they serve
- Leadership from administrative, management and clinical operations that includes assessments and processes that ensure a uniform and consistent response by all staff

Cenpatico has adopted a definition of cultural competence , which defines culture in the broad sense, as there are other things in addition to race, language, and ethnicity that contribute to a person's sense of self in relation to others. These may be more specific or more general subgroups based on attributes (such as gender or sexual orientation), or shared life experiences (such as survival of violence and/or trauma, education, occupation, or homelessness). Multiple memberships in these subgroups contribute to an individual's personal identity and sense of own "culture". Understanding how these factors affect how a person seeks and uses behavioral health, as well as their culture group's historical relationship to behavioral health is important to providing culturally competent care.

The cultural competency goal of Cenpatico is *"To support the creation of a culturally competent behavioral health system of care that embraces and supports individual differences to achieve the best possible outcomes for individuals receiving services."*

The 2008-2009 Cultural Competency Plan provided for:

- Development of Culturally and Linguistically Appropriate Services
- Inclusion of the importance of cultural competency in our Vision, Values and Mission
- Training of Cenpatico providers
- Regional Input and oversight to our Cultural Competency plan
- Best Practices shared with our Providers
- A diverse and culturally competent Provider network
- Monitoring Linguistic Capabilities and accessibility for people with disabilities
- Telephone interpreter services 24 hours a day, 7 days a week, available to the persons we serve and to providers.

Providers must use the CLAS standards when delivering care, specifically the four federally required standards 4, 5, 6 and 7. The CLAS Standards were adopted by the Cenpatico Quality Improvement Committee in 2007.

The following is a plan for the goals in the Cenpatico Cultural Competency Plan

Goal 1: Understandable and Respectful Care

To ensure Consumers receive from Cenpatico staff effective, understanding, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

The following steps will be taken to bring staff to a higher level of understanding on how to recognize and respond appropriately to health-related beliefs and cultural values.

Step 1: Develop a training curriculum

- Cenpatico will work closely with its community of employees and external agencies of providers, consumers and family members to develop a new, standardized training curriculum that will be used for all markets.

Step 2: Ongoing education and training

- Cenpatico requires that all staff complete cultural competency training upon hire and will require training annually thereafter
- Pre and Post tests will be included as part of the training annually
- Providers will be encouraged to take the cultural competence modules available at no charge on E-learning

Next Steps: Continue monitoring of both training and records, review grievance reports to look for cultural issues that affect care, and use satisfaction survey results to identify unmet needs in cultural competency.

Goal 2: Diverse Staff and Leadership

To employ a diverse staff, representative of the diverse demographic population Cenpatico serves. This includes diversity in leadership, governing boards, clinicians and administrative personnel.

The following step has been taken to recruit, retain, and promote a diverse staff and leadership, representative of the demographic characteristics of the area served.

Recruitment of Diverse Staff

- We will collaborate with community colleges to offer certificate programs and build a pool of candidates' representative of the diverse population we serve.
- We will reimburse for Spanish and other pertinent language classes offered through local colleges for employees who want to learn the language

Next Steps: Develop employment programs that will grow the pool of qualified applicants within each of the communities we serve.

Goal 3: Ongoing Education and Training

To ensure staff at all levels and disciplines receive ongoing education, training in culturally, and linguistically appropriate service delivery.

Steps will be taken to ensure Cenpatico receive Cultural Competency Training upon hiring and on an annual basis.

Step 1: Ensure Cenpatico staff is trained on Cultural Competency upon hire and annually thereafter

- As part of orientation, all staff is required to complete the cultural competency training
- All staff is required to complete the cultural competency training annually
- E-learning is available to all staff for easy access to training in Cultural Competency
- If staff selects e-learning modules, our e-learning system verifies that staff have participated in annual training

Step 3: Complete an Organizational Assessment of Cenpatico's Cultural Competency

- Cenpatico will complete an annual Organizational Assessment to measure baseline, set goals going forward and measure improvement in 2009

Next Steps: Share this year's plan with our providers via the web site to align them with our vision for cultural competency

Goal 4: Language Assistance Services

To offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to Cenpatico Consumers.

Steps are taken to ensure Cenpatico offers services for face-to-face interpretation, telephonic interpreter services, 24/7 access to bilingual staff, bilingual Consumer Handbook and Web site information at no cost to the Consumer.

Step 1: Provide services for face-to-face interpretation, telephonic interpreter services, 24/7 access to bilingual staff

- Cenpatico has both bi-lingual staff for Spanish calls working the customer service line as well as telephonic interpreter services available 24/7 for over 35 other languages
- Bilingual/bicultural community outreach staff is available on-site or telephonically

Step 2: Provide bilingual Consumer Handbook and Web site information at no cost to the Consumer

- Cenpatico has both English and Spanish versions of the Consumer Handbook distributed to enrollees and available on the website
- All consumer information on the web is available in both English and Spanish
- Cenpatico policy states that any other language (besides English or Spanish), or alternate print or video format, is produced upon request

Next Steps: A glossary of terms will be available in writing and on the web to help consumers and community understand terms used in the behavioral health care system.

