

CultureVision™ Can Assist in Meeting Standards for Culturally Competent Healthcare TJC, NQCA, and CLAS

Cultural Competency and Patient Centered Care is the topic of discussion for healthcare organizations today. Our cultural competency trainings and products, specifically CultureVision, are an important part of increasing culturally competent care and patient centered care.

CultureVision™ can assist your organization in meeting the following guidelines outlined by the Joint Commission (TJC), Culturally and Linguistically Appropriate Services (CLAS), and National Committee for Quality Assurance (NCQA).

The Joint Commission

HR.01.04.01 The hospital provides orientation to staff.

EP 5 The hospital orients staff on the following: Sensitivity to cultural diversity based on their job duties and responsibilities. Completion of this orientation is documented.

HR.01.05.03 Staff participate in ongoing education and training.

EP 5 Staff participate in education and training that is specific to the needs of the patient population served by the hospital. Staff participation is documented.

PC.01.02.01 The hospital assesses and reassesses its patients.

EP 4 Based on the patient's condition, information gathered in the initial assessment includes the following:

- Physical, psychological, and social assessment
- Nutrition and hydration status
- Functional status
- For patients who are receiving end-of-life care, the social, spiritual, and cultural variables that influence the patient's and family members' perception of grief

PC.02.01.21 The hospital effectively communicates with patients when providing care, treatment, and services.

EP 1 The hospital identifies the patient's oral and written communication needs, including the patient's preferred language for discussing health care.

EP 2 The hospital communicates with the patient during the provision of care, treatment, and services in a manner that meets the patient's oral and written communication needs.

PC.02.03.01

The hospital provides patient education and training based on each patient's needs and abilities.

EP 1 The hospital performs a learning needs assessment for each patient, which includes the patient's cultural and religious beliefs, emotional barriers, desire and motivation to learn, physical or cognitive limitations, and barriers to communication.

RI.01.01.01 The hospital respects, protects, and promotes patient rights.

EP 4 The hospital treats the patient in a dignified and respectful manner that supports his or her dignity.

EP 5 The hospital respects the patient's right to and need for effective communication.

EP 6 The hospital respects the patient's cultural and personal values, beliefs, and preferences.

EP 29 The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

RI.01.01.03 The hospital respects the patient's right to receive information in a manner he or she understands.

EP 2 The hospital provides language interpreting and translation services, as necessary.

EP 3 The hospital provides information to communicates with the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.

National Committee for Quality Assurance (NCQA)

The Multicultural Health Care Distinction Standards and Guidelines (2010).

MCH 3 Practitioner Network Cultural Responsiveness: the organization maintains a practitioner network that is capable of serving its diverse membership and is responsive to member needs and preferences.

MCH 4 Culturally and Linguistically Appropriate Services/Programs: the organization continually improves its services to meet the needs of multicultural populations.

MCH 5 Reducing Health Care Disparities: the organization uses race/ethnicity and language data to assess the existence of disparities and to focus quality improvement efforts towards improving the provision of culturally and linguistically appropriate services and decreasing health care disparities.

National Standards for Culturally and Linguistically Appropriate Services (CLAS)

Standard 1

Health care organizations should ensure that patients/consumers receive from all staff member's effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

Standard 3

Health care organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery.

Standard 9

Health care organizations should conduct initial and ongoing organizational self-assessments of CLAS-related activities and are encouraged to integrate cultural and linguistic competence-related measures

into their internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations.

Standard 11

Health care organizations should maintain a current demographic, cultural, and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.

Standard 13

Health care organizations should ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by patients/consumers.

Disclaimer: please note that none of the organizations below endorse CultureVision. This information is only provided for insight in how our resource might help you to meet the standards outlined by these organizations.