

ENCOMPASS FAMILY HEALTH HOME
Care Management
Policy & Procedure Manual

Care Management Policy #28 Cultural Competency and Awareness

Effective Date: 9/1/16

Revised Date:

Policy:

Encompass Care Management Agencies (CMA) will promote activities to improve Participants/Families access to, engagement with, and retention in culturally competent physical and behavioral health care services, as well as enhance the quality of their care through improved communication and services tailored to their needs and preferences.

Definition:

Culture is described as the combination of a body of knowledge, a body of belief and a body of behavior. It involves a number of elements including personal identification; language; thoughts; communications; actions; customs; beliefs; values and institutions specific to ethnic, racial religious, geographic, or social groups. For providers of health services, these elements influence beliefs and belief systems surrounding health, healing, wellness, illness, disease and the delivery of health services. The concept of cultural respect has a positive effect on Participant care. ~ National Institute of Health

Procedure:

- A. CMA will develop a Cultural Competency Plan addressing the unique cultural needs for the area they service. At a minimum, this will include, but is not limited to:
 - 1. Hiring and retaining Care Managers and Peer Staff reflective of the diversity in the area;
 - 2. Initial and ongoing yearly training in Cultural Competency, and the use of evidenced based practices for the cultural populations in area served, to increase awareness, knowledge and skills;
 - 3. Practices that recognize, value, affirm and respect the culture of each Participant/Family served;
 - 4. Strategies to target underserved cultural groups in the area;
 - 5. Building relationships with culturally valued community providers, traditional healers and supports;
 - 6. Assuring the inclusion of Family and/or Participant-valued persons in the Plan of Care process;
 - 7. Regular assessment of Participants/Family cultural needs and preferences;
 - 8. The use of medically trained interpreter services and document translation when appropriate;
 - 9. Assessment of the effectiveness of services provided to all Participants, including those previously underserved.
- B. The Health Home will assist CMA in their Cultural Competency Plan as needed, will monitor effectiveness during quality audits, and provide feedback as needed.
- C. The Health Home will disseminate relevant training information as it's received to all CMAs.
- D. The Health Home will assist in linking the CMA to cultural and linguistic resources as appropriate.