

Organizational Cultural Self-Assessment

Culture is defined in the broad sense, as there are other things in addition to race, language, and ethnicity that contribute to a person's sense of self in relation to others. These may be more specific or more general subgroups based on attributes (such as gender or sexual orientation), or shared life experiences (such as survival of violence and/or trauma, education, occupation, or homelessness). Multiple memberships in these subgroups contribute to an individual's personal identity and sense of own "culture". Understanding how these factors affect how a person seeks and uses behavioral health, as well as their culture group's historical relationship to behavioral health is important to providing culturally competent care.

The areas covered in this organizational cultural self-assessment are as follows:

- **Governance**
- **Organizational Infrastructure**
- **Services and Supports**
- **Planning and Continuous Quality Improvement**
- **Collaboration**
- **Communication**
- **Workforce/Staff Development**

Organizational Cultural Self-Assessment

Governance

The goal-setting, policy-making, and other oversight vehicles an organization uses to help ensure the delivery of culturally competent care.

PRIORITY AREAS	SUPPORTING STRUCTURE	CURRENT STATUS	PROPOSED ACTIONS/TIMELINES
<u>Community Involvement and Accountability:</u>	<ul style="list-style-type: none"> ▪ Governing body or policy influencing group is represented with the diversity reflecting the community served ▪ Community Advisory Committee with diverse representation reflecting the community served 		
<u>Board Development:</u>	<ul style="list-style-type: none"> ▪ Continuous efforts for diversity participation on board and/or policy groups ▪ On going education for governing body regarding cultural competence and diversity needs of community served 		
<u>Board Policies:</u>	<ul style="list-style-type: none"> ▪ Formalized/written cultural competency related policies ▪ Policies address the following: <ol style="list-style-type: none"> 1. personnel 2. recruitment/retention 3. training/staff development 4. language access/communication 5. cultural competence related grievances/complaints 6. community/client input 		

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Organizational Values and Infrastructure

The organizational commitment to resources required to deliver or facilitate delivery of culturally competent services.

PRIORITY AREAS	SUPPORTING STRUCTURE	CURRENT STATUS	PROPOSED ACTIONS/TIMELINES
<u>Leadership, Investment documentation:</u>	<ul style="list-style-type: none"> ▪ Mission statement addressing cultural competence ▪ Written strategic plan addressing cultural competence ▪ Business plan addressing cultural competence ▪ Program plans addressing cultural competence ▪ Staff's awareness/acceptance of your <ol style="list-style-type: none"> 1. Mission Statement 2. Strategic Plan for Cultural Competence 3. Business Plan for Cultural Competence ▪ Client/community awareness/acceptance of your plans ▪ Materials used to express your organizations commitment to cultural competence 		
<u>Financial/Budgetary:</u>	<ul style="list-style-type: none"> ▪ Overall budgetary allocation and investment in cultural competency as aligned with your strategic plan <ol style="list-style-type: none"> 1. Person designated to monitor needed funding and resources aligned to plan. 2. Process for enhancing resources related to cultural competence (i.e. grant writing & fundraising) 3. Expenditures regularly reviewed and evaluated 		

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Organizational Values and Infrastructure (cont)

The organizational resources required to deliver or facilitate delivery of culturally competent services.

PRIORITY AREAS	SUPPORTING STRUCTURE	CURRENT STATUS	PROPOSED ACTIONS/TIMELINES
<u>Staffing:</u>	<ul style="list-style-type: none"> ▪ Plan for recruitment, retention, and promotion of staff representative of the populations you serve ▪ Designated staff responsible for cultural competency activities and implementation ▪ Staff to facilitate client/community outreach and communication ▪ Diverse staff at all levels of your organization ▪ On-going education and training regarding cultural competency ▪ Continuous evaluation 		
<u>Technology:</u>	<ul style="list-style-type: none"> ▪ Mechanisms for collection of cultural competence-related information/data (client- and population-level) ▪ Mechanisms for appropriate dissemination of cultural competence-related information/data ▪ Management information system include/track cultural competence-related information on the populations served ▪ Staff trained to use, collect and input data into your information system in a standardized way ▪ Information communicated 		

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Organizational Values and Infrastructure (cont)

The organizational resources required to deliver or facilitate delivery of culturally competent services.

PRIORITY AREAS	SUPPORTING STRUCTURE	CURRENT STATUS	PROPOSED ACTIONS/TIMELINES
<u>Physical facility/environment:</u>	<ul style="list-style-type: none"> ▪ Culturally inviting facilities <ol style="list-style-type: none"> 1. Signage – visibility, language preferences, level of proficiency, and literacy appropriate, for community being served 2. Décor, color 3. Literature – accessible, language preferences, level of proficiency, and literacy appropriate for community being served 4. Posters 		
<u>Linkages:</u>	<ul style="list-style-type: none"> ▪ Formal or informal alliances/links with community and other partners to address cultural competence issues 		

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Services and Support

An organization's delivery or facilitation of clinical, public-health, and health related services in a culturally competent manner.