Goal 5: Right to Receive Language Assistance Services

To provide written and verbal notice to Consumers informing them of their right to receive language assistance services.

Steps are taken to ensure Cenpatico includes formal notification of their right to receive language assistance services.

Provide the information via the Consumer Handbook

- Working through its plan customers when Cenpatico does not provide the handbook, Cenpatico includes a formal statement in Consumer handbook under Consumer Rights and Responsibilities
- Statements in appropriate non-English languages in Consumer materials
- Cenpatico has procedures for timely and effective telephone communication between staff and LEP Consumers

Next steps: Include signs in regularly encountered languages at all points of entry

Goal 6: Competence of Language Assistance

To ensure the competence of language assistance provided to Limited English Proficiency (LEP) Consumers by interpreters and bilingual staff.

Steps are taken to ensure Cenpatico staff will communicate effectively and convey information in a manner that is easily understood by diverse audiences including Limited English Proficiency (LEP) Consumers.

Ensure competence in language assistance

- Cenpatico training will include techniques, ethics and cross-cultural issues
- Cenpatico created and maintains supporting policies
- Supervisor conducts internal audit of phone conversations of Customer Service Reps

Next Steps: Bilingual staff will be offered a course in behavioral health interpretation terminology

Goal 7: Patient-Related Materials

To make available easily understood Consumer-related materials and to post signage in the languages of the commonly encountered groups represented in Cenpatico's service area.

Steps are taken to ensure Cenpatico provides relevant Consumer materials the languages of the commonly encountered groups represented in the service area.

Ensure all Consumers have necessary information in the appropriate language

- Cenpatico's providers will post signage on Consumer's rights, availability of conflict/grievance processes in commonly encountered languages by reviewing during site visits

- Cenpatico has educated personnel in Customer Service, provider services, communications, medical management, and outreach that Consumers have the right to receive translated materials
- Cenpatico has standard forms and information that is readily available for use by consumers and providers in printed form and available on our Web site
- Cenpatico receives approval from the appropriate approval body prior to sign-off on all printed materials

Goal 8: Patient / Consumer Data

To ensure data on the individual Consumer's race, ethnicity, and spoken and written language are collected in health records and integrated into Cenpatico's management information systems.

Steps are taken to ensure Cenpatico collects data on individual Consumer's demographic information to integrate into the organization's information systems

Develop the appropriate policies to meet the analysis and reporting needs to identify minority and underserved populations

- Cenpatico collects data on individual Consumer's race and spoken language to integrate into the organization's information systems
- Information on race, ethnicity, and language is never used for discriminatory purposes and is optional for Consumers to provide
- Cenpatico utilizes census reports to adequately identify population groups within service area

Next Steps: Develop reports that can capture information by area served to include ethnicity and spoken language. Develop a method to include options for Mixed Race consumers to self identify.

Goal 9: Community Partnerships

To develop participatory and collaborative partnerships with the Cenpatico communities and utilize a variety of formal and informal mechanisms to facilitate community and Consumer involvement in designing and implementing CLAS-related activities.

Steps are taken to actively consult with and involve Consumers, Providers and community representatives to partner and outreach to the communities being served.

Partner and outreach to the communities being served

- Cenpatico uses Advisory Council meetings as a forum for gathering appropriate cultural standards and needs
- Cenpatico will participate in coalitions in communities served to assist in organizing initiatives and sharing cultural competency info and activities

Next Steps: Initiate above activities

Goal 10: Conflict / Grievance Processes

To ensure conflict, grievance and resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by Consumers

Integrate cultural sensitivity and staff diversity into existing complaint and grievance procedures as well as into policies, programs, departments, and committees responsible for Consumer relations and legal or ethical issues.

- Cenpatico provides cultural competence training to staff who handle complaints and grievances.
- Cenpatico provides notices in other languages of the right of each Consumer to file a complaint/grievance.
- Cenpatico includes oversight and monitoring of culturally or linguistically related complaints/grievances as part of the overall quality assurance program.

Goal 11: Implementation

To regularly make information about Cenpatico's progress and successful innovation in implementing CLAS Standards available to the public during the implementation process and on an ongoing basis.

Steps are taken to allow Consumers and their communities to understand and monitor the progress Cenpatico is making towards our goals of cultural competence.

Present information in Cenpatico's Consumer publications, presentations at conferences and postings on the Cenpatico Web site

- Cenpatico publishes information on the website and in Consumer and Provider Newsletters about the Cultural Competency Plan and posts it in its entirety on the web
- Cenpatico publishes information on "best practices" model

By approving the Cultural Competency Plan, Cenpatico is given the support of its Quality Improvement Committee (QIC) to invest in the steps outlined in this plan. The Advisory Council will follow implementation of this plan and will give regular updates to the QIC.

Signature of QIC Chair

Date