



Checklist to Facilitate the Development of Culturally and Linguistically Competent Primary Health Care Policies and Structures

Excerpt from Policy Brief 1- Rationale for Cultural Competence in Primary Health Care

The following checklist is targeted to individuals who have a role in the shaping of policy at the Federal, state, local and program levels. Policy makers may be board members of private agencies, public agency officials, legislators, commissioners, advisory committee members, agency directors and staff of consumer/family organizations. The goal of this checklist is to facilitate policy making that supports culturally and linguistically competent primary health care services.

Does the primary care system, organization or program have:

- A mission statement that articulates its principles, rationale and values for culturally and linguistically competent health and mental health care service delivery?
- Policies and procedures that support a practice model which incorporates culture in the delivery of services to culturally and linguistically diverse groups?
- Structures to assure the meaningful participation of consumers and communities in planning, delivery and evaluation of services?
- Processes to review policy and procedures systematically to assess their relevance for the delivery of culturally competent services?
- Policies and procedures for staff recruitment, hiring and retention that will achieve the goal of a diverse and culturally competent workforce?
- Policies and resources to support ongoing professional development and in-service training (at all levels) for awareness, knowledge and skills in the area of cultural and linguistic competence?
- Policies to assure that new staff are provided with training, technical assistance and other supports necessary to work within culturally and linguistically diverse communities?
- Position descriptions and personnel/performance measures that include skill sets related to cultural and linguistic competence?
- Fiscal support and incentives for the improvement of cultural competence at the board, agency, program and staff levels?
- Policies for and procedures to review periodically the current and emergent demographic trends for the geographic area it serves?

- ❑ Methods to identify and acquire knowledge about health beliefs and practices of emergent or new populations in service delivery areas?
- ❑ Policies and allocated resources for the provision of translation and interpretation services, and communication in alternative formats?
- ❑ Policies and resources that support community outreach initiatives for those with limited English proficiency and/or populations that are not literate or have low literacy skills?
- ❑ Requirements that contracting procedures and proposals and/or request for services include culturally and linguistically competent practices?