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## North Sound Mental Health Administration

### Section 1500 – Clinical: Cultural and Linguistic Competence

Authorizing Source: 42 CFR 438.206; WAC 388-865-0405; WAC 388-865-0430; NSMHA

Cancels:

See Also:

Providers must “comply with” this policy

Responsible Staff: Quality Manager

Approved by: Executive Director

Date: 7/31/2008

Signature

## **POLICY #1521.00**

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

#### **PURPOSE**

To promote, develop and maintain a culturally and linguistically competent public mental health service system of care for the North Sound Mental Health Administration (NSMHA) geographic service area.

#### **DEFINITIONS**

##### **Culture**

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.

##### **Competence**

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.

##### **Cultural Identity**

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 and Linguistic Competence**

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

#### **POLICY**

NSMHA and its providers will develop policies and procedures designed to promote the development and maintenance of cultural and linguistic competence toward its consumers, employees and the community at large.

#### **PROCEDURES**

NSMHA 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 consumers and public relations with the community at large.

NSMHA will review its providers' policies and procedures periodically to ensure the promotion of cultural and linguistic competence throughout the mental health system of care at all levels.

NSMHA will periodically assess the bilingual and bicultural capabilities of its service delivery system. A thorough analysis of all consumer and consumer-related data will be performed to ascertain the level of need for bilingual/bicultural staff. These analyses will include, but not be limited to:

1. Consumer demographic data;
2. Minority consumer penetration rates;
3. Provider periodic on-site contract review reports;
4. Consumer grievances, appeals and fair hearings.

Publications routinely circulated among minority communities will be regularly included in advertising for NSMHA and provider staff vacancies. Additionally, culturally sensitive groups, organizations and academic institutions may be contacted to maximize recruitment potential.

NSMHA conducts periodic on-site contract reviews of providers, which include review of documentation for orientation and training on cultural competence. In addition, NSMHA conducts a cultural and linguistic competence review of provider staff that includes:

1. Education level;
2. Knowledge of culturally competent policies and/or plan;
3. Participation in cultural competence training; and
4. Experience working with specific minority groups.

Providers shall develop and maintain a listing of their employees or others in the community who are certified interpreters in other languages, including American Sign Language, to ensure interpreter services are available. These lists shall be updated and submitted annually to NSMHA so that a master regional list can be established and maintained.

NSMHA 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.

## **ATTACHMENTS**

None