



PENINSULA RSN

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: CULTURALLY COMPETENT SERVICES

Policy Number: 3.02

Reference: DSHS Contract; 42 CFR 438.206

Effective Date: 5/2005

Revision Date(s): 11/2010

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan Policy
- Policy: Promoting Recovery and Resiliency
- Specialists Provider Directory

PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure that network providers provide culturally competent services.

DEFINITIONS

Age and Cultural Competence means:

- Recognition of the unique developmental and socio-cultural needs and customs of human beings at differing ages, specifically those of children and older adults.
- The ability to serve individuals in a manner which is responsive to their unique developmental needs.
- Recognition of the unique beliefs, customs, and institutions which arise out of each individual's self-identified social/cultural and/or ethnic group.
- The ability to serve individuals in a manner which is responsive to their unique cultural background.

PROCEDURE

1. PRSN providers comply with Washington Administrative Code (WAC), contract and policy requirements concerning the provision of culturally competent services
2. The PRSN maintains a list of in-network cultural specific consultants, bilingual staff, and evidence based trained staff directories available to network providers. These lists are updated and distributed annually.
3. The PRSN analyzes the specialists FTE gains and loss from year to year in order to ensure adequate special population and ethnic specialists for the network to access for consultation purposes.
4. The PRSN monitors specialists sufficiency and timeliness through the following mechanisms:
 - Monthly standard chart review process
 - Annual Administrative Review

MONITORING

This policy is a mandate by statute and contract.

1. This Policy is monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Provider Chart Review
 - Exhibit N Reports and Grievance Tracking
 - Biennial Provider Quality Review Team On-site Review
 - Quarterly Provider Performance Reports
 - Quality Management Plan activities, such as review targeted issues for trends and recommendations
 - Consumers are asked about culturally appropriate service delivery through the MHSIP. The MHSIP is performed every two years
 - In addition, the Department monitors WAC compliance during licensing and certification reviews
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action Plan will be required for approval. Reference PRSN Corrective Action Plan Policy.