

Cultural Competence Plan

Our Definition of Cultural Competence

Knowledge, information and data from and about individuals and groups that is integrated and transformed into:

- Clinical Standards
- Skills
- Service Approaches
- Techniques and
- Marketing Programs

...that match an individual's culture, and increase the quality and appropriateness of health care and health outcomes. (Davis, 1999)

Our Philosophy

Fallon Health Weinberg (FHW) is committed to embracing the rich diversity of the people we serve. We believe in providing high-quality care to culturally, linguistically and ethnically diverse populations, as well as to those with physical, mental, visual and hearing impairment. All people entering the health care system must receive equitable and effective treatment in an understandable and respectful manner, recognizing individual spoken language(s), gender, and orientation, and the role culture plays in a person's health and well-being.

Our Policy

Fallon Health Weinberg staff is trained in cultural diversity and sensitivity, in order to refer enrollees to providers appropriate to their needs and preferences. Fallon Health Weinberg also provides cultural competency training, technical assistance to help providers enhance their provision of high-quality, culturally appropriate services. Fallon Health Weinberg continually assesses network composition by actively recruiting, developing, retaining and monitoring a diverse provider network compatible with the enrollee population.

What Fallon Health Weinberg will do for you

Provide ongoing education to deliver competent services to people of all cultures, races, ethnic backgrounds, religions, and those with disabilities;

Provide language assistance, including bilingual staff and interpreter services, to those with limited English proficiency during all hours of operation at no cost to the consumer;

Provide easily understood enrollee materials, available in the languages of the commonly encountered groups and/or groups represented in the service area;

Monitor gaps in services and other culture-specific provider service needs. When gaps are identified, Fallon Health Weinberg will develop a provider recruitment plan and monitor its effectiveness.

What you need to do

Your responsibility is to:

Provide Fallon Health Weinberg with information on languages you speak;
Provide Fallon Health Weinberg with information about any practice specialty you hold
on your credentialing application.