

**SWMBH Operating Policy 3.7**

<b>Subject:</b> Cultural & Linguistic Competency		<b>Accountability:</b> Quality Management	<b>Effective Date:</b> 7/16/14	Pages: 3	
<b>REQUIRED BY:</b> BBA Section _____ PIHP Contract Section _____ NCQA/URAC Standard <u>QI Standard 1, Element A-7</u> SA SARF _____ Other _____		Last Reviewed Date: 7/14/17		Past Reviewed Dates: 5/26/15 7/14/16	
<b>LINE OF BUSINESS:</b> <input checked="" type="checkbox"/> Specialty Waiver (B/C) <input checked="" type="checkbox"/> I Waiver <input checked="" type="checkbox"/> Healthy Michigan <input checked="" type="checkbox"/> SUD Medicaid <input checked="" type="checkbox"/> SUD CA Block Grant <input type="checkbox"/> OTHER: _____		<b>APPLICATION:</b> <input checked="" type="checkbox"/> SWMBH Staff and Ops <input checked="" type="checkbox"/> Participant CMHSPs <input checked="" type="checkbox"/> SUD Providers <input checked="" type="checkbox"/> MH / DD providers <input checked="" type="checkbox"/> DD providers <input type="checkbox"/> Other: _____		Last Revised Date:	Past Revised Dates:
Approved : _____ Date: _____		Required Reviewer: Director of QAPI			

**I. Purpose**

To reduce service disparities that are inextricably linked to cultural issues and to ensure that all cultures have access to, and availability of, mental health and substance abuse services. To convey the Southwest Michigan Behavioral Health (SWMBH) commitment to cultural and linguistic competency and to outline the ways this commitment will be carried out. It is the official position of SWMBH that cultural diversity and cultural competency are prized assets and sources of great enrichment for staff, providers and consumers alike and as such, they should be celebrated, eagerly explored and viewed in highly positive terms.

**II. Policy**

SWMBH values diversity as the full utilization of all human resource potential. We seek to understand and value differences in promoting mental health and substance abuse services that empower people to succeed. There will be an ongoing and continuous commitment to create and promote an inclusive work and service provision environment that values our differences.

**III. Standards and Guidelines**

**ATTACHMENT XVII**

- A. SWMBH shall use the Culturally and Linguistically Appropriate Standards (CLAS) as general guidelines.
- B. Collaboration within our service area and with our community partners will occur in order to enhance our diversity goals and ensure equal access for persons with diverse cultural backgrounds.
- C. The SWMBH Quality Improvement Council will:
  - 1. Provide leadership in creating and promoting a more culturally competent, sensitive and inclusive environment.

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2. Oversee the ongoing assessment of community need and implementation of policy and procedure resulting from the assessment.
- D. All service provision activities and programs within SWMBH will be culturally competent so that all persons served are treated in the most sensitive and respectful manner.
- E. All personnel within the SWMBH provider system are expected to participate in initial and annual Cultural Awareness and Competency education that promotes or leads to cultural competence.
- F. SWMBH has written guidelines to explore diversity issues in the hiring process that are to be used throughout the provider network (these guidelines are currently being developed by senior leadership).

### **ATTACHMENT XVII**

#### **A. Cultural Competency**

1. The word "culture" describes the integrated pattern of human behavior that includes action, assumptions, values, reasoning, and communication of a racial, ethnic, religious, or social group. The word "competence" is the "state of being capable" (Webster's 1977) of functioning in a particular way. Therefore, culturally competent services are systems, agencies, and practitioners that have the capacity, skills, and knowledge to respond to the unique needs of populations whose cultures are different from that which might be called dominant or mainstream American.
2. Cultural competence is a set of congruent behaviors, attitudes, structures, and policies that come together to work effectively in intercultural situations. The cultural competency of an organization is demonstrated by its policies and practices.

#### **B. Cultural Proficiency**

1. Cultural proficiency means the systematic utilization of the talents of people of different backgrounds, experiences and perspectives as a means of further improving the workplace environment, facilitating the exchange of culturally-based knowledge and enhancing the outcome of the services performed by the organization. It is a philosophy of recruitment, development and retention of personnel who reflect the culture of individuals served and includes an organizational philosophy of people gaining knowledge toward enhancing personal and organizational cultural proficiency and competency. Materials and communications will be evaluated to ensure that these are addressing the cultural and linguistic needs of a diverse membership.

#### **C. Culturally Competent Services**

1. Services provided within the framework of an effective planning effort that take into consideration the impact that cultural values and culturally related issues may have on the way that services are provided. This process requires personnel to achieve certain levels of cultural proficiency in order to plan and deliver culturally sensitive service strategies. SWMBH will work to reduce health care disparities in clinical areas as well as to improve network adequacy to meet the needs of underserved groups.

## **IV. Definitions**

### **A. Cultural Awareness**

1. Cultural awareness is the self-examination of one's own cultural background and identity relative to the cultural values of others. This process involves the

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recognition of one's biases, prejudices and assumptions about individuals who are different.

### 2. Cultural awareness works to:

- i. create an environment that recognizes, values and utilizes the unique skills and abilities of everyone
- ii. to maximize the level of contribution of each cultural group

## V. References

- Federal Code of Regulations, 42 CFR § 438.100 & 438.206(c)(2)
- National Standards for Culturally and Linguistically Appropriate Services in Health Care, EXECUTIVE SUMMARY. U.S. Dept. of Health & Human Services Office of Minority Health, March, 2001
- NCQA, MBHO, QI Standards, Element A, Factor 7.

## VI. Attachments

[http://www.michigan.gov/documents/mdch/Transform\\_Cultural-Linguistic\\_Theory\\_into\\_Action\\_390866\\_7.pdf](http://www.michigan.gov/documents/mdch/Transform_Cultural-Linguistic_Theory_into_Action_390866_7.pdf)

