



CultureVision™ can assist your organization in meeting regulatory standards for culturally competent healthcare.

Cultural Competency and Patient Centered Care are important topics of discussion for healthcare organizations today, especially in the face of increased external demands from regulatory bodies.

CultureVision™ can assist your organization in meeting the following guidelines, as outlined by the Office of Minority Health, The Joint Commission, and National Committee for Quality Assurance.

Office of Minority Health

National Culturally and Linguistically Appropriate Services (CLAS) Standards

Principal Standard

1) Provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs.

Governance, Leadership and Workforce

2) Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices and allocated resources.

3) Recruit, promote and support a culturally and linguistically diverse governance, leadership and workforce that are responsive to the population in the service area.

4) Educate and train governance, leadership and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Communication and Language Assistance

5) Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.

6) Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.

7) Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

8) Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Engagement, Continuous Improvement and Accountability

9) Establish culturally and linguistically appropriate goals, policies and management accountability, and infuse them throughout the organizations' planning and operations.

10) Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into assessment measurement and continuous quality improvement activities.

11) Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.

12) Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.

13) Partner with the community to design, implement and evaluate policies, practices and services to ensure cultural and linguistic appropriateness.

14) Create conflict- and grievance-resolution processes that are culturally and linguistically appropriate to identify, prevent and resolve conflicts or complaints.

15) Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents and the general public.

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, and 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 communicate 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

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.

Disclaimer: Please note that none of the organizations above endorse CultureVision™. This information is provided strictly for insight as to how this resource might help you to meet the above standards.