

# BI-CULTURAL SCORE CARD ASSESSMENT

## Guidelines for Completing Bi-Cultural Health Policy and Healthy Living Score Card

Please answer every question to the best of your knowledge.

**Policy** is defined for the purposes of this instrument as a high level overall plan embracing the philosophy, general goals and acceptable procedures within an organization (Webster's Collegiate Dictionary, 1985). Additionally, formal policy is written and codified. Informal policy is shared and understood verbally, however, compliance may or may not be enforceable and adherence may vary.

### Knowledge of Diverse Communities

The *Knowledge of Diverse Communities* subscale consists of eleven questions. It concerns knowledge of the identified cultural groups, how they differ internally and how they differ from the dominant culture. Its central focus is organizational policy that takes into consideration cultural beliefs, strengths, vulnerabilities, community demographics and contextual realities. Responses to these items can range from "not at all" to "very well".

**1. Is your agency able to identify the culturally diverse communities in your service area?**

Not At All     Sometimes     Fairly Often     Very Often

**2. Is your agency familiar with current and projected demographics for your service area?**

Not At All     Sometimes     Fairly Often     Very Often

**3. Is your agency able to describe the social strengths (e.g., support networks, family ties, spiritual leadership, etc.) of diverse cultural groups in your service area?**

Not At All     Sometimes     Fairly Often     Very Often

**4. Is your agency able refer Green Prescription clients as an addition to patient health?**

Not At All     Sometimes     Fairly Often     Very Often

**5. Is your agency able to describe health disparities among culturally diverse groups in your service area?**

Not At All     Sometimes     Fairly Often     Very Often

**6. Is your agency able to describe the languages and dialects used by the following culturally diverse groups in your service area?**

Not At All     Sometimes     Fairly Often     Very Often

**For the culturally diverse groups in your service area does your agency know:**

**7. The health beliefs, customs, and values?**     Not At All     Barely     Fairly Well     Very Well

**8. The natural networks of support?**     Not At All     Barely     Fairly Well     Very Well

**For the culturally diverse groups in your service area can your agency identify:**

**9. Help-seeking practices?**     Not At All     Barely     Fairly Well     Very Well

**10. The way illness and health are viewed?**     Not At All     Barely     Fairly Well     Very Well

**11. The way mental health is perceived?**     Not At All     Barely     Fairly Well     Very Well

## Green Prescription

A Green Prescription (GRx) is a health professional's written advice to a patient to be physically active, as part of the patient's health management (<http://www.health.govt.nz/our-work/preventative-health-wellness/physical-activity/green-prescriptions>). It involves organizational commitment to advocate healthy lifestyle of being physically active and promote healthy diets among practices of delivering health care services. Responses range from "not at all" to "very often".

### 12. Are you familiar with Green Prescriptions?

Yes  No

### 13. Is your agency able to refer Green Prescriptions or like services to clients as an addition to patient health plans?

Yes  No

### 14. As a health professional, do you have the time allotted by your agency to promote Green Prescriptions to your clients?

Yes  No

### If NO, how much time do you believe it would take?

Less than 5 min  At least 10 min  More than 10 min?

### 15. Does your agency have a mission or goal statement that incorporates healthy life styles as a service for its clients?

Yes  No

### 16. Does your agency support a practice model that incorporates Green Prescription practices?

Not At All  Sometimes  Fairly Often  Very Often

### 17. Does your agency consider cultural and linguistic differences in developing life style health quality improvement among clients?

Not At All  Sometimes  Fairly Often  Very Often

### 18. Does your agency systematically review procedures to insure that they are relevant to delivery of health services through written recommendations for clients?

Not At All  Sometimes  Fairly Often  Very Often

### 19. Does your agency help consumers get support and resources they need to be physically active or eat healthier (maps for local grocery stores, community recreational centers, walk/bike paths, community gardening, farmer markets, nutritional services) access to health care?

