

Universal Health Care – Quality Management Policy

PLAN:

Universal Health Care's (UHC) Cultural Competency Plan is designed to improve health care through reduction of cultural and linguistic barriers that negatively impact healthcare encounters.

Program goals for Cultural Competency include:

- Maintain Cultural Competency Plan that defines goals and strategies to support the provision of culturally and linguistically appropriate services to UHC enrollees in all lines of business;
- Effectively provide services to enrollees of all cultures, races, ethnic backgrounds and religions;
- Provide services in a manner that recognize values, affirms and respects the worth of the individual enrollees, and protects and preserves the dignity of each;
- Increase member satisfaction with clinical care and services;
- Increase overall preventive health services;
- Improve utilization of outpatient and inpatient services, and
- Increase member understanding of health issues, including diagnoses and treatment plans.

Strategies for Cultural Competency include:

- Development of an integrated system to provide the foundation for cultural competency strategies and goals.
- Identification of member health disparities based on cultural characteristics;
- Development of a provider network that mirrors the cultural and linguistic characteristics of members and provides for culturally appropriate services to UHC members;
- Development of interventions that improve health outcomes for members with identified health disparities based on cultural differences;
- Education of UHC staff, providers and members about mechanisms to reduce health disparities and improve member health outcomes.

Cultural Competency Objectives:

- Maintain an updated competency plan based on member demographics, provider analysis, and comprehensive organizational assessment;
- Recruit and maintain a culturally and linguistically diverse employees with a focus on member service staff;
- Educate members, providers, and UHC staff regarding provision of care and services to members in a culturally competent manner;
- Provide translation services to members through Member Service staff to meet member language requirements;
- Provide educational and informational materials to members in languages that represent greater than five (5) % of the population;

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- Improve member care and services based on actual and potential health care disparities related to cultural, racial, ethnic, or religious diversity;
- Maintain a provider network that mirrors the member population with language, cultural, racial, ethnic, or religious demographics;
- Educate members, providers, and UHC staff about the UHC Cultural Competency Plan, through manuals, newsletters, the web site, and training programs;
- Monitor member satisfaction regarding cultural competency indicators and member rights through satisfaction surveys, grievances and appeals, and anecdotal information;
- Support provider efforts to provide member services and care in a culturally competent manner;