**Cultural Competency**

**Competency**

Suggested Implementation Checklist

**Suggested Implementation Checklist: Cultural Competency**

| **Regulation** | **Recommended Action** |
| --- | --- |
| **F726 §483.35 Nursing Services**  “The facility must have sufficient nursing staff with the appropriate competencies and skills sets to provide nursing and related services to assure resident safety and attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care and considering the number, acuity and diagnoses of the facility’s resident population in accordance with the facility assessment required at §483.70(e).”  §483.35(a)(3) The facility must ensure that licensed nurses have the specific competencies and skill sets necessary to care for residents’ needs, as identified through resident assessments, and described in the plan of care.  §483.35(a)(4) Providing care includes but is not limited to assessing, evaluating, planning and implementing resident care plans and responding to resident’s needs.  §483.35(c) Proficiency of nurse aides. The facility must ensure that nurse aides are able to demonstrate competency in skills and techniques necessary to care for residents’ needs, as identified through resident assessments, and described in the plan of care.”[[1]](#footnote-1)  Note: Recommended Actions also address the following related Administration Requirements of Participation:  F838 Facility Assessment  Note: There are a wide variety of F tags associated with Resident Assessments and Comprehensive Resident Centered Care Plans that could also be cited. | * Review/Update Facility-Wide Resource Assessment regarding races/ethnicities and languages of residents as well as the geographic and religious communities served by the nursing facility. * Review/Update Facility-Wide Resource Assessment regarding races/ethnicities and languages of staff members, particularly those providing direct care and services. * Review/Update Facility-Wide Resource Assessment regarding in-house and outside resources for translation services, religious support, food, etc. * Review Grievance log related to issues of culture – language, communication, food, clothing, grooming, and religious expression. * Review survey citations related to Cultural Competence. * Review/Revise policies and procedures related to Cultural Competence. * Assess, select, and create easy-to-understand materials for communication with residents. * Assess and select easy-to-use/easy-to-access devices and services for communication with residents. * Initiate/Review all licensed nurses’ and CNAs’ education files for Cultural Competence areas of weakness as determined in performance reviews. * Develop a training plan for staff for Cultural Competence. * Incorporate above training into orientation and annual in-service calendar. * Provide training and resources for management level nursing staff regarding supervision and monitoring for compliance related to Cultural Competence policies and procedures. |

**Reference**

Centers for Medicare & Medicaid Services State Operations Manual, Appendix PP – Guidance to Surveyors for Long Term Care Facilities (Rev. 173, 11-22-17): <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf>

1. Centers for Medicare & Medicaid Services State Operations Manual, Appendix PP – Guidance to Surveyors for Long Term Care Facilities (Rev. 173, 11-22-17): <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf> [↑](#footnote-ref-1)