

HEALTH PLAN OF SAN JOAQUIN			
Subject: Cultural Awareness and Sensitivity Training			
Department: Health Education			Policy #: C&L 07
Applies to: MC, HF, Commercial			Scope: Company-Wide
Effective Date: 01/01/05	Revised Date: 05/08	Approved by: <i>Signature on file</i> <i>Medical Director</i>	

DEFINITIONS

Culture: A dynamic and evolving process, comprised of a group’s learned pattern of behavior, values, norms and practices.

Cultural competency: Increased working knowledge of how behaviors, values, norms, practices, attitudes and beliefs of disease, preventive practices and treatment affect medical and non-medical encounters.

Organizational cultural competency: The ability of HPSJ to adapt to diversity and actively apply knowledge of culture and linguistic issues in serving our diverse membership for improved access and health outcomes.

POLICY

- A. Health Plan of San Joaquin (HPSJ) values diversity as an integral component of the organization’s mission, vision and values, and will promote the achievement of a culturally competent organization. HPSJ will foster an environment of respect and dignity in the treatment of each other and our members and actively address the issues of barriers and disparities in health, using multiple strategies to reach providers, members and staff.
- B. HPSJ providers, hospitals and clinical staff are encouraged to attend continuing cultural awareness/competency training programs offered through HPSJ or other cultural awareness/competency training agencies hired by the Plan. All HPSJ staff who have routine contact with Limited English Proficient (LEP) members are required to attend Cultural Awareness and Sensitivity training. The objective is to teach participants

an enhanced awareness of cultural competency imperatives and issues related to improving access and quality of care for HPSJ members.

PROCEDURES

A. Training Program

HPSJ will conduct, or subcontract with experienced qualified agencies or facilitators to provide cultural competency and cultural diversity training classes for HPSJ staff, providers, hospitals and clinical staff (both medical and non-medical). The program will accommodate different learning styles and strategies to promote motivation and incentives to integrate concepts into practice and behavior change.

Programs will include training on diversity or specific health topics providing information on disparities in health, or projects that are initiated and implemented in response to and informed by member demographic and health information. Program may include, but is not limited to the following components:

- Skills and practices regarding culture-related health care issues of primary member populations, not limited to threshold languages.
- Concepts of cultural competency; its effects on quality care and access to care.
- Translation of written informing documents.
- Provision of appropriate qualified interpreters.
- Referrals to culturally and linguistically appropriate community services.

In addition, HPSJ staff who have routine contact with LEP members will be required to attend training including:

- Knowledge of HPSJ's language assistance program including the program's policies and procedures;
- working with LEP members;
- working effectively with interpreters in person and through video, telephone and other media, as may be applicable; and

- understanding the cultural diversity of the plan’s population and sensitivity to cultural differences relevant to delivery of health care interpretation services.

B. Review and Evaluation

The Cultural Competency Program will be reviewed for:

- The ability to identify opportunities for education and training based on analysis of health outcomes impacted by C&L issues;
- willingness to specifically address deficiencies found in cultural competency of health care delivery with educational efforts;
- methods that have been instituted to utilize and network with community-based organizations for appraisal of educational efforts;
- ability to involve community leadership and decision-makers in the design and development of evaluation programs.

Sources for evaluation will include quality improvement projects, access studies, complaints and grievances, the effective utilization of member and demographic data in program planning, and the feedback mechanism in place from members of HPSJ.

C. Documentation of the Program

HPSJ will maintain copies of the curriculum, documentation of attendance by providers and HPSJ staff, and schedule of training dates.

HPSJ will keep a list of cultural resource materials used during a training program on file.

D. Sharing and Exchange of Educational Resources

HPSJ will share and exchange education resources throughout their organization with other Plans and community organizations.

E. Dissemination of Information

HPSJ will develop a system of communication to ensure coordination and dissemination of cultural and linguistic information and activities at all levels of the organization and its subcontractors.

REFERENCES

- A. DHS MMCD Policy Letter 99-005 *Cultural Competency in Healthcare – Meeting the Needs of a Culturally and Linguistically Diverse Population.*
- B. Title 28, California Code of Regulations, Section 1300.67.04(c)(3)

<i>Created by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>
N. Raymond 11/04	P. Munoz 04/05	P. Munoz 10/05	R. Morrow 05/08		