

POLICY AND PROCEDURE

Policy Manual: Medi-Cal Manual	Origination Date: 2/03	Policy #: IV CL 3
Policy Title: Competency Training for Providers	Revision Dates: 2/03	
C & L	Last Reviewed Date: 1/21/04: 3/06	Page 1 of 1

Policy

To assist in the development and enhancement of interpersonal and intra-cultural skills to improve communication, access and services, and to more effectively serve our diverse membership.

Definitions:

- A. **Culture:** A dynamic and evolving process; comprised of a group's learned patterns of behavior, values, norms and practices.
- B. **Cultural Competency:** Increased working knowledge of how behaviors, values, norms practices, attitudes and beliefs of disease, preventative practices and treatment affect medical and non-medical encounters.
- C. **Organizational Cultural Competency:** The ability of ProMed to adapt to diversity and actively applies knowledge of culture and linguistic issues in serving our diverse patient populations for improved access and health outcomes.
- D. **Affiliates and Subcontractors:** Includes providers and staff..

Policy

ProMed values diversity as an integral component of our organization and will promote the achievement of cultural competent organization. ProMed views cultural competency as a responsibility at both the organizational and individual level. ProMed will foster an environment of respect and dignity in the treatment of each other and our members and actively address the issue of barriers and disparities in health, using multiple strategies to reach patients, providers, and staff.

To this end, ProMed and affiliates are strongly recommended to attend continuing cultural awareness/competency training programs that are offered through CHP, Care 1st Health Plan and other Plan Partners, Affiliates, or other approved cultural awareness/competency training that move towards increasing organizational cultural competence.

Procedure

- 1. ProMed will provide and/or promote opportunities for on-going cultural competency and cultural diversity in-services and training to physician office staff.
- 2. ProMed will keep documentation of cultural competency promotion to providers on file.
- 3. ProMed will retain copies of training curriculum, if available, documentation of attendance by providers, and schedule of training dates.
- 4. ProMed will keep a list of cultural resource materials used during a training program on file.