




Tip Sheet for Achieving the Principal Standard (Standard 1)

Objective: To provide effective, equitable, understandable, respectful quality care and services responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs.

KEY ACTIONS FOR IMPLEMENTATION


Assess and acknowledge diversity:

- Understand the cultural diversity of the populations you serve.
- Acknowledge and respect varied health beliefs, practices and needs.

 **Example:** A regional hospital conducts annual community health assessments to understand the cultural dynamics of its service area and adjusts its health programs to accommodate the diverse health beliefs and practices identified.


Ensure effective communication:

- Offer language assistance services at no cost for those with limited English proficiency or other communication needs.
- Use culturally responsive health materials that are easily understood by all who are involved in services.

 **Example:** A community behavioral health center offers a 24-hour hotline with access to interpreters in over 15 languages, including sign language, to ensure clear and understandable communication with all clients.


Promote respect and understanding:

- Train staff in cultural humility and the importance of respect in all client interactions.
- Engage with the community to better understand and serve their unique health-related needs and preferences.

 **Example:** A health network hosts monthly cultural and linguistic responsiveness workshops for its staff, focusing on respect and understanding. These workshops include sessions led by community leaders from various ethnic groups.

Adapt services to meet diverse needs:


- Modify health care services to be more culturally responsive, or responsive to the cultural specifics of the populations served.
- Consider cultural, linguistic and health literacy barriers when designing health programs and services.

 **Example:** A dental care facility incorporates multilingual educational materials and culturally specific dietary advice into its client care plans to better meet the diverse needs of its clientele.




Implement policies supporting equity and quality:

- Develop and enforce policies that promote health equity and ensure quality care for all, honoring diverse cultural or linguistic backgrounds.
- Regularly monitor and evaluate the effectiveness of policies, adjusting as necessary.

 **Example:** An insurance company revises its policies to guarantee that all claims and benefits explanations are available in the top five languages spoken by its clients.

Engage in continuous improvement:

- Collect and analyze data on client and staff satisfaction and stratify outcomes by demographic variables to identify areas for improvement.
- Commit to continuous learning and improvement in cultural competence throughout the organization.

 **Example:** An inpatient facility uses feedback from client satisfaction surveys to identify service gaps for non-English speakers and adjusts its language services accordingly.

RESOURCES AND SUPPORT

- Access available resources and training tools designed to improve cultural competence and language support within health and health care settings.
- Leverage community partnerships to enhance understanding and support for diverse cultural and linguistic needs.



Takeaway: Achieving the Principal Standard is foundational to advancing health equity and enhancing the quality of care for all people. It requires a commitment to continuous learning, adaptability and respect for the diverse communities served.

