

NORTHCARE NETWORK

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| POLICY TITLE: Cultural Sensitivity Policy | CATEGORY: Customer Services/Recipient Rights | |
| EFFECTIVE DATE: 2/7/07 | BOARD APPROVAL DATE: 8/6/08 | |
| REVIEW DATE: 3/25/25 | REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| RESPONSIBLE PARTY: Customer Service Specialist | CEO APPROVAL DATE: 4/3/25 -Megan Rooney, CEO | |

APPLIES TO

NorthCare Network Personnel
CMHSPs and SUD Providers

POLICY

It is NorthCare Network’s policy to ensure that the Guiding Principles for Cultural Sensitivity are:

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

PURPOSE

To assure NorthCare Network and its Network Providers assure sensitivity, demonstrate accommodation and cultural competency in collaborating with individuals from diverse cultural groups. This policy establishes procedures to enhance the value of the services being provided and ensure customer satisfaction through accommodation of the needs of individuals from diverse cultural backgrounds.

DEFINITIONS

1. **Provider:** a person or organization which has direct contact with consumers.
2. **Consumer/Client/Customer/Beneficiary/Enrollee/Participant:** an individual who receives services or support from NorthCare and its Network Providers.
3. **Culture:**
 - a. 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).
 - b. A dynamic process which encompasses the worldviews 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).

4. **Cultural Competency:**
 - a. 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).
 - b. The ability to engage in actions or create conditions that maximize the optimal development of the customer and customer systems (Sue and Torino, 2005).
 - c. An acceptance and respect for difference, a continuing self-assessment regarding culture, a regard for and attention to the dynamics of difference, engagement in ongoing development of cultural knowledge, and resources and flexibility within service models to work better meeting the needs of minority populations.

5. **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).

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

7. **Cultural Competency Point Person:** staff member responsible for:
 - a. Coordinating cultural competencies.
 - b. Identifying cultural competency training and program needs.
 - c. Maintaining access to cultural competency resources.

REFERENCES

- 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
- Michigan Mental Health Code Administrative Rules 330.1708
- MDHHS/PIHP Contract, as amended https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4899---,00.html
- MDHHS Policies & Practices Guidelines https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4900---,00.html (Person Center Planning Practice Guidelines, Inclusion Practice Guideline)
- 42 CFR– Subpart C 438
- NorthCare Network Accessibility & Accommodations Policy
- NorthCare Network Customer Services Policy
- NorthCare Network Training Policy
- NorthCare Network Limited English Proficiency Policy

HISTORY

REVISION DATE: 9/12/13, 4/13/16, 1/24/17, 2/24/21, 9/27/22, 6/19/23, 5/24/24, 3/25/25
 REVIEW DATE: 1/13/11, 3/20/13, 9/12/13, 8/27/14, 5/27/15, 4/13/16, 1/24/17, 11/29/17, 9/21/18, 6/25/19, 4/30/20, 2/24/21, 12/10/21, 9/27/22, 6/19/23, 5/24/24, 3/25/25
 CEO APPROVAL DATE: 3/20/13, 9/12/13, 8/27/14, 6/2/15, 5/16/16, 3/8/17, 12/11/17, 10/2/18, 7/2/19, 5/5/20, 3/2/21, 1/4/22, 10/4/22, 7/11/23, 6/11/24, 4/3/25
 BOARD APPROVAL DATE: 2/7/07, 8/6/08

PROCEDURES

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

NorthCare Network and all Network Providers shall:

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

NorthCare Network and all Network Providers 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 Network Provider Network apply acquired understanding of cultural values, beliefs, and practices to the service setting and the care delivered to consumers. NorthCare Network recognizes the need for, and continues to encourage and/or facilitate, focused training on diverse cultures.

Cultural sensitivity will be demonstrated in the following domains:

- NorthCare Network works in partnership with providers to coordinate or facilitate educational training regarding access and use of specialty mental health services, which includes substance use disorder services, as requested.
- NorthCare Network 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 Oversight Committee annually.
- All Network Providers are required to have Cultural Sensitivity Plans which address accessibility, cultural sensitivity, and LEP services. Ongoing training of staff is required as part of the plans. NorthCare will assist by coordinating or facilitating relevant training as requested. Training records are to be retained. NorthCare Network will audit staff training records to ensure compliance. NorthCare Network will work with the regional training coordinators on the distribution of information about training 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 state that he/she follows the Native American traditions, the plan of service should reflect the natural supports being sought that would foster these traditions.