



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:	10/11/2024	Published Date:	12/13/2019
Revision Published Date:	10/11/2024	Next Annual Review Date:	10/2025
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 to our members by offering 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 950-040-0010).
- 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 competent 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 950-040-0010).

- 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.

ODS Community Dental staff

- a. ODS Community Dental staff receive cultural responsiveness and Implicit bias training during new hire onboarding.
- b. As of April 2020, all ODS staff (new and existing) are required to complete a series of trainings relating to cultural competence, implicit bias, language access and working in an inclusive environment.

ODS Provider Network

- 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 Directory Accuracy Survey and Annual OHP Provider Attestation Survey. This is also monitored through the credentialing and recredentialing process as CE in Cultural Competency is a license requirement.
- b. Oregon Board of Dentistry continuing education (CE) requirement for dentists
 - 1) **The Oregon Board of Dentistry (OBD) requires licensees to complete at least two hours of continuing education related to cultural competency.**
 - 2) The OBD considers cultural competency relevant to the current practice of all licensees
- c. Training opportunities:
 - a. OHA Approved and no cost to provider: Cultural Competency Program for Oral Health Professionals, by the U.S. DHHS Office of Minority Health:
<https://oralhealth.thinkculturalhealth.hhs.gov/default.asp>.
- d. ODS Community Dental requirements for dentists
 - a. As of January 1, 2021, ODS Community Dental requires all contracted providers to have completed OHA approved, continuing education related to cultural competence.

IV. Related Policies & Procedures, Forms and References

OAR 950-040-0010

OHA Contract Exhibit K

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
Policy revised to include training requirements for all ODS Staff due to OHA/CCO requirements	DQIC	04/10/2020	4/10/2020

<p>Policy revised wording for newly implemented processes of trainings and requirements. Inclusion of monitoring training of network providers via Facets and during the credentialing process. Clarification on new requirements of OBD to have at least 2 hours of cultural competence training for licensees.</p>	<p>DQIC</p>	<p>4/9/2021</p>	
<p>Annual Review</p>	<p>DQIC</p>	<p>4/15/22</p>	<p>4/15/22</p>
<p>Annual Review</p>	<p>DQIC</p>	<p>12/8/2023</p>	<p>12/8/2023</p>
<p>Annual Review- Updates OARs</p>	<p>DQIC</p>	<p>10/11/2024</p>	<p>10/11/2024</p>

- VI. Affected Departments:**
 ODS Network Operations
 Professional Relations, Dental