

Multi-Cultural Awareness Goals Plan: 2021-2022

The organization implements a cultural competency and diversity plan that addresses patients, personnel, families and/or caregivers as well as other stakeholders in the matters of culture, age, gender, gender identity, gender expression, sexual orientation, spiritual beliefs, socioeconomic status and language or handicapping condition. The intent of this plan is to best assure that the organization demonstrates an awareness of, respect for, and attention to the diversity of the people with whom it interacts. Cultural competency and diversity should be reflected in attitudes, organizational structure, policies and services.

1. Secure the support of AOPMHC leadership in developing a system of care that is culturally diverse, equitable and inclusive to all while being linguistically aware.

- A) Cultural Competence is listed on the EPMS as a job duty with its success criteria for all staff of AOP MHC.
- B) AOPMHC makes continuous progress towards its goals of providing cultural and linguistically oriented services by providing staff with training at the onset of employment that includes how to access the foreign language line to reach a translator for speakers of other languages.
- C) Appropriate signage will be visible to inform patients of available interpreter services.
- D) AOP is an equal opportunity employer and does not discriminate on basis of race, gender, gender identification, spiritual beliefs, socioeconomic status and language or handicapping condition.

2. Ensure the general workforce of AOPMHC reflects the diversity of their communities.

- A) Staff will complete the required training on Cultural Competence on the Learning Management System of AOP MHC.
- B) The Cultural Diversity committee will distribute quarterly newsletters that encompass the various backgrounds, religions, foods, languages and gender expressions of staff.
- C) Magazines of all ethnicities will be found in the lobbies and waiting areas of the clinics.

3. Demonstrate multi-cultural awareness of the staff.

- A) Develop educational opportunities that promotes cultural awareness for staff by making trainings available in person and via electronic platforms.
- B) Promote cultural awareness in the AOPMHC workforce by quarterly newsletters -The MOSAIC that focus on topics such as gender equality, ethnicity and various cultural backgrounds of staff.

4. Promote effective clinical care.

- A) Substantiate services are culturally and linguistically appropriate by having signage for language assistance in all centers.
- B) Encourage family members to participate in treatment, when appropriate.
- C) Endorse and engage local communities' participation as part of the patients' treatment plan.
- D) Foster the use of natural healing supports (i.e. family members, religious and spiritual resources, traditional healers, churches, community organizations) as part of the treatment plan.

5. Partner with advocacy groups, family members and other systems of support in the planning, development and implementation of our system of care.

- A) Culture Diversity Committee will partner with the Patient Affairs Coordinator to make sure that concerns are addressed in regards to service delivery.
- B) AOP will host a community forum with stakeholders, probate judges and hospital staff, regarding service needs and accessibility concerns.

6. Develop relevant Performance Indicators reflecting cultural awareness in the care of children and adults.

- A) Include patients and their families as the primary voice in the development of a culturally competent system of care.
- B) Survey staff to make sure they are competently trained to promote successful treatment outcomes in population served.

7. Assure data is easily accessed.

- A) The organization ensures reliable and valid data on the patient's demographics to include language of preference.
- C) Appropriately disseminate information on performance improvement.
- D) AOPMHC will incorporate a Spanish speaking option for accessibility for Spanish speaking patients and/or individuals for our automated phone systems after hours.

