

Office Environment Assessment Checklist

From *A Practical Guide for Implementing the Recommended National Standards for Culturally and Linguistically Appropriate Services* (<http://www.omhrc.gov/templates/browse.aspx?lvl=2&lvlID=15>).

Resources

- Are appropriate resources available to patients (e.g., language resources, health care information)?
- Does the health care center (e.g., office) offer appropriate hours based on community employment/illness needs?
- Are patients with special needs, including language needs, afforded extra time in scheduling?

Interactions

- Are interactions among staff and patients open-minded and respectful?
- Are staff members diverse and aware of cultural differences and effects?
- Are staff members aware of confidentiality requirements, and is confidentiality respected?
- Do staff attitudes and behaviors welcome diversity?

Materials

- Does signage appear in languages appropriate to the practice and the community profiles?
- Are written materials of all types (including magazines) available in languages appropriate to the practice and community profiles?
- Do written materials take into account the literacy levels of patients receiving services?
- Do videos or other media for education, treatment, and so on, reflect the culture and ethnic background of the patients?
- Are materials free of negative cultural, racial, or ethnic stereotypes?

Environment

- Is the waiting area comfortable, with pictures, decorations, refreshments, and so on, appropriate to the diversity of the patient community?
- Do the office's reception practices welcome patients of all backgrounds and make it equally easy for them to register, have questions answered, and obtain treatment?
- Do telephone manners acknowledge and account for differences in patients' needs?
- Is a mission plan visible to patients, and does it include a statement about a commitment to delivering culturally competent services?

Organizational Strategies

- Are staff (including physicians) aware of policies about behavior and attitudes toward all patients, including minority patients?
- Are there rewards for appropriate behavior and sanctions for inappropriate behavior?
- Do all staff members receive training in areas that will contribute to cultural competence?
- Is someone responsible for oversight about culturally competent care-related issues?
- Does the organization have a strategic plan for delivering culturally and linguistically appropriate services?
- Is the community involved in decisions about the care and services that are offered?
- Does the practice know which patients need language access services and have a method to supply the services when needed?
- Are staff members aware of social practices, beliefs, history, traditional practices, medical approaches, and other culturally based factors that may have an impact on health care decisions for the minority/ethnic groups represented in the practice?
- Do patients/consumers believe that they are receiving culturally competent care?

Data Collection Resources

Many Web-based resources are available to obtain demographic information for creating community profiles.

Resources	Data on Demographics and Statistics	Processes for Data Collection
<p>Census Bureau Web site: http://www.census.gov</p>	<ul style="list-style-type: none"> • Useful resource for learning about communities served and the different groups who live there. • This site provides information about local resources and workshops to learn how to use the data. • Census 2000 data includes race and ethnicity changes between 1990 and 2000; changes over time; and demographic data on race, age, sex, income, poverty level, and more. Data are available by state, county, urban area, school district, and ZIP code. • Reports are in PDF format, and can be printed easily. 	<ul style="list-style-type: none"> • On the Web site's home page go to the left navigation bar and select Data Tools. • Choose an option from the Data Access Tools menu
<p>Centers for Disease Control and Prevention Web site: http://www.cdc.gov</p>	<ul style="list-style-type: none"> • This site provides a variety of links about which diseases affect specific populations. • Users can find a variety of tools to help analyze the diseases most common to groups in a community • This site also provides access to literature about health-related issues. 	<ul style="list-style-type: none"> • On the Web site's home page go to the left navigation bar and select Data and Statistics. • On the Web site's home page go to Publications and Products
<p>Morbidity and Mortality Weekly Report: http://www.cdc.gov/mmwr</p>	<ul style="list-style-type: none"> • This CDC site offers a variety of reports, guidelines, and public health data such as the <i>Morbidity and Mortality Weekly Report</i> (MMWR). • Users can search numerous CDC data sets at once. 	<ul style="list-style-type: none"> • On the Web site's home page go to, the left navigation bar and select a menu item(s).
<p>Youth Risk Behavior Surveillance</p>	<ul style="list-style-type: none"> • This CDC site provides 	<ul style="list-style-type: none"> • On the Web site's

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<p>Survey (YRBS): http://www.cdc.gov/nccdphp/dash/yrbs/index.htm</p>	<p>information about risk behaviors of adolescents by nation, state, and territory, and selected localities. All data can be summarized by racial and ethnic background.</p> <ul style="list-style-type: none"> • Risk behavior areas covered include the following: <ul style="list-style-type: none"> ○ Unintentional and intentional injuries ○ Alcohol and other drug use ○ Tobacco use ○ Sexual behaviors that contribute to unintended pregnancy or sexually transmitted disease ○ Unhealthy dietary behaviors ○ Physical activity 	<p>home page select desired options.</p>
<p>National Center for Health Statistics (NCHS): http://www.cdc.gov/nchs</p>	<ul style="list-style-type: none"> • This CDC site provides a variety of health data resources that can be selected by age, sex, race, and ethnicity. • One section gives trends in racial and ethnic specific rates for health status indicators. 	<ul style="list-style-type: none"> • On the Web site's home page select desired options.
<p>Kaiser Family Foundation, State Health Facts Online: http://www.kff.org</p>	<ul style="list-style-type: none"> • This site gives access to health policy information for all 50 states. • Users can easily view information by state, or www.statehealthfacts.kff.org compare and rank data across all 50 states and or the nation. • U.S. information on more than 230 topics is displayed in tables and color-coded maps and may be downloaded for custom 	<ul style="list-style-type: none"> • On the Web site's home page select desired options.

Resources	Data on Demographics and Statistics	Processes for Data Collection
	analyses.	

Checklist of Factors for Successful Collaboration

From Collaborations: What Makes IT Work, by Paul Mattessich and Barbara Monsey. Copyright 1992 by the Amherst H. Wilder Foundation.

Environment

- A history of collaboration or cooperation in the community
- Collaborative group seen as leader in the community
- Favorable political/social climate

Membership Characteristics

- Mutual respect, understanding, and trust
- Appropriate cross-section of members
- Collaboration seen by members as being in their self-interest
- Ability to compromise

Process/Structure

- A stake in both process and outcome shared by members
- Multiple layers of decision-making
- Flexibility
- Development of clear goals and policy guidelines
- Adaptability

Communication

- Open and frequent communication
- Established formal and informal communication links

Purpose

- Concrete, attainable goals and objectives
- Shared vision
- Unique purpose

Resources

- Sufficient funds
- Skilled convener