

Subject: Cultural Competency

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Objective:

- I. To ensure that all Tuality Health Alliance (THA) members are treated in a manner that respects their cultural background and beliefs.
- II. To promote the delivery of services in a culturally competent manner to all enrollees, including those with limited English proficiency and diverse cultural and ethnic backgrounds
- III. To ensure that THA encourages cultural sensitivity among all staff and providers.

Definition:

Cultural and linguistic competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals to enable effective work in cross-cultural situations.

- “Culture” refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.
- “Competence” implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities.

Policy:

- I. THA staff actively engages in efforts to promote the delivery of services in a culturally competent and equitable manner to all members, including members with limited English proficiency and diverse cultural and ethnic backgrounds.
 - a. THA provides written or audio operational and educational materials in English and Spanish, and any other language upon request.
 - b. Rosters are provided to PCP’s, which state preferred language of the member.
 - c. THA provides annual education to THA providers on the provision of culturally competent care to members

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- II. Following Standards on Culturally and Linguistically Appropriate Services (CLAS):
- a. THA will offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, in a timely manner during all hours of operation.
THA is required to provide interpreter services that are culturally appropriate to THA members who are considered non-English speaking.
 - b. THA will provide to patients/consumers in their preferred language both verbal offers and written notices informing them of their right to receive language assistance services.
If THA identifies a non-English speaking population of greater than 5%, THA provides both interpreter services and written materials in the primary language of that non-English speaking population.

THA will assure the competence of language assistance provided to limited English proficient patients/consumers by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services (except on request by the patient/consumer).
 - c. THA will make available easily understood patient-related materials and post signage in the languages of the commonly encountered groups and/or groups represented in the service area.
- III. THA has the following systems in place to identify and address the needs of diverse populations and to meet Federal regulations:
- a. THA reviews DMAP demographic reports monthly to identify members with alternative language needs.
 - b. In THA-member communications, members are notified of and/or asked if they prefer alternate information formats and alternate language documents.
 - c. Employees are required to complete annual THA online education pertaining to cultural competence.
- IV. THA access audits are completed during the re-credentialing period of any Primary Care Provider (PCP) or OB/Gyn Provider to ensure culturally-appropriate services. The audits include review of the following:
- Relevant office policies and procedures;
 - Utilization of interpreter services for non-English speaking patients;

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- Utilization of the TTY phone lines, professionals that provide interpretation by sign language, or Braille for visually impaired individuals; and
- Adherence to the Americans with Disabilities Act for access issues pertaining to wheelchair use, handicap parking, etc.

References:

42 CFR 438.10 (a-d)
Health Share RAE Participation Agreement
OAR 410-141-0220
OAR 410-141-0280
ORS 411.970
THA Policy I-4: Interpreter Services
THA Policy I-7: Physical Access

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