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Name	Cultural Competency and Responsiveness
Date of Origin	6/24/2009
Current Effective Date	12/22/2020
Scheduled Review Date	12/21/2021

## 1. Policy

Capitol Dental Care (CDC) is profoundly aware that Oregon Health Plan (OHP) members come from diverse cultures and backgrounds.

By recognizing that differences in languages, linguistics, and culture impact the delivery of healthcare services, effective interaction and appropriate response can best be provided to each and every member. CDC is committed to continually improving access to care and delivery of services for members regardless of race, ethnicity, or background.

CDC is committed to ensuring that members receive from participating providers and staff effective, understandable, and respectful care provided in a manner compatible with their cultural health beliefs and practices and in their preferred language.

## 2. Procedures

CDC and its Delegated Entity will educate providers and staff on what it means to be “culturally and linguistically competent” in the healthcare system. For CDC and its Delegated Entity, “cultural competence” means “the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, abilities, religions, genders, sexual orientations and other diverse backgrounds in a manner that recognizes, affirms, and values the worth of individuals, families and communities, while protecting and preserving the dignity of each. It is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices and attitudes that create cultural settings in which quality of services produce better outcomes.

CDC recognizes that a health care program that is “culturally and linguistically competent” can reduce and/or prevent dental errors and improve access to care for those members that are considered part of a vulnerable population.

CDC has incorporated cross-cultural education and cultural sensitivity training in to its annual HIPAA training program for its multiple clinics throughout Oregon. Under the direction of its Compliance Officer, it now incorporates a 3-part approach to educating staff on cultural competence that includes:

- Employee education on what it means to be culturally competent, including integrity; stewardship and responsibility; respecting the dignity and diversity of colleagues and those we serve; and maintaining the highest standards of professionalism.
- Staff Assessment (questionnaire) of Cultural Competence.
- Facility/Physical Worksite Review to ensure a welcoming and culturally competent environment.

CDC maintains a separate policy and procedures for Non-English speaking households that support staff and providers to help them provide guidance to our members.

CDC and its Delegated Entity offers and provides language assistance services at no cost to its members. All of our member services representatives are bi-lingual.

CDC and its Delegated Entity incorporate cultural sensitivity procedures in its member education policy.

CDC and its Delegated Entity assesses staff skill on cultural competence through direct observation and monitoring of staff and member interaction and satisfaction. When necessary, CDC will implement appropriate training or sanctions for any staff member that falls short of delivering the highest standards of professionalism when it comes to cultural competence.

CDC has integrated cultural awareness related measures into existing quality improvement activities. One area in which this effort is reflected is through our grievance tracking process, where grievances that reflect a lack of cultural competence by a provider are identified with appropriate follow-up.

As CDC updates and reviews policies and procedures, cultural sensitivity objectives will be further addressed where appropriate.

### **3. Training**

CDC and its Delegated Entity will educate providers and staff on what it means to be “culturally and linguistically competent” in the healthcare system. For CDC

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#### **4. Revision Activity**

Modification Date	Change or Revision	Effective Date
6/24/2009	Committee Approval of Policy	6/24/2009
6/28/2012	Annual Update/Review	6/28/2012
11/07/2014	Annual Update/Review	11/07/2014
03/09/2017	Annual Update/Review	03/09/2017
03/08/2019	Annual Update / Review	03/08/2019
12/22/2020	Update training details	12/22/2020

#### **5. Affected Departments**

- All CDC Administrative Staff
- All CDC Providers and Support Staff

#### **6. References**

- CDC-OHA Contract, Exhibit K
- OAR 943–090–0010
- CLAS Standards
  - <https://thinkculturalhealth.hhs.gov/clas>
- REALD Program
  - <https://www.oregon.gov/oha/OEI/Pages/REALD.aspx>