

Oneida Comprehensive Health Division

Oneida Community Health Center
Behavioral Health Services
Anna John Resident Centered Care Community
Employee Health Nursing
PO Box 365, Oneida, WI 54155

ONEIDA TRIBE OF WISCONSIN STANDARD OPERATING PROCEDURE	TITLE: Culture Awareness SOP	ORIGINATION DATE: 12/01/2014 REVISION DATE: 8/4/2015 EFFECTIVE DATE: After Last Signature
AUTHOR: Culture Awareness Committee	AUTHORED BY: <i>[Handwritten: Wanda...]</i> <i>[Handwritten: Julie Gorgis b/o C.A.T. Team]</i>	DATE: <i>[Handwritten: 12/28/15]</i>
DEPARTMENT: All	APPROVED BY: Operations Director or Designee <i>[Handwritten: Debra D...]</i>	DATE: <i>[Handwritten: 12/28/15]</i>
DIVISION: Oneida Comprehensive Health	APPROVED BY: Medical Director or Designee <i>[Handwritten: T...]</i>	DATE: <i>[Handwritten: 1/4/2016]</i>
EEO REFERENCE NUMBER: #1292	COMPLIANCE REVIEW BY: EEO <i>[Handwritten: M...]</i>	DATE: <i>[Handwritten: 12/23/2015]</i>
PAGE NO: 1 of 2		

1. PURPOSE

- 1.1. To ensure Comprehensive Health Division employees are culturally sensitive and competent in working with individuals from the Oneida Nation and surrounding Tribes.
- 1.2. To establish procedures to enhance the value of services being provided and improve patient satisfaction through meeting the needs of individuals from the Oneida Nation and surrounding Tribes.
- 1.3. To ensure the Health education and disease prevention programs are comprehensive and will consider the medical, psychological, social, and cultural needs of the population to be in compliance with accreditation standards of the organization.

2. DEFINITION

- 2.1. **Employees:** Individuals who are employed with the Oneida Nation and work for the Comprehensive Health Division in the following capacities: full time, part time, emergency temporary, limited term, sub-relief, contracted, agency staff, and student interns.
- 2.2. **Oneida Culture:** The customary beliefs, values, language, traditions, and spiritual practices of the Oneida people, which is passed from generation to generation.
- 2.3. **Cultural Competency:** The ability of healthcare organizations and practitioners to recognize the cultural beliefs, values, traditions, language preferences and health practices of American Indian and Alaska Natives and to apply that knowledge to produce positive health outcomes.
 - 2.3.1. Competency includes communicating in a manner that is linguistically and

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culturally appropriate.

- 2.4. **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.
- 2.5. **Cultural Diversity:** Differences in race, ethnicity, tribal affiliation, language, religion/spirituality, orientation, and disability within a community.
- 2.6. **Cultural Awareness Planning Committee:** Employees' responsible for:
 - 2.6.1. Coordinating cultural competency efforts,
 - 2.6.2. Identifying cultural competency training and program needs,
 - 2.6.3. Maintaining access to cultural competency resources.

3. WORK STANDARD

- 3.1. The Oneida Comprehensive Health Division (OCHD) employees commit to understanding and practicing the following guiding principles:
 - 3.1.1. Culture is a predominant force in shaping behaviors, values, and institutions.
 - 3.1.2. Cultural differences exist and impact services, access, delivery and outcomes.
 - 3.1.3. Diversity is recognized and respected.
 - 3.1.4. Unique, culturally defined needs of patients will be identified and respected.
 - 3.1.5. Concepts such as family and community are different for cultural groups.

4. PROCEDURE

- 4.1 The Directors and Supervisors of the OCHD will:
 - 4.1.1. Incorporate cultural competency into the overall strategic plan.
 - 4.1.2. Ensure individual staff development plans include cultural competency training.
 - 4.1.3. Ensure that patient utilization, patient satisfaction, and patient outcomes will be used in the development of cultural competency plans.
 - 4.1.4. Include Fostering Diversity as a Core Competency in each individual employee's annual evaluation.
 - 4.1.5. Require annually that all individual employees have had a minimum of (1) hour of cultural education per month.
 - 4.1.5.1. Culture Hours Tracking Log is to be maintained and retained for seven (7) years by the Supervisor.
 - 4.1.5.2. Cultural education will be provided on-site for employees as well as via e-learning based upon the developed curriculum in collaboration with Cultural Heritage.
 - 4.1.5.3. An approved list of cultural activities will be provided to each supervisor both annually and monthly for their employees.
- 4.1 Employees who do not complete the required monthly Culture Hours are subject to disciplinary action in accordance with the Oneida Tribe Personnel Policies and Procedures.
- 4.2 The Cultural Awareness Planning Committee of the OCHD shall:
 - 4.3.1. Utilize a patient satisfaction survey process to assess whether patients believe the employees are culturally aware and sensitive to their needs.
 - 4.3.1.1 Survey results are reported to the Quality Assurance Committee annually.
 - 4.3.2. Ensure learning opportunities exist for employees to develop Oneida cultural awareness and sensitivity.

4.3.3. Employee Culture Hours Tracking Logs may be audited by Cultural Awareness Planning Committee to verify compliance.

4.3.4. Develop Cultural Awareness Training Plan and update annually.

4.3.4.1. The planning committee will work with Cultural Heritage and Human Resources Department to develop and implement training annually.

5 REFERENCE

5.1 Indian Health Service- www.ihs.gov

5.2 Oneida Nation Personnel Policies and Procedures

5.3 Accreditation Handbook for Ambulatory Health Care: Chapter 16. Health Education and Health Promotion

6 ATTACHMENTS

6.1 OCHD Culture Awareness Statement from Division Directors

6.2 Culture Hours Tracking Log

6.3 2015 Cultural Awareness Training Plan

