
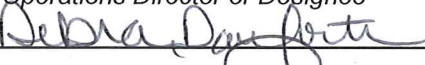
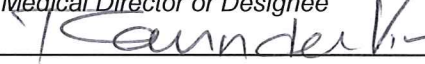



Oneida Comprehensive Health Division

Oneida Community Health Center  
Behavioral Health Services  
Anna John Resident Centered Care Community  
Employee Health Nursing



 <b>STANDARD OPERATING PROCEDURE</b>	TITLE: Cultural Awareness	ORIGATION DATE: 12/1/2014 REVISION DATE: <b>11/27/18</b> EFFECTIVE DATE: One Week After Last Signature Is Obtained
AUTHOR: CHD Culture Awareness Team	APPROVED BY: <i>Comprehensive Health Operations Director or Designee</i> 	DATE: 11/27/18
DEPARTMENT: ALL	APPROVED BY: <i>Comprehensive Health Medical Director or Designee</i> 	DATE: 11/27/2018
DIVISION: Comprehensive Health	REVIEWD BY: <i>EEO Director</i> 	DATE: 11/27/2018
EEO REFERENCE #: 1292	PAGE NO: 1 of 3	

**1.0 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.

**2.0 DEFINITIONS**

- 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.

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- 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 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.

### 3.0 WORK STANDARDS / PROCEDURES

#### Work Standards

- 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.

#### Procedures

- 3.2 The Directors and Supervisors of the OCHD will:
  - 3.2.1 Incorporate cultural competency into the overall strategic plan.
  - 3.2.2 Ensure individual staff development plans include cultural competency training.
  - 3.2.3 Ensure that patient utilization, patient satisfaction, and patient outcomes will be used in the development of cultural competency plans.
  - 3.2.4 Include Fostering Diversity as a Core Competency in each individual employee's annual evaluation.
  - 3.2.5 Require annually that all individual employees have completed the cultural education each month.
    - 3.2.5.1 Cultural education will be provided via e-Learning.
    - 3.2.5.2 All education can be verified through Supervisor Inquiry.

- 3.2.6 Employees who do not complete the required monthly Culture Education are subject to disciplinary action in accordance with the Oneida Tribe Personnel Policies and Procedures.
- 3.3 The Cultural Awareness Team (CAT) of the OCHD will:
  - 3.3.1 Utilize a patient satisfaction survey process to assess whether patients believe the employees are culturally aware and sensitive to their needs.
    - 3.3.1.1 Survey results are reported to the Quality Assurance Committee annually.
  - 3.3.2 Ensure learning opportunities exist for employees to develop Oneida cultural awareness and sensitivity.
  - 3.3.3 Provide monthly compliance reports to all Supervisors, Directors and Managers as well as a quarterly compliance report to the Management Team.
  - 3.3.4 Develop Cultural Awareness Training Plan and update annually.
    - 3.3.4.1 The planning committee will work with Cultural Heritage and Human Resources Department to develop and implement training annually.

#### **4.0 REFERENCES**

- 4.1 Indian Health Service- [www.ihs.gov](http://www.ihs.gov)
- 4.2 Oneida Nation Personnel Policies and Procedures
- 4.3 Accreditation Handbook for Ambulatory Health Care: Chapter 16. Health Education and Health Promotion

#### **5.0 FORMS**

- 5.1 OCHD Culture Awareness Statement from Division Directors