

**Piedmont Behavioral Healthcare
Cultural Competence Checklist
(Category 1) Licensed Independent Practitioners – Non-Group Practices**

| Network Provider | Date of Survey |
|------------------|----------------|
| | |

Check (✓) “Met” or “Unmet” under each section if you can demonstrate progress as described in the example that follows. The examples are not all inclusive and are to be used as a guide to describe practical approaches to achieve cultural competence under each indicator.

NOTE: Include documentation that demonstrates compliance with each item checked “Met” when submitting the Self-Assessment to the PBH Quality Management Department.

| Met | Not Met | Practices | Comments |
|-----|---------|---|---|
| | | <p>The provider has specific guidelines or core values to direct practices that will assure access to services.</p> <p><i>Does agency policy or Mission Statement address willingness to understand and respect individual cultural and spiritual needs?</i></p> <p><i>Does the facility demonstrate a culturally competent atmosphere that is welcoming?</i></p> <ul style="list-style-type: none"> ◆ Accommodate people with disabilities (i.e. wheelchair accessible) ◆ Pamphlets, informational brochures, etc. are available in different languages? ◆ Culturally diverse décor <p><i>This may include Patients Bill of Rights.</i></p> | <p>Out-of-Compliance Code: 01: Core Values/Mission Statement</p> |
| Met | Not Met | Training | Comments |
| | | <p>The provider attends trainings on cultural competence to enhance knowledge and skills.</p> <p><i>Provide a list of trainings (name of training, date presented, location) offered/attended. Examples can include specialized trainings for focused therapies such as eating disorders, sex offender therapies, etc. as well as trainings related to licensure and certification trainings.</i></p> | <p>Out-of-Compliance Code: 02: Training</p> |
| Met | Not Met | Climate | Comments |
| | | <p>The provider has established relationships in the community to create a rapport that builds trust and facilitates acceptance of the behavioral healthcare system.</p> <p><i>Provide written examples of the established relationships in the community. Examples can include, but are not limited to:</i></p> <ul style="list-style-type: none"> ◆ Board membership ◆ Community organization affiliations ◆ Established relationship with a referring agency | <p>Out-of-Compliance Code: 03: Community Relationships</p> |

| Met | Not Met | Services | Comments |
|-----|---------|---|---|
| | | <p>The provider has informal partnerships with traditional and nontraditional organizations to enhance service delivery and maximize resources.</p> <p><i>Provide written examples of the informal partnerships with traditional and nontraditional organizations that provide support to your agency in the areas of referrals to additional resources, funding, transportation, training, related services, etc. These may include Peer Support, local outpatient mental health center, Hispanic Learning Center, Asian Cultural Center, etc.</i></p> | <p>Out-of-Compliance Code: 04: Community Resource Referrals</p> |
| Met | Not Met | Communication | Comments |
| | | <p>The provider has made provisions to adequately communicate with customers needing interpretation/translation services.</p> <p><i>Specifically address what you or your agency would do if an individual who is deaf or non-English speaking would seek your services. How does the individual participate in the treatment planning process? How is the treatment plan written so that the individual can read it?</i></p> | <p>Out-of-Compliance Code: 05: Access to interpretation/translation services</p> |

Additional Comments:

Provider Staff Member Who Completed Form: _____

Contact Information: Phone: _____ E-mail Address: _____