

## NORTHCARE NETWORK

**POLICY TITLE:** Cultural Diversity Policy  
**POLICY EFFECTIVE DATE:** February 7, 2007  
**BOARD ADOPTED:** February 7, 2007  
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### **PURPOSE**

NorthCare and its community mental health agencies and substance abuse providers (Network Providers) shall assure sensitivity, demonstrate accommodations and cultural competency in working with individuals from diverse cultural groups. This policy establishes procedures to enhance the value of the services being provided and improve customer satisfaction through accommodation of the needs of individuals from diverse cultural backgrounds.

### **DEFINITIONS**

**Provider:** a person or organization which has direct contact with consumers.

**Consumer/Client/Customer/Beneficiary/Enrollee/Participant:** an individual who receives services or supports from NorthCare and its Network Providers.

#### **Culture:**

1. The customary beliefs, values and practices of a racial, ethnic, language, religious/spiritual or other defined social group (including persons with disabilities, persons who are differently oriented).
2. A dynamic process which encompasses the world-views and ways of living within a physical and social context, which is passed from generation to generation in a form that is modified by contact with other groups (Whaley and David, 2007).

#### **Cultural Competency:**

1. A dynamic, on-going process of developing clinical skills and programs, rather than an end-goal or achievement (Administration on Children, Youth and Families, 1993).
2. The ability to engage in actions or create conditions that maximize the optimal development of the customer and customer systems (Sue and Torino, 2005).

**Cultural Sensitivity:** Knowing that cultural differences as well as similarities exist; without assigning values, i.e., better or worse or right or wrong to those cultural differences (National Maternal and Child Health Center on Cultural Competency, 1997).

**Cultural Diversity:** differences in race, ethnicity, language, national origin, religion/spirituality, orientation and disability within a community.

**Cultural Competency Point Person:** staff member responsible for:

1. Coordinating cultural competency efforts;
2. Identifying cultural competency training and program needs
3. Maintaining access to cultural competency resources.

### **POLICY**

The Guiding Principles for Cultural Diversity are:

1. Culture is a predominant force in shaping behaviors, values and institutions.
2. Cultural differences exist and impact services access, delivery and outcomes.
3. Diversity is recognized and respected.
4. Unique, culturally defined needs of consumers will be identified and respected.
5. Concepts such as “family” and community are different for different cultural groups.

### **PROCEDURE**

NorthCare and all Network Providers shall have mechanisms to assure cultural competency in programs and among individuals having contact with customers.

NorthCare and all Network Providers shall:

1. Incorporate cultural competency into the overall organizational plan.
2. Ensure individual staff development plans include cultural competency training.
3. Ensure that utilization, customer satisfaction, customer outcomes and census data will be used in the development of cultural competency plans.
4. Assess annually that individual staff have had cultural competency training.
5. NorthCare will review the cultural diversity plans annually to provide recommendations to the providers.

NorthCare and all Network Providers will communicate with people in the most efficient way possible to accommodate the consumer’s cultural needs. (For Limited English Proficiency, Language Line Services are available to help consumer’s access services as needed.)

All members of the NorthCare Provider Network will apply acquired understanding of cultural values, beliefs and practices to the service setting and the care delivered to consumers. NorthCare recognizes the need for, and will continue to encourage and/or facilitate, focused trainings on diverse cultures.

Cultural diversity will be demonstrated in the following domains:

1. NorthCare Network will work in partnership with providers to coordinate or facilitate educational trainings regarding access and use of specialty mental health services, which includes Substance Abuse services, as requested.

2. NorthCare utilizes a consumer satisfaction survey process to assess whether consumers believe the staff are sensitive to their cultural background. Survey results are reported to the Quality Improvement Council annually.
3. All Network Providers are required to have Diversity Plans which address accessibility, cultural diversity, and LEP services. Ongoing training of staff are required as part of the plans. NorthCare will assist by coordinating or facilitating relevant trainings as requested. Training records are to be retained. Staff training records will be audited by NorthCare to ensure compliance. NorthCare Network will work with the regional training coordinators in the distribution of information about trainings for consumers and staff.

If the consumer reports a clear identification with a particular culture anytime during their treatment, then treatment planning will reflect cultural considerations. For example, if an individual states that he follows the Native American traditions, the plan of service should reflect the natural supports being sought that would foster these traditions.

#### **REFERENCES**

- ✓ NorthCare Accessibility Policy and Procedure
- ✓ NorthCare Staff Competencies and Staff Education Policy
- ✓ Michigan Mental Health Code Administrative Rules 330.1708.
- ✓ Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et. Seq.
- ✓ Title II, Americans with Disabilities Act of 1990, Public Law 101-336.