

BAY-ARENAC BEHAVIORAL HEALTH POLICIES AND PROCEDURES MANUAL

Chapter: 12	Riverhaven Coordinating Agency		
Section: 3	Consumer, Provider Rights		
Topic: 6	Cultural Competence		
Page: 1 of 4	Supersedes Date: Pol: Proc:	Approval Date: Pol: 6-19-08 Proc: 6-19-08	<hr/> <i>Board Chairperson Signature</i> <hr/> <i>Chief Executive Officer Signature</i>
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Policy

It is the policy of Bay-Arenac Behavioral Health (BABH) that culturally competent services will be available and provided to all persons by the Coordinating Agency (CA) and its provider network that:

- Assess the needs of the population
- Provide access to those services
- Allow for appropriate recruiting, hiring, and training of staff
- Provide for opportunities to measure compliance to those services, and
- Allow for annual assessment of services to be conducted by the CA and its provider network

The CA and its provider network will have in place written policies and procedures related to the plan elements and designated staff who will be responsible for implementing activities.

Purpose

This policy and procedure is established to ensure that the CA and provider staff have an understanding of the skills and resources necessary to deal effectively in cross cultural situations, which include the following values and principles:

- Families will make different choices, based on cultural forces
- All people share common basic needs; various cultures meet their common basic needs differently
- Awareness and acceptance of differences is critical to the successful delivery of services, and,
- Courses of action should be chosen that minimize cross-cultural barriers

Applicability

- All BABH Staff
 Selected BABH Staff, as follows: Service Access/Intake
 All Contracted Providers: Policy Only Policy and Procedure
 Selected Contracted Providers, as follows: Substance Use Staff

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- Policy Only Policy and Procedure
 BABH's Affiliates: Policy Only Policy and Procedure
 Other:

Definitions

Culture: The integrated patterns of human behavior that include thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.

Competence: Having the capacity to function within the context of culturally integrated patterns of human behavior defined by the group.

Procedure

Assessing Need

The CA and its provider network will have in place mechanisms to assess needs of current and potential consumers. These include self assessments, peer discussion groups, and review of stakeholder feedback at all levels of service delivery. The CA and its provider network will all review:

- Consumer utilization data from consumer charts,
- Consumer satisfaction surveys, and
- Data from community agencies and organizations

Access to Service

The CA and its provider network will seek feedback from consumers and advocates regarding the eligible population. Providers will monitor their program for:

- Determination of whether existing assistance is meeting the current needs of consumers
- Whether staff are knowledgeable about policies and procedures and how to implement them

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Forms requiring signatures and other vital documents will be in language that is understandable to the consumer. Clinical forms will contain questions to address cultural/religious needs. The CA and providers should document cultural outreach efforts through their Marketing Plan when appropriate.

Recruitment, Hiring, and Training

The CA and its provider network will recruit and hire culturally competent staff. Training shall:

- Ensure that staff are knowledgeable and aware of cultural competence policies and procedures
- Be reflective of the diversity in each community
- Be held on a regular, ongoing basis (bi-annually at a minimum)
- Be provided in a variety of means for ongoing education
- Reflect staff-identified training needs, and
- Be documented by the provider

Measuring Compliance

Compliance will be measured through a CA review of consumer charts and staff files. The CA and providers of both treatment and prevention services are expected to have a plan on how to address cultural issues in the community.

Annual Assessments

The CA and its provider network will annually assess their compliance with the plan as identified in the 'Assessing Need' section above.

Attachments

N/A

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Related Forms

N/A

Related Materials

N/A

References/Legal Authority

Michigan Department of Community Health Contract – 10/1/2007 to 9/30/2008

Submission Form		
<u>Approving Body/Committee/Supervisor:</u> Joe Sedlock	<u>Author:</u> Darren McAllister	<u>Approval/Review Date:</u> 2-1-08
<u>Result:</u> Deletion <input type="checkbox"/> New <input checked="" type="checkbox"/> No Changes <input type="checkbox"/> Replacement <input type="checkbox"/> Revision <input type="checkbox"/>		
<u>List reason for deletion/replacement/revision here. If replacement, list policy to be replaced.</u> 		