

Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	Cultural and Linguistic Competence	Policy No. 6023.03
Category:	Clinical	Date Adopted: 1/10/2020 Date Revised: 03/13/2020, 5/18/2023 Date Reviewed: 06/09/2021, 5/18/2023
Reference:	Washington Health Care Authority (HCA) Contract	

POLICY

- 1.1 Great Rivers Behavioral Health Administrative Services Organization (Great Rivers BH-ASO) developed and maintains a culturally and linguistically competent public behavioral health service system of care for the regional service area (RSA).
- 1.2 Great Rivers BH-ASO and all contracted providers will develop policies and procedures designed to promote the development and maintenance of cultural and linguistic competence for individuals, employees, and the community at large.

DEFINITIONS

- 2.1 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.
- 2.2 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.
- 2.3 Cultural Humility: The continuous application in professional practice of self-practice of self-reflection and self-critique, learning from patients, and partnerships building, with an awareness of the limited ability to understand the patient's worldview, culture(s), and communities.
- 2.4 Culturally Appropriate Care: Health care services are provided with Cultural Humility and an understanding of the patient's culture and community and informed by Historical Trauma and the resulting cycle of Adverse Childhood Experiences (ACEs).
- 2.5 Cultural and Linguistic Competence: 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.

PROCEDURES

3.1 Agency Cultural and Linguistic Competence

- 3.1.1. Great Rivers BH-ASO developed and maintains 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.
- 3.1.2. Great Rivers BH-ASO will review all contracted providers' policies and procedures periodically, at least annually, to ensure the promotion of cultural and linguistic competence throughout the behavioral health system of care at all levels.
- 3.1.3. Great Rivers 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:
 - 3.1.3.1. Individual demographic data;
 - 3.1.3.2. Minority individual penetration rates;
 - 3.1.3.3. Provider periodic on-site contract reviews;
 - 3.1.3.4. Individual grievances, appeals, and fair hearings;
 - 3.1.3.5. Provision of interpreter/translation services based on the requirements of Great Rivers BH-ASO Policy.
- 3.1.4. Culturally sensitive groups, organizations, and academic institutions may be contacted to maximize recruitment potential.
- 3.1.5. Great Rivers BH-ASO conducts periodic on-site contract compliance reviews of providers, which include reviewing personnel files for evidence of orientation and training documentation on cultural competence. Additionally, Great Rivers BH-ASO may conduct a cultural and linguistic competence review of provider staff that includes assessing:
 - 3.1.5.1. Provider staff education level;
 - 3.1.5.2. Provider staff knowledge of culturally competent policies and/or plan;
 - 3.1.5.3. Provider staff participation in cultural competence training; and

- 3.1.5.4. Provider staff experience working with specific minority groups.
 - 3.1.6. Providers shall develop and maintain a list 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 Great Rivers BH-ASO.
 - 3.1.7. Great Rivers BH-ASO will utilize the related aggregate data (e.g., review of provider policies and procedures, onsite contract reviews) to periodically assess performance and effectiveness in developing, implementing, and maintaining cultural and linguistic competence.
 - 3.1.8. Great Rivers provides the Promoting Cultural Diversity and Cultural Competency checklist to BHAs in effort to assist them in self-identifying areas of strength and areas for ongoing improvement in developing a diverse and culturally competent treatment setting.
 - 3.1.9. All contracted providers will participate in and cooperate with Great Rivers BH-ASO efforts to promote the National Standards of Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care. Providers 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.
- 3.2. SPECIAL POPULATIONS
 - 3.2.1. The Contractor shall ensure that Individuals who self-identify as having specialized cultural, ethnic, linguistic, disability, age, or gender identity related needs have those needs addressed.
 - 3.2.1.1. Referrals for special population evaluations and consultations will be tracked and monitored through inclusion in treatment planning and client progress as documented in progress notes.
 - 3.2.1.2. If a provider identifies a need, but it is deferred by the Individual, the provider must document why they are not addressing it at this time.
 - 3.2.1.3. BHAs can contact Great Rivers BH-ASO to identify resources for special population evaluations and consultation, if not available within the BHAs program.
- 3.3. CULTURAL COMPETENCE TRAINING
 - 3.3.1. Great Rivers BH-ASO and contracted providers will 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.

- 3.3.2. The Great Rivers BH-ASO QM team will review Provider Agency Self-Assessments, service data, recommendations from Tribes, and on-site provider audits, to identify training opportunities to include in Great Rivers BH-ASO's annual training plan, including trainings that can be offered via Great Rivers BH-ASO's electronic training platform.
- 3.3.3. Great Rivers BH-ASO provides ongoing cultural trainings for governance, Quality Management Committee, and Clinical Leadership meetings. Great Rivers BH-ASO provides the sources used for the trainings and PowerPoint presentations so that the trainings can be used by the BHAs.

POLICY SIGNATURE

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10/19/2023

Trinidad Medina,
Chief Executive Director

Date