**Cultural Awareness**

**Section:** Company and Employee Standards

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 27, CSCD 12, PM 3

**ACHC Standards:** DRX2-8A-B

**Policy ID:** 1.3

**Approved by:**

**POLICY**

<insert practice name> is concerned about the quality of care delivered to all its patients because the behavior and attitudes of both patients and staff directly impact the care provided, <insert practice name> is sensitive to the personal beliefs and cultural values present in the care setting.

**PROCEDURE**

If a staff member has a concern about a particular patient which impacts the quality of care provided to that patient, <insert practice name> adheres to the following protocol:

1. Staff members will be provided with education and resources to increase the cultural awareness of the consumers they serve. **[PHARM Core 27(a)]**
2. Should the cultural belief have a negative impact on the level of care, the staff member will report the dilemma to his/her immediate supervisor. **[CSCD 12 (d-iii)]**
3. <insert practice name> shall ensure the continuity of care for the patient.
4. If it is determined that the quality of patient care is diminished if the current staff member remains assigned to this patient, reasonable accommodations will be made for the staff member.
5. Other personnel will be delegated the responsibility of that patient as quickly as is feasible, allowing for appropriate continuity of care.
6. It will be documented in both the patient file and the personnel file as to the reason for the transfer of care.
7. Staff members must make continuing efforts to understand how the patient’s cultural beliefs impact the perception of illness and the approach to health and healing. **[CSCD 12 (b, d-iii)]**
8. When encountering communication difficulty due to physical impairment (sight, hearing, etc.), make use of special communication devices, as necessary for example TDD line, TTY, medication information for the blind in Braille, or administration options for consumers with physical disabilities. **[CSCD 12 (d-iv)]**
9. When encountering language difficulty, the home care staff or organization assists in obtaining translating assistance to facilitate training or other communication. **[CSCD 12 (a, d-i, d-ii)] [PM 3 (k)]**
10. <insert practice name> utilizes <insert service> for language interpretation. Translators are available to translation written materials such as formulary notices, Bill of Patient Rights and Responsibilities as well as other patient materials disseminated by our organization. **[CSCD 12 (d-ii)][PM 3 (k)]**
    1. Instructions for using the Interpretation services include:
       1. Dial <insert interpretation services number>
       2. Enter 8-digit PIN: <insert 8 digit PIN>
       3. Speak the name of the desired language (e.g. Spanish)
       4. If the language you requested is correct, press 1
       5. An interpreter will be connected. Tell them what you want to accomplish and give them any special instructions.
    2. This service is available 24 hours a day, 7 days a week

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