Print Form

Acute Hospital RFA Appendix G 2009

Cultural Competence Organizational Self-Assessment (CCOSA) Checklist

MassHealth

Executive Office of Health and Human Services

Hospital Name: _____ Contact Phone: _____

Contact Person: _____ E-mail Address: _____

Instructions Pursuant to Section III of Appendix G, each Hospital must complete this form by making a selection in the column that represents when the Hospital has implemented practices listed. Responses should reflect activities as of December 1, 2008 and will be subject to verification by EOHHS. **Please enter ONE response per item only.**

	Hospital-Wide Standards	Response Categories					
		No Plans	Planning Stage	In Place <1 yr	In Place 1–2 yrs	In Place 2–4 yrs	In Place >5 yrs
A	**GOVERNANCE POLICY**						
1	Board of Directors have adopted mission statement that articulates development of Cultural Diversity.	○	○	○	○	○	○
2	Organizational strategic plans incorporate cultural competence goals & strategies.	○	○	○	○	○	○
3	Board of Directors & Senior Mgt. reflect the racial & ethnic mix of the actual population mix being served.	○	○	○	○	○	○
4	Funding resources are allocated for organizational cultural diversity programs and efforts.	○	○	○	○	○	○
5	Demographic information on racial/ethnic diversity of service area is collected for service delivery planning.	○	○	○	○	○	○
B	**ADMINISTRATION & MANAGEMENT**						
6	Policies specify strategies to actively recruit racial/ethnically diverse medical/nursing/senior mgt. staff.	○	○	○	○	○	○
7	Policies specify strategies to actively retain & advance racial/ethnically diverse medical/nursing/senior mgt. staff	○	○	○	○	○	○
8	Mgt. mechanisms exist to coordinate either Cultural Diversity/Competence Initiatives (ie:Task force,workgroups,etc.)	○	○	○	○	○	○
9	Hospital provides diversity training/orientation programs for all clinical & non-clinical staff.	○	○	○	○	○	○
10	Hospital provides cultural competency based skill training programs for all direct medical care staff.	○	○	○	○	○	○
11	Cultural Competence training objectives specify competency objectives to be addressed.	○	○	○	○	○	○
12	Evaluation of cultural competence training focus on monitoring attainment of competency objectives addressed.	○	○	○	○	○	○
13	Hospital patient data is collected by race, ethnicity, and languages spoken.	○	○	○	○	○	○
14	Hospital patient data is analyzed by race, ethnicity, and languages spoken.	○	○	○	○	○	○
C	**SERVICE DELIVERY**						
15	Policies exist to include racial/ethnic communities in the planning & design of health care services.	○	○	○	○	○	○
16	Service delivery guidelines incorporate cultural health beliefs and practices of racial/ethnic groups served.	○	○	○	○	○	○
17	Clinical/medical staff incorporate cultural health belief/practice identifiers in health assessment forms.	○	○	○	○	○	○
18	Patient education materials are translated in languages reflecting non-English speaking groups served.	○	○	○	○	○	○
19	Policies are in place to provide culturally appropriate patient education in ER and outpatient care depts.	○	○	○	○	○	○
20	Hospital provides follow up care resource/referral linkages that are linguistically & culturally appropriate.	○	○	○	○	○	○
21	Racial/ethnic background of clinical care staff is proportionate to the patient racial/ethnic mix served.	○	○	○	○	○	○
22	Interpreter Services has minimum performance standards to assure staff/volunteer competency skills.	○	○	○	○	○	○
23	Hospital interpreters are members of professional medical interpreter association.	○	○	○	○	○	○
D	**CUSTOMER RELATIONS**						
24	Patient satisfaction surveys are translated for non-English speaking patients.	○	○	○	○	○	○
25	Patient satisfaction surveys ask questions regarding cultural competence in service provision.	○	○	○	○	○	○
26	Interagency collaborative projects exist in racial/ethnic neighborhood communities in your service area.	○	○	○	○	○	○
27	Hospital makes provisions for accessing culturally & linguistically appropriate procedures to resolve service grievances.	○	○	○	○	○	○
28	Hospital formally sponsors health promotion activities for racial/ethnic communities in their service area.	○	○	○	○	○	○