



Policy & Procedure

Company:	ODS Community Dental	Reference Number:	QI-633
Department:	Dental Services		
Business unit:	Dental Medicaid	Category:	Quality Improvement
Title:	Cultural Responsiveness Training		
Origination Date:	10/2019	Original Effective Date:	12/1/2019
Revision Effective Date:		Published Date:	12/13/2019
Revision Published Date:		Next Annual Review Date:	12/2020
State (select all boxes applicable to this policy) <input type="checkbox"/> Alaska <input checked="" type="checkbox"/> Oregon <input type="checkbox"/> Washington Product (check all boxes applicable to this policy) <input checked="" type="checkbox"/> Dental <input type="checkbox"/> Medical <input type="checkbox"/> Pharmacy <input type="checkbox"/> Vision <input type="checkbox"/> Other _____ Type of Business (check all boxes applicable to this policy) <input type="checkbox"/> Commercial Group <input type="checkbox"/> Commercial Individual <input type="checkbox"/> Exchange Business <input type="checkbox"/> EOCCO <input checked="" type="checkbox"/> OHP <input type="checkbox"/> Medicare <input type="checkbox"/> ASO/ Self-funded <input type="checkbox"/> Other _____			

I. Policy Statement and Purpose

ODS Community Dental strives to provide high quality dental care to our members in a way that meets their diverse cultural and linguistic needs. This policy outlines our commitment to providing culturally and linguistically appropriate oral health care and services by encouraging our staff and providers to receive cultural responsiveness training. This policy also delineates our adherence to Oregon Administrative Rules relating to cultural competency.

II. Definitions

- A. **Cultural competence** is "...a life-long process of examining values and beliefs and developing and applying an inclusive approach to health care practice in a manner that recognizes the context and complexities of provider-patient communication and interaction and preserves the dignity of individuals, families and communities" (OAR 943-090-0010).
- B. **Cultural responsiveness (also known as cultural competence/humility/sensitivity/agility):** We use the terms cultural competence and cultural responsiveness interchangeably, however our preference for "cultural responsiveness" is due to its implication that one is open to adapting to the cultural needs of those they are working with, rather than assuming that they can become perfectly skilled to work with all members.
- C. **Culturally-responsive providers** "...do not make assumptions on the basis of an individual's actual or perceived abilities, disabilities or traits whether inherent, genetic or developmental including: race, color, spiritual beliefs, creed, age, tribal affiliation, national origin, immigration or refugee status, marital status, socio-economic status, veteran's status, sexual orientation, gender identity, gender expression, gender transition status, level of formal education, physical or mental disability, medical condition or any consideration recognized under federal, state and local law" (OAR 943-090-0010).

- D. **Culturally and Linguistically Appropriate Oral Health Care and Services:** Oral health care and services that are respectful of and responsive to individual cultural health beliefs and practices, preferred languages, health literacy levels, and communication needs and employed by all members of an organization (regardless of size) at every point of contact.

III. Procedures

A. Cultural responsiveness training

All patients deserve to receive culturally and linguistically appropriate oral health care and services from culturally responsive individuals, which is why our staff and contracted providers are encouraged to complete cultural responsiveness training.

1. Monitoring

- a. ODS Community Dental monitors and records provider completion of continuing education (CE) related to cultural responsiveness on an annual basis. This is done through our OHP provider survey and is then documented in Facets.

2. ODS Community Dental staff

- a. ODS Community Dental staff receive diversity and inclusion training during new-hire onboarding, and are encouraged to take ongoing cultural competency training through Moda University.

3. Oregon Board of Dentistry continuing education (CE) requirement for dentists

- a. The Oregon Board of Dentistry (OBD) encourages, but does not require, licensees to pursue ongoing CE opportunities in cultural competency.
- b. The OBD considers cultural competency relevant to the current practice of all licensees, and licensees may use this CE towards their required CE hours.
- c. As a result of the passage of HB2011 (2019), the OBD is amending their laws and rules to include language requiring dentists and dental hygienists to receive two credit hours of cultural competence CE beginning January 1, 2021.
- d. Training opportunities:
 - a. OHA-approved cultural competence CE opportunities: <https://www.oregon.gov/oha/OEI/Pages/CCCE-HB2611-2013.aspx>.
 - b. Cultural Competency Program for Oral Health Professionals, by the U.S. DHHS Office of Minority Health: <https://oralhealth.thinkculturalhealth.hhs.gov/default.asp>.

4. ODS Community Dental requirements for dentists

- a. Per our contract with OHA, by January 1, 2021 ODS Community Dental will be requiring all contracted providers to have completed continuing education that addresses cultural responsiveness, implicit bias, and the use of healthcare interpreters.

IV. Related Policies & Procedures, Forms and References

OAR 943-090-0010

V. Revision Activity

New P & P /Change / Revision and Rationale	Final Review/Approval	Approval date	Effective Date of Policy/Change
New policy	DQIC	12/13/2019	12/1/2019