Not At All  Sometimes  Fairly Often  Very Often

### 20. Are there structures in your agency to assure for clients and community participation in:

- |                           |                                  |                                 |                                    |                                  |
|---------------------------|----------------------------------|---------------------------------|------------------------------------|----------------------------------|
| • program planning?       | <input type="radio"/> Not At All | <input type="radio"/> Sometimes | <input type="radio"/> Fairly Often | <input type="radio"/> Very Often |
| • service delivery?       | <input type="radio"/> Not At All | <input type="radio"/> Sometimes | <input type="radio"/> Fairly Often | <input type="radio"/> Very Often |
| • evaluation of services? | <input type="radio"/> Not At All | <input type="radio"/> Sometimes | <input type="radio"/> Fairly Often | <input type="radio"/> Very Often |
| • quality improvement?    | <input type="radio"/> Not At All | <input type="radio"/> Sometimes | <input type="radio"/> Fairly Often | <input type="radio"/> Very Often |
| • performance appraisal?  | <input type="radio"/> Not At All | <input type="radio"/> Sometimes | <input type="radio"/> Fairly Often | <input type="radio"/> Very Often |
| • customer satisfaction?  | <input type="radio"/> Not At All | <input type="radio"/> Sometimes | <input type="radio"/> Fairly Often | <input type="radio"/> Very Often |
| • Other:                  | <input type="radio"/> Not At All | <input type="radio"/> Sometimes | <input type="radio"/> Fairly Often | <input type="radio"/> Very Often |

### 21. Does your work environment contain décor reflecting healthy lifestyles?

None  Some  Quite a Few  Many

### 22. Does your agency post signs and materials in languages other than English?

None  Some  Quite a Few  Many

## Resources and Linkages

The *Resources and Linkages* subscale consists of four items. It concerns the ability of an organization and its staff to effectively utilize both formalized and natural networks of support within culturally diverse communities to develop an integrated primary care, community-based health system. The focus is organizational policy that promotes and maintains such linkages through structures and resources. Responses range from “*not at all*” to “*very often*”.

28. Does your agency collaborate with community-based organizations to address the health and mental health related needs of the culturally and linguistically diverse groups in the service area?
- Not At All     Sometimes     Fairly Often     Very Often
29. Does your agency work with social or professional contacts (e.g., cultural brokers, liaisons, and nutritionist) that help you understand health and mental health beliefs and practices of culturally diverse groups in the service area?
- Not At All     Sometimes     Fairly Often     Very Often
30. Does your agency establish formal relationships with these professionals and/or organizations to assist in serving culturally and linguistically diverse groups?
- Not At All     Sometimes     Fairly Often     Very Often
31. Does your agency use resource materials (including communication technologies) that are culturally and linguistically appropriate to inform diverse groups about health related issues?
- Not At All     Sometimes     Fairly Often     Very Often
32. Does your agency have culturally and linguistically diverse individuals as:
- board members?     None     Some     Quite a Few     Many
  - center directors?     None     Some     Quite a Few     Many
  - senior management?     None     Some     Quite a Few     Many
  - physicians?     None     Some     Quite a Few     Many
  - clinical staff?     None     Some     Quite a Few     Many
  - administrative staff?     None     Some     Quite a Few     Many
  - clerical staff?     None     Some     Quite a Few     Many
  - support staff?     None     Some     Quite a Few     Many
  - consultants?     None     Some     Quite a Few     Many
  - volunteers?     None     Some     Quite a Few     Many
33. Are there resources to support regularly scheduled professional development and inservice training for staff at all levels of the agency?
- None     Some     Quite a Few     Many
34. Are inservice training activities on culturally competent health care (e.g., values, principles, practices, and procedures) conducted for staff at all levels of the agency?
- None     Some     Quite a Few     Many
35. Do any inservice training activities promote physical and nutrition as health care for staff at all levels of the agency?
- None     Some     Quite a Few     Many

## Clinical Practice

The *Clinical Practice* subscale consists of eight items. It concerns the ability of the organization and its staff to adapt approaches to health care delivery based on cultural, and linguistic differences. It focuses on assessment/diagnosis, the provision of interpretation/translation services and use of community-based resources, and adaptation based on literacy and health literacy levels. Responses range from “never to regularly”.

**36. Do you use health assessment or diagnostic protocols that are adapted for culturally diverse groups?**

Never       Seldom       Sometimes       Regularly

**37. Do you use health promotion, disease prevention, and treatment protocols that are adapted for culturally diverse groups?**

Never       Seldom       Sometimes       Regularly

**38. Do you differentiate between racial and cultural identity when serving diverse consumers?**

Never       Seldom       Sometimes       Regularly

**39. Does your agency use either of the following personnel to provide interpretation services?**

• **certified medical interpreters?**

Never       Seldom       Sometimes       Regularly

• **trained medical interpreters?**

Never       Seldom       Sometimes       Regularly

**40. Does your agency:**

• **translate and use patient consent forms, educational materials and other information in other languages?**

Never       Seldom       Sometimes       Regularly

• **insure materials address the literacy needs of the consumer population?**

Never       Seldom       Sometimes       Regularly

• **assess the health literacy of consumers?**

Never       Seldom       Sometimes       Regularly

**41. Does your agency evaluate the quality and effectiveness of interpretation and translation services it either contracts for or provides?**

Never       Seldom       Sometimes       Regularly

## Engagement of Diverse Communities

The *Engagement of Diverse Communities* subscale consists of three items. It involves the nature and scope of activities conducted by an agency and its staff to engage diverse communities in health and mental health promotion and disease prevention. Responses range from “never to regularly”.

