

## 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?

The [redacted] has on-site interpreters that are scheduled to the Center to interpret for our patients. The hospital also provides all departments an InDemand, an electronic video system to further enhance languages available to patients and their families. This is a service that allows our clinicians and patients to communicate in any language. We also have many bi-lingual Spanish speaking staff members that are available to communicate with the patients / family members. Sign language services are available, as needed.

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

All new employees of the Center, have to take an initial training on cultural and ethnic diversity. Also, the clinicians and staff have to take annual on-line trainings to reinforce the importance of patient and staff cultural and ethnical differences. All of our staff and clinicians want our patient to be as comfortable as possible. Therefore, they make every effort to incorporate cultural and ethnical needs for the patient and the family during their visits and surgeries.

### 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.)?

The hospital has a Patient Rights and Responsibility commitment to the patients and their family members. All employees working in the hospital and clinics are required to uphold the patient rights and responsibility commitment to the patients, It is housed on the Hospital website, printed and available to patients in the Center. It is also posted in the Center and throughout the hospital.

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.