



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Client's Rights
	Sub Section:	Cultural Competency
	Section Number:	02.01.05
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>9/21/16</u>

SUBJECT: Field Testing of Written Materials

PURPOSE:

To ensure written materials for Behavioral Health Services (BHS) Mental Health Plan (MHP) have been field tested by consumers, family members or significant others to ensure comprehension.

POLICY:

Written materials provided to consumers, family members or significant others of the BHS MHP shall be field tested in the threshold languages to ensure comprehension.

Written materials include, but are not limited to:

- MHP Consumer Handbook
- MHP Provider List
- General Correspondence
- Beneficiary grievance and fair hearing materials
- Confidentiality and release of private health information
- MHP orientation materials
- SMHS education materials

SCOPE:

All County and County Contracted clinics providing Specialty Mental Health Services (SMHS) through BHS MHP.

REFERENCES:

State Department of Mental Health - Approved Cultural Competency Plan, 2010

SUBJECT: Field Testing of Written Materials

Department of Mental Health Information Notice No: 02-03 - Addendum for Implementation Plan for Phase II Consolidation of Medi-Cal Specialty Mental health Services- Cultural Competency Plan Requirements

County of Orange, health Care Agency, BHS Cultural Competency Plan, Update, 2010

California Welfare and Institutions Code, Division 9, Part 3, Chapter 8.8, Article 5, 14684

FORMS:

Publication Field Test Feedback Sheet

PROCEDURE:

- I. Each BHS Program is responsible for notifying the Multicultural Development Program (MDP) when new or altered forms and/or documents need translation.
- II. MDP translates the forms or send to a contractor for translation into threshold languages.
- III. Upon translation of forms, the MDP will, when available, have the document reviewed for accuracy of translation.
- IV. Upon completion of translation, the MDP shall field test the document.
- V. MDP staff shall coordinate obtaining assistance from consumers, family members, or significant others. Each shall participate in field testing the written material and complete a brief questionnaire documenting their ability to understand the written material.
- VI. After feedback has been received, the MDP and Authority and Quality Improvement Services (AQIS) shall analyze the results of the submitted questionnaires and make appropriate changes if needed.
- VII. Feedback regarding any recommended changes shall be given to the respective programs. Once changes have been implemented, the document shall be stamped "Field Tested and Approved by the Multicultural Development Program."