PRIORITY AREAS	SUPPORTING STRUCTURE	CURRENT STATUS	PROPOSED ACTIONS/TIMELINES
<u>Client/Family/Community Input:</u>	<ul style="list-style-type: none"> ▪ Policies, protocols regarding client/family/community input ▪ Obtains client, family, patient advocate input regarding care planning and treatment, as appropriate ▪ Meets, during treatment, with client's family or advocate (as appropriate and with client consent) ▪ Obtains community input regarding community-level interventions 		
<u>Screening/ Assessment/ Care Planning:</u>	<ul style="list-style-type: none"> ▪ Community and client assessment guidelines and tools exist to elicit cultural and demographic factors relevant to health and health behaviors ▪ Appropriately detailed data routinely available re: culture/language and needs/assets of populations and clients served ▪ Identifies community/client beliefs, practices and culture-related factors ▪ Addresses systematic cultural/ethnic factors in screening/assessment/care planning 		

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Planning and Continuous Quality Improvements

The mechanisms and processes used for: a) long and short term policy, programmatic, and operational cultural competence planning that is informed by external consumers; and b) the system and activities needed to proactively track and assess an organization’s level of cultural competence.

PRIORITY AREAS	SUPPORTING STRUCTURE	CURRENT STATUS	PROPOSED ACTIONS/TIMELINES
<u><i>Client/ Community and Staff Input:</i></u>	<ul style="list-style-type: none"> ▪ Process for obtaining client/community input in the development of cultural competence-related plans ▪ Process for obtaining staff input in the development of cultural competence-related plans ▪ Process for obtaining client/community and staff input in cultural competence-related monitoring and evaluation 		
<u><i>Plans and Implementation:</i></u>	<ul style="list-style-type: none"> ▪ Planning documents, including fiscal plan, addressing cultural competence issues ▪ Integration and implementation of cultural competence plan 		
<u><i>Collection and Use of Cultural Competence-Related Information/ Data:</i></u>	<ul style="list-style-type: none"> ▪ Uses community/client cultural competence-related data in planning (policy, program, operations, treatment) ▪ Monitors/evaluates implementation and results of cultural competence plans/activities as part of quality improvement activities ▪ Timely and accurate cultural competence-related data ▪ Monitoring and evaluation reports related to cultural competence 		

Organizational Cultural Self-Assessment

Collaboration/Communication

The exchange of information between the organization/providers and clients/populations and internally among staff in ways that promote cultural competence.

PRIORITY AREAS	SUPPORTING STRUCTURE	CURRENT STATUS	PROPOSED ACTIONS/TIMELINES
<p><u>Understanding of Different Communication Needs and Styles of Client Population:</u></p>	<ul style="list-style-type: none"> ▪ System for informing patients of right to free interpretation/translation services ▪ System for identification and recording of population's and client's language preferences, level of proficiency, and literacy ▪ System for access to trained interpreters ▪ Curriculum and training programs for interpreters and staff ▪ Fixed point of administrative responsibility for cross-cultural communication support system 		
<p><u>Culturally Competent Oral Communication:</u></p>	<ul style="list-style-type: none"> ▪ Mechanisms for providing access to trained interpreters ▪ Trained bi-lingual staff ▪ Protocol(s) for when and how to elicit sensitive information from clients ▪ Provides for training and testing of interpreters and bi-lingual staff ▪ Provides for staff training on use of interpreters 		

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Collaboration/Communication (cont)

The exchange of information between the organization/providers and clients/populations and internally among staff in ways that promote cultural competence.

PRIORITY AREAS	SUPPORTING STRUCTURE	CURRENT STATUS	PROPOSED ACTIONS/TIMELINES
<u>Culturally Competent Written /Other Communication:</u>	<ul style="list-style-type: none"> ▪ Uses a quality review mechanism to ensure that translated materials convey intended meaning ▪ Engages in culturally appropriate dissemination of written/other materials ▪ Signage, administrative documents, health information materials, and all key written/other materials in language of the groups served ▪ Written/other material appropriate to literacy level of populations served ▪ Client understanding of written/other materials 		
<u>Communication with Community:</u>	<ul style="list-style-type: none"> ▪ Mechanism for systematic and ongoing communication with community ▪ Engages in two-way communication with community from which clients/potential clients come/may come 		
<u>Intra-Organizational Communication:</u>	<ul style="list-style-type: none"> ▪ Policies, workplace design, and mechanisms in place to promote integration of staff of various backgrounds ▪ Processes to promote effective communication among diverse staff 		

Organizational Cultural Self-Assessment

Workforce/Staff Development

An organization's efforts to ensure staff and other service providers have the requisite attitudes, knowledge and skills for delivering culturally competent services.

PRIORITY AREAS	SUPPORTING STRUCTURE	CURRENT STATUS	PROPOSED ACTIONS/TIMELINES
<u>Training Commitment:</u>	<ul style="list-style-type: none"> ▪ Provides basic/initial and periodic cultural competence training for all staff ▪ Incorporates cultural competence training into overall staff training activities ▪ Consultation provided on cultural competence, upon request ▪ Offers regular opportunities for staff to interact with community ▪ Conducts regular monitoring and periodic evaluations of cultural competence training efforts ▪ Disseminates information on staff training opportunities and policies 		
<u>Training Content:</u>	<ul style="list-style-type: none"> ▪ Assesses staff performance regarding cultural competence ▪ Staff performance evaluations are conducted in a culturally competent manner ▪ Cultural competence is a part of job descriptions ▪ System of incentives (individual and team) for cultural competence behaviors/activities 		
<u>Staff Performance:</u>	<ul style="list-style-type: none"> ▪ Assesses cultural competence training needs of staff ▪ Obtains community input regarding staff training ▪ Assesses the quality of staff training in cultural competence 		