


Greater Oregon Behavioral Health, Inc.	
Policies and Procedures	

	Cultural Competence	Number	200.30.2
		Citations	42 CFR 438.206 (c)(2) OAR 410-141-3160(2)(e)
		Owner	Member and Diversity Coordinator

1.0 Purpose

To promote the delivery of behavioral health services and the provision of Culturally and Linguistically Appropriate Services (CLAS) information to GOBHI members in a manner that is responsive to and respectful of the individual attitudes, beliefs, customs and practices of the various cultural and ethnic groups we serve. Services and information will be provided to members in a manner that is consistent with the policy below to enhance the possibility of achieving positive clinical outcomes.

2.0 Affected Parties

Affected parties are Greater Oregon Behavioral Health, Inc. (GOBHI) participating providers and the entire GOBHI workforce as reasonable and appropriate for them to carry out their work functions.

3.0 Policy

GOBHI will promote the delivery of behavioral health services in a culturally and linguistically competent manner to all of its enrollees, including those with limited English proficiency and diverse cultural and ethnic backgrounds.

- 3.1 Monitor that members/consumers receive effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.
- 3.2 Implement strategies to recruit, retain, and promote at all levels of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area.
- 3.3 Provide its staff members at all levels and across all disciplines, ongoing education and training in culturally and linguistically appropriate service delivery.

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- 3.4 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.
- 3.5 Provide to patients/consumers in their preferred language both verbal offers and written notices informing them of their right to receive language assistance services.
- 3.6 Assure the competence of language assistance provided to limited English proficient patients/consumers by interpreters and bilingual staff. Family and friends will not be used to provide interpretation services (except on request by the patient/consumer).
- 3.7 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.
- 3.8 Develop, implement and promote a written strategic plan that outlines clear goals, policies, operational plans and management accountability and oversight mechanisms to provide culturally and linguistically appropriate standards.
- 3.10 Ensure that data on the individual member's/consumer's race, ethnicity, and spoken and written language are collected in health records, integrated into the organization's management information systems, and periodically updated.
- 3.11 Maintain a current demographic, cultural, and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.
- 3.13 Ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by patients/consumers.

4.0 Procedure

- 4.1 GOBHI will provide on-going education/ training to interested parties thereby making cultural competency, diversity, inclusion, and health equity training readily accessible to our rural frontier partners.

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- 4.2 The GOHBI workforce will annually have the opportunity to participate in one or more cultural and linguistic competency trainings by webinar or by attending in-person appropriate educational sessions, trainings, forums, and webinars.

5.0 Document Approvals

Role/Position	Signature	Date Approved
Member and Diversity Coordinator	<i>Armenia Sarabia</i>	7/14/2017
Quality Assurance Manager	<i>Dena Sites</i>	7/14/2017

6.0 Review History

Updated July 13, 2017.