

## Standard 4: Cultural Competence

To view examples of standard 4 documentation that Teams have submitted as evidence of compliance of the Standards for Cleft Palate and Craniofacial Teams, please visit: <http://www.acpa-cpf.org/standards-examples>

### 4.1 The Team demonstrates sensitivity to individual differences that affect the dynamic relationship between the Team and the patient and family/caregiver.

29. How do you communicate with patients and families for whom English is not their primary language? Do you use interpreters or translated materials?

Certified medical interpreters are scheduled to accompany patient and their families throughout the team visit and pre and post-surgical procedures.

Language and Special Access Services posts interpreter information and alternative medical translation access on the organization's intranet. The web page includes Standard Work Instructions for contacting interpreters, using video remote interpretive services and over the phone interpretation.

Language Access Interpreter Cards with instructions in English, Arabic, Mandarin, Nepali and Spanish are available for patients to call the Direct Interpreter Access Line to make appointments.

30. Do you have training in cultural and ethnic diversity for your team members? How is this training applied in clinical encounters? Please describe:

The topic of cultural and ethnic diversity is covered for all new staff during new employee orientation and in elective online learning modules. For clinical encounters, we introduce "The 4C's of Culture" (Slavin et. al) which emphasizes an approach of humility and open-ended questioning. We also use the Cross Cultural Health Care Program's cultural competency training program and the Bridges out of Poverty program to disseminate additional awareness, knowledge, and skills around cultural diversity.

### 4.2 The Team treats patients and families/caregivers in a non-discriminatory manner.

31. How do you inform patients and families/caregivers of their rights (e.g., patient bill of rights, Web site, institutional literature, etc.)?

Patients and families are offered a copy of the Patient Bill of Rights at registration in the clinic. Patient Bill of Rights is posted in the clinic waiting room and on the organization web site.

32. Attach a copy of the Patient's Bill of Rights. A privacy policy does not qualify. Label as 4.2.33 and limit the attachment to five pages or fewer.