

APPENDIX C

Call for Nominations

Call for Nominations

Applications Must be
Received by
December 21, 1998

Sponsored by the
Health Resources and
Services Administration



CULTURAL COMPETENCE WORKS

HRSA is pleased to announce *Cultural Competence Works*, a nationwide search to honor and recognize outstanding programs and practices that address culturally competent care for ethnically diverse populations.

Thirty to fifty of the HRSA service delivery programs nominated will be showcased in a publication on culturally competent practices. The publication will be published in the Spring of 1999.

Five of these programs will receive a Certificate of Excellence in Providing Culturally Competent Services.

Ten of these programs will receive a Certificate of Recognition for Providing Culturally Competent Services.

As the United States grows in diversity, both in rural and urban areas, health care providers are increasingly challenged to understand and address the linguistic and cultural needs of a diverse clientele. The U.S. Department of Health and Human Services has recognized the impact these factors may have on health status in its recently announced "Initiative to Eliminate Racial and Ethnic Disparities in Health."

Many health care providers, especially among HRSA grantees, have developed creative and successful programs to serve diverse populations, including interpreter services, cultural competence training for staff, targeted outreach programs and other interventions. As more underserved populations are being incorporated into managed care arrangements, these culturally competent practices may make HRSA grantees attractive partners to managed care organizations.

The *Cultural Competence Works* competition seeks to identify, showcase, and promote the replication of successful programs and practices in order to improve access and health outcomes for culturally diverse populations. All HRSA service delivery grantees are invited to respond to this Call for Nominations. The *Cultural Competence Works* competition is looking for nominations from programs in each of three categories:

Category 1: Organizations serving diverse multicultural clienteles that integrate cultural competence into all aspects of their programs.

Category 2: Organizations that primarily serve a specific ethnic group (i.e., Latino, American Indian) and integrate cultural competence into all aspects of their programs.

Category 3: Organizations with a specific program or intervention that enhances the

ability of culturally diverse clients to gain access to or benefit from health care and related supportive services.

Five nominees will be selected to receive Certificates of Excellence from HRSA, and an additional ten will receive Certificates of Recognition. The program abstracts from these and approximately 30 additional nominees selected as having exemplary programs will be included in a publication on culturally competent practices among HRSA grantees, to be published in Spring of 1999.

The organizations honored with certificates and with inclusion in the publication will represent the broad range of HRSA-funded programs, ethnic populations, geographic areas, and creative approaches to cultural competence.

Cultural Competence Works

Eligibility

Any service delivery program receiving HRSA grant funds may be nominated. Nominations must be received no later than December 21, 1998. Specific criteria to address in applications are listed below, however HRSA is looking for programs that demonstrate:

- Quality in the design, implementation, and maintenance of culturally competent interventions, and

- Responsiveness to community needs and input in program planning and execution

Special consideration will be given to applicants that have used culturally competent programs to enhance or attract collaborative relationships with, or that participate in, managed care systems. *Regardless of managed care involvement, however, HRSA is interested in and encourages applications from all programs that demonstrate excellence in culturally competent service delivery.*

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Cultural Competence is defined as:

A set of attitudes, skills, behaviors, and policies that enable organizations and staff to work effectively in cross-cultural situations. Cultural competence reflects the ability to acquire and use knowledge of the health-related beliefs, attitudes, practices, and communication patterns of clients and their families to improve services, strengthen programs, increase community participation, and close the gaps in health status among diverse population groups.

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Nomination Instructions

Section A: Program Abstract

In 150 words or less on a separate sheet of paper, please provide a brief synopsis of the nominated program or practice, describing its purpose, the need it addresses, the population served, hallmarks of its quality, relevant collaborative partners, and results it has achieved. Please include the program name, sponsoring organization, public contact person, address, phone, fax, e-mail and website addresses at the top of the abstract.

Section B: Program Summary

The *Cultural Competence Works* competition is looking for three types of culturally competent service delivery

models. Please select the category for which you would like to nominate your program. Your organization may nominate itself or one of its programs under more than one category, but must submit separate applications for each.

Category 1: An organization serving a diverse multicultural clientele that integrates cultural competence into all aspects of its program.

Category 2: An organization primarily serving a specific ethnic group (i.e., Latino, American Indian) that integrates cultural competence into all aspects of its program.

Category 3: An organization with a specific program/intervention that enhances the ability of a culturally diverse clientele to gain access to or benefit from health care and related supportive services.

These may include, for example, disease-specific or ethnic-specific programs, language access programs (such as interpreter services or programs to translate written materials), cultural competence training, community-based outreach programs, etc.

General criteria (all applicants must complete)

In 10 pages or fewer, please describe the nominated model in further detail according to the following criteria. Address each of the required sections listed below, using the accompanying questions as a guide for your responses. Put the number of the category you have selected in the upper left hand corner of the first page of your narrative.

Consumer and Community Responsiveness

Describe how consumers and the community are involved in

designing, implementing, and evaluating the nominated program, including how the program specifically meets the cultural and linguistic needs of consumers and how it is accountable to the community it serves.

How is the process for consumer/community input developed and maintained?

