

Cultural Awareness Plan

Coordinated Care strives to provide all our members throughout the State of Washington with excellent service and quality health care. Respectful health care services responding to the needs of all individuals are essential to improving the health of our communities and reducing disparities. To serve our members holistically, in physical and behavioral health, a working definition of cultural awareness helps ensure individual and provider organizations understand and deliver services appropriately.

Coordinated Care's definition of cultural awareness broadly defines culture, such as a member's self-perception in relation to their community, in addition to race, language, and ethnicity. Coordinated Care includes in that definition gender and/or sexual orientation, as well as life experiences such as trauma, homelessness, disabilities, education, and occupation. Awareness and acknowledgement of these factors help us at every level of the organization to serve the diverse needs of each member.

We recognize the National CLAS (Culturally & Linguistically Appropriate Services) Standards, Washington State Apple Health Managed Care contract, and national health care accreditation (such as NCQA) as the foundation for this cultural awareness plan.

Cultural awareness impacts access, service utilization, staff development and quality improvement throughout our organization. Strategies to promote cultural competence include development of a cultural awareness plan, strategic community outreach, as well as the inclusion of ethnically and racially diverse staff.

Reflecting the National CLAS Standards of advancing health equity, improving quality, and eliminating health care disparities, Coordinated Care has established the following goals:

- All staff and providers will complete required cultural and linguistic training at least annually
- CLAS committee to meet quarterly to review and assess needs of members, staff, community, and providers
- Monitor, analyze, and address trends associated with CLAS standards
- Ensure external vendors, such as interpreter services, are meeting CLAS standards