



RBHA QI Committee Fact Sheet

Committee name: Cultural Competency Committee (CCC)

Description: Provides oversight of all cultural competency initiatives for the RBHA.

Committee members:

- Internal members:
 - Director of Cultural Competency (chair)
 - Chief Quality Officer
 - Chief Clinical Officer
 - Chief System Transformation Officer
 - Chief Medical Officer
 - External members
 - Service recipients and/or family member* (three TBD)
 - Stakeholder and/or community member (two TBD)
 - PNO/CRN/QSP provider representative
- *Stipend, eligible committee member: \$35

Meeting date and time: TBD

Frequency: Bi-monthly

Length of meeting: One (1) hour and 30 minutes

Required meeting materials: Agenda and minutes

Goals: What is the purpose of the CCC meeting?

- To oversee implementation of all cultural competency initiatives for the RBHA.
- To create a behavioral health care system and workforce capable of delivering high quality care that respects the race, ethnicity, culture and language of every service recipient.

Objectives: What tasks will occur to accomplish the goals?

- To create and promote a plan that guides adherence to the National Standards for Culturally and Linguistically Appropriate Services (CLAS) for culturally competent care.
- To ensure that language assistance services, including bilingual staff and interpreter services, at no cost to any consumer with limited English proficiency, are provided at all points of contact in a timely manner during all hours of operation.
- To make available easily understood patient-related materials, including education, complaint, and appeal and grievance resolution materials, in the languages of the commonly encountered groups represented in the service area.
- To implement recruitment and training strategies at all levels of the RBHA to recruit, retain and promote a diverse staff and leadership that is representative of the demographic characteristics of the service area.
- To enable staff at all levels and across all disciplines to receive ongoing education and training in culturally and linguistically appropriate service delivery.

Outcomes - Success will be measured by the increase in:

- Numbers of people of color receiving services
- Numbers of people of color satisfactorily receiving services
- Provider adherence to CLAS Standards, as evidenced by results of administrative and program requirements tool