

Policy Clarification Memo

Date: March 4, 2013

Re: Policy 451 Cultural and Linguistic Services & Policy 129 Medical Record Documentation:

<p>Policy/Procedure</p> <p>Stuff we really, really, really need to know.</p>	<p>All staff members providing services in a language other than English are expected to translate the Monterey County Treatment Plan into the consumer’s preferred language. The treatment plan should first be written in English and a translated version should immediately follow each section of the treatment plan in AVATAR. Every consumer should be offered a copy of their treatment plan (AVATAR report 108 for Spanish and 107 for English).</p> <p>Services offered or provided in a language other than English should also be documented in the progress note of every service. If an interpreter was used, the progress note should indicate who provided the interpretation service and what language the service is delivered.</p>
<p>Clarification</p> <p>Stuff we should read. Should clear up some confusion, we think (We hope).</p> <p>YOU CAN SERIOUSLY STOP READING AFTER THIS SECTION!</p>	<p>Example of Treatment Plan Interpretation:</p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Copy of Client Treatment Plan TEST’S PLAN</p> <p>2013 (Bilingual) Date: 3/5/2013 to 2/28/2014</p> <hr/> <p>My Goal/Mi meta: I want to be happy and not be sad or angry.I want to make new friends. QUIERO ESTAR CONTENTO Y NO SENTIRME TRISTE . QUIRE MAS AMIGOS</p> <p>Barrier or Challenge to my Wellness/Obstaculo o desafio para mi bienestar: Test has difficulty with getting out of the house and talking with others; he has experienced some difficulty with making friends. Test has had friends in the past, but want to more friends. TEST TIENE ALGUNA DIFICULTAD EN SALIR DE LA CASA Y PLATICAR CON OTROS ; ULTIMAMENTE A TENIDO DIFICULTAD EN HACER NUEVAS AMISTADES . EN EL PASADO, TEST HABIA TENIDO AMIGOS, PERO LE GUSTARIA TENER MAS AMIGOS</p> <p>My Hope-Goal/Mi Esperanza-Meta: I want to make more friends and not feel afraid ME GUASTARIA TENER MAS AMIGOS Y NO SENTIR MIEDO</p> <p>A step I will take to work towards my goals/Un paso que se necesita para trabajar hacia mis metas: Test will attend skills building group 1 day a week for the next month to learn 1 new way to communicate with others people. TEST PARTICIPARA A UN GRUPO DEL DESAROLLO DE COMUNICACION UN DIA POR SEMANA DURANTE UN MES PARA APRENDER UNA NUEVA HABILIDAD DE COMUNICACION</p> <p>Supports to help me reach my goals: Apoyo que tengo para ayudarme alcanzar mis metas: Ben will teach and practice 2 communication skills in a group setting to improve Test 's communication. Ben will encourage the use of communication skills in a variety of settings during the next month . BEN ENSEÑARA Y PRACTICA 2 HABILIDADES NUEVAS EN UN GRUPO PARA QUE TEST MEJORE SU ABILIDAD DE COMUNICACION. DURANTE EL SIGIENTE MES, BEN APOLLARA A TEST EN EL USO DE ESTAS HABILIDADES EN DIFFERENTES SITUACIONES .</p> </div> <p>Example of the type of entry we are looking for in terms of the progress note: “Services rendered in Spanish language” or “Services rendered in Korean via interpreter”</p>

Background

Stuff that you want to read but won't admit to it because you're a QI nerd at that point.

The intent of these policies is to make every effort to provide services that are culturally and linguistically relevant to the consumer and that we document our efforts in providing such services. Not only are these efforts required by law, they are also significant ways to support the consumer's recovery.

MCBH policies indicate that, to the extent possible, services will be delivered in a manner that is cultural and linguistically appropriate. Monterey County will make efforts to assign consumers whose preferred language is a language other than English to staff members that can directly support the consumer's linguistic and/or cultural needs, preferably to staff who directly speak the client's preferred language. Staff is expected to provide services that are linguistically and culturally relevant including writing treatment plans in the consumer's preferred language and documenting any linguistic or culturally relevant information in the clinical progress notes.

All consumers have the right to receive a copy of their treatment plan. AVATAR reports 108 & 107 may be printed and provided to the consumer at any time during the course of their treatment. Documentation of your efforts to offer a copy of the treatment plan should be noted as such in the consumer's electronic health record. Further, documentation of services offered or provided in a language other than English should be documented in the progress note.