What methods does the program use to continually assess and respond to the needs of the population and changes in the diversity of the community?

Quality of culturally competent methods

Describe the program's commitment to quality and comprehensiveness in the specific program elements/methodologies that address cultural competence. An example of quality would include: use of trained and tested versus ad hoc

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Cultural Competence Works

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interpreters; ongoing cultural competence training and skills assessment for all staff; initial development of health education materials in target languages rather than translations from English.

Are culturally competent programs or practices ongoing in nature or one-time interventions?

What methods are used to continually assess or evaluate the program's impact on access, prevention, health outcomes, client satisfaction, cost-effectiveness, and/or fulfillment of program goals and objectives?

Collaborative Relationships

As they relate to culturally competent services or programs, describe any community or organizational partnerships (especially those with managed care organizations), the roles and responsibilities of each partner, the methods of collaboration, and the resulting coordination or integration of services.

What aspects of culturally competent service delivery or expertise were incentives for developing the partnership(s)?

What benefits have partners experienced as a result of collaborating, and how were obstacles to working together overcome?

Sustainability/Replicability

Describe the potential for adapting and implementing

this model of culturally competent service delivery in other communities, including factors that impact the sustainability of the program.

What are the potential barriers or challenges to replicating the culturally competent elements of this program?

What critical concepts, attributes, staff or program elements must be transferred for successful replication in other settings?

How are the specific culturally competent program elements funded? What is the source, duration, and sustainability of financial and other resources needed to operate these program elements?

Specific criteria for applicants in Categories 1 and 2

(Organizations that integrate cultural awareness and program enhancement into every aspect of their organizational functions)

Please describe how your organization addresses system-wide the relevant attributes of cultural competence outlined below. If there are other areas that distinguish the cultural competence of your organization, please feel free to address them as well.

Governance of the Organization

To what extent are the organization's governing bodies (advisory committee, board, etc.) reflective of actual community demographics?

Cultural Competence Planning and Policies

What are the organization's internal and external cultural competence needs assessment activities?

How are cultural competence objectives included in organizational planning, policies, and program protocols at all levels of the organization?

What is the level of staff and client awareness of cultural competence plans and objectives?

Cultural and Linguistic Services and Support

Are ethnically or culturally traditional healers or services included by the program?

What outreach activities to ethnic communities are conducted?

How are staff assessed on proficiency in the languages and cultural needs of the populations served? Is regular training available/required?

Is there consistent availability of quality medical interpreter services (ongoing training and competency assessments)?

Client Assessment and Care Planning

Do client intake and assessment protocols include cultural and linguistic concerns?

Are cultural needs, including appropriate involvement of client and family, addressed in care plans, treatments, and follow-up?

Quality Improvement

How are the collection and analysis of client ethnicity and language data correlated to utilization, outcomes and performance measures?

Staffing Patterns

Are staff representative of community demographics at all levels of the organization?

Are there active recruitment, retention, and career development programs for staff from the linguistic and cultural groups served?

Specific criteria for applicants in Category 3

(An organization with a specific cultural competence-oriented program or intervention)

Evaluation and Outcomes

Describe success or progress in the fulfillment of program goals and objectives, and address any documented improvements in client satisfaction, health status, access, cost effectiveness, or other performance or outcome measures directly attributable to the specific culturally competent program/intervention being nominated.

What were the baseline conditions experienced prior to the nominated program, and what measures and methods are being used to track and report progress and beneficial outcomes?

The Cultural Competence Works Call for Nominations, and more information about culturally competent health care can also be copied from the DiversityRx website (www.DiversityRx.org) and the HRSA website (www.hrsa.gov).

Cultural Competence Works

Submission Procedures and Checklist

All applicants must follow the instructions contained in Sections A-B of the *Cultural Competence Works* Competition Nomination directions. Please type in 12 point and double-space all information requested on separate 8.5" X 11" single-sided sheets of paper. Label each response under its corresponding section and category heading. Do not include any identifying information in your responses to Section B.

Observe page limitations.

Submit responses for Sections A-B on a 3.5" diskette in Microsoft Word, or Word Perfect formatted in a text-only file format.

Send one hard copy original of the Section C: Self-Nomination Form, and responses to Sections A-B.

Mail documents and diskettes to:

Cultural Competence Works
c/o LTG Associates
6930 Carroll Avenue, #410
Takoma Park, MD 20912
ltg@earthlink.net

Nomination Deadline

*December 21,
1998*

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Self-Nomination Form

Section C: General Information

Please type or write clearly all information requested below

Program Name

Nominating Organization (if different from Program Name)

Address

City/State/Zip

Phone/fax

E-mail

Contact Person: Must be available for a possible telephone follow-up discussion. Discussions will be held between January 25 and February 12, 1999.

Agreement

To be signed by the Chief Executive Officer, President, or equivalent in the organization responsible for the nominated program:

By participating in this Competition, we agree that if our nominated program or organization is selected as a winning model, *Cultural Competence Works* sponsors are granted permission to inform the press of our selection, publish an edited version of our abstract and other information on the model in print and electronic publications, and arrange for our participation in any other recognition activities.

Signature/Date

First/Last Name

Title/Position

Organization (if different from above)