

PROVIDER CULTURAL COMPETENCY PLAN TOOLKIT



INTRODUCTION

This toolkit was designed to assist Alliance Health's provider network with developing a Cultural Competency Plan for their organization. It contains educational and evidence-based resources and guidelines to help create Cultural Competency Plans for healthcare agencies.



WHAT IT MEANS TO US



Diversity

All of the things
that make us unique
individuals.



Equity

Everyone has what
they need to be
successful.



Inclusion

Everyone can be
their authentic-self
at work.

WHAT IT MEANS US



Cultural Competence

The ability to interact with others in a way that shows you understand and respect their culture, values, and beliefs.



Culturally Competent Provider

Possessing a level of knowledge-based skills in order to provide effective clinical care and improved quality of care for our members, while respecting their cultures, values, and beliefs.

GETTING READY

Assemble a Team

- Identify members of your organization to be part of the team to create the plan.
- Seek strategic thinkers and good problem solvers.
- Make sure you have champions on the team to promote the plan.
- Aim for 10-15 people, which is the ideal size for this team.

Establish Scope

Answer the following questions:

1. What do you want to accomplish in the organization?
2. What are the limitations/boundaries of your work?

Determine the Timeline

- Establish meeting times to review the materials, delegate tasks, discuss the findings, and make decisions.
- Best practice is to plan for three or more months to complete this process.

CULTURAL COMPETENCY PLAN DEVELOPMENT PROCESS



It is recommended that you move through the four steps in order. As you work through this process, you may find it necessary to return to earlier tasks to change and/or expand your thinking. You should treat this process as flexible.

STEP I – CONDUCT ASSESSMENTS

The first step of this process is to assess your current environment. This assessment is vital to understanding what knowledge and skills you currently have and which ones you need to add to serve the community.

Assessment Resources

- [Organizational Self-Assessment](#)
- [Counselor Self-Assessment tools](#)
- [Self-assessment for Nurses](#)

Organizational Assessments - help create a formal process to assess, review and revise policies and procedures to make them culturally responsive to the people you serve.

Staff Assessments – provide information on the knowledge, skills, and gaps that your staff may currently have, which will be vital in planning for training.

Personal Assessments – confidential assessments allow individuals to identify their attitudes, behaviors, and beliefs associated with diverse populations. They can use this information to minimize the effects of any bias/misconceptions that could affect the therapeutic relationship.

WHERE IS YOUR AGENCY ON THE CHART?



Cultural Destructiveness

Characterized by attitudes, policies, structures, and practices within an organization that are destructive to a cultural group.



Cultural Incapacity

The lack of capacity of an organization to respond effectively to the needs, interests and preferences of culturally and linguistically diverse groups.



Cultural Blindness

An expressed philosophy of viewing and treating all people as the same.



Cultural Pre-competency

A level of awareness within an organizations of their strengths and areas for growth to respond effectively to culturally and linguistically diverse populations.



Cultural Competency

Organizations that exemplify cultural competence demonstrate an acceptance and respect for cultural differences.



Cultural Proficiency

Organizations hold culture in high esteem, use this a foundation to guide all their endeavors.

The Cultural Competence Continuum

STEP 2 – IDENTIFY RESOURCES ABOUT COMMUNITY

Agency Knowledge – ensures that all staff, board members, partners, and volunteers understand the community they serve.

Partnerships and Coalitions – provides credibility to the agency by association with individuals and groups the community trusts. These vital relationships offer opportunities for cross-training, consulting, and providing collaborative services.

Client Data and Input – the agency can use data to determine the best types of services to offer. Understanding what kinds of services, the communities value and delivering those services can enhance and improve an agency's reputation.

A significant part of providing culturally competent services is learning as much as you can about the population you serve. As well as the community's needs and values.

Resources for treating Diverse Populations

- [Black or African American Community](#)
- [Latino/a and Hispanic Community](#)
- [LGBTQ+ Community](#)
- [Asian American Community](#)
- [Native American Community](#)
- [Women](#)

STEP 3 – CREATE YOUR PLAN

The organization's mission, vision, and value statements are vitally important in creating a conceptual framework that promotes culturally responsive health services.

Plan Development Resources

- [Sample Cultural Competency Mission](#)
- [Improving Cultural Competence](#)
- [Criteria for Developing an Organizational Cultural Competence Plan](#)
- [National CLAS Standards](#) – Designed to advance health equity, improve quality, and eliminate healthcare disparities by establishing a blueprint for health and healthcare organizations.

Review and Update – if your current mission, vision, and value statements do not reflect your agency as culturally responsive, then you should update them.

Create Goals and Objectives - mission and vision statements need to be operationalized through identified goals and measurable indicators to track progress.

Establish a Cultural Competence Committee – to guide the process and ensure that a core group will provide oversight and direction. Member representation on this council is vital to this work

CULTURAL COMPETENCY PLAN COMPONENTS

Introduction – This section should contain community demographics, evaluation tools used, mission, vision, and value statements. It should discuss the agency's strengths and opportunities for growth.

Goals and Objectives – There should be a list of goals and tasks to develop and improve culturally competent services. These goals should include strategies in the following areas:

- Hiring, retaining, and promoting diverse staff
- Employee training and development
- Language services
- Culturally and linguistically appropriate materials
- Culturally competent clinical and other treatment services
- Addressing healthcare disparities
- Facility – Images, décor, etc.
- Community involvement strategies – i.e., cultural competence committee or board

Implementation – It should describe roles, responsibilities, timeframes, and specific activities for each step.

Evaluation – This section describes how and when you will assess the effectiveness of the Cultural Competency Plan.

STEP 4 – EVALUATE YOUR PROGRESS



Evaluation is the final step in the process, but it should be done early and often. Follow these easy steps:

1. Gather evidence – look for any proof that your agency is moving towards the goals
2. Measure progress – determine how close your agency is to meeting your goals.
3. Modify, if necessary – modify the plan if you are not making progress, or something has changed that impedes progress.
4. Communicate results – you want to share your progress or lack of with all stakeholders. This shows your commitment to the plan and adds a level of accountability.

Be sure to acknowledge and celebrate even the slightest increment of progress.

FINAL THOUGHTS

The road towards being a culturally responsive provider is a journey, not a destination. There will be roadblocks and dead ends that may cause you to back up or turn around at times. During these troublesome times, use the evaluation results to reexamine and redefine the agency's direction, clarify and focus goals and objectives, develop new strategies, and plan. Just keep moving forward towards the goal.



ADDITIONAL RESOURCES

Cultural Competency Resources

- [Cultural Competence Continuum Characteristics](#)
- [Carisk Behavioral Health CC Plan](#)
- [Alliance Health Cultural Competency Plan Information](#)

Free Training

- [Conscious & Unconscious Biases in Health Care](#)
- [Infusing Cultural and Linguistic Competence into Health Promotion Training](#)
- [Improving Cultural Competency for Behavioral Health Professionals](#)