### 42. Do agency brochures and other media reflect cultural groups in the service area?

☞Never      ☞Seldom      ☞Sometimes      ☞Regularly

### 43. Does your agency reach out to and engage the following individuals, groups, or entities in health and mental health promotion and disease prevention initiatives:

Check your best response.	Never	Seldom	Sometimes	Regularly
A. Places of worship (e.g., temples, churches, mosques, kivas), and clergy, ministerial alliances, or indigenous religious or spiritual leaders?				
B. Traditional healers (e.g., medicine men or women, curanderas, espiritistas, promotoras, or herbalists)?				
C. Mental health providers, dentists, chiropractors, or licensed midwives?				
D. Providers of complimentary and alternative medicine (e.g., homeopaths, acupuncturists, or lay midwives)?				
E. Ethnic publishers, radio, cable or television stations or personalities, or other ethnic media sources?				
F. Human service agencies?				
G. Tribal, cultural or advocacy organizations?				
H. Local business owners such a barbers/cosmetologists, sports clubs, restaurateurs, casinos, salons, and other ethnic businesses?				
I. Community Centers, Workout Facilities, Nutritionist, Gym, Park and Rec Centers?				
I. Other:				

# CULTURAL AND LINGUISTIC COMPETENCE HEALTH

## RESPONDENT DEMOGRAPHIC INFORMATION

The following questions are used to compile a demographic profile of respondents and are not intended to identify individuals. Please circle the appropriate number or write in your responses where requested. Questions regarding age, gender, race/ethnicity will assist in capturing work force diversity.

### A. Gender

1. Female
2. Male

### B. Race and Ethnicity *(These categories are based on options offered by the U.S. Census Bureau[2002].)*

#### Ethnicity

1. Hispanic
2. Non-Hispanic

#### Race

1. American Indian/Alaskan Native
  2. Asian (specify) \_\_\_\_\_
  3. Black (specify) \_\_\_\_\_
  4. African American
  5. Pacific Islander (specify) \_\_\_\_\_
  6. White
  7. Some Other Race (specify) \_\_\_\_\_  
\_\_\_\_\_
  8. Two or More Races (specify) \_\_\_\_\_  
\_\_\_\_\_
3. Under 30 years
  4. 31 – 40 years
  5. 41 – 50 years
  4. 51 – 60 years
  5. Over 60 years

### C. List any languages you speak other than English:

\_\_\_\_\_

### D. Community Health Center Affiliation

1. Board Member
2. Administrator
3. Health Practitioner
4. Client/Consumer/Patient
5. Member of Client's Family
6. Community Member
7. Other: \_\_\_\_\_

### E. Years of involvement with the community health center?

1. Under 1 year
2. 1 – 3 years
3. 3 – 5 years
4. Over 5 years

### F. Most of my time is assigned to the following site: *(This response is optional)*

\_\_\_\_\_

### G. To what extent are you involved with the analysis or formation of organization policy?

1. Not at All
2. A Little
3. A Fair Amount
4. Very Much
5. Other \_\_\_\_\_

### H. State which best describes how and when you acquired your knowledge and skills related to cultural and linguistic competence: *(check and circle all that apply)*

- Academic curricula within the last  
0-3 years    4-6 years    7-10 years    more than 10 years
- Continuing education within the last  
0-3 years    4-6 years    7-10 years    more than 10 years
- Workshops/conferences within the last  
0-3 years    4-6 years    7-10 years    more than 10 years
- Employer sponsored training within the last  
0-3 years    4-6 years    7-10 years    more than 10 years
- On-the-job experiences within the last  
0-3 years    4-6 years    7-10 years    more than 10 years
- Living in diverse communities within the last  
0-3 years    4-6 years    7-10 years    more than 10 years
- Domestic/international travel within the last  
0-3 years    4-6 years    7-10 years    more than 10 years

### I. Primary cultural groups served by the community health center?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### J. With which group(s) do you feel most proficient?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### K. With which group(s) do you feel least proficient?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_