




# MULTNOMAH COUNTY OREGON

## HEALTH DEPARTMENT ADMINISTRATIVE GUIDELINES

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<b>CHAPTER:</b> Mission and Statements Philosophies	<b>ORIGINATED:</b> 10/01 <b>LAST REVIEW DATE:</b> 04/05
<b>TITLE:</b> Diversity and Cultural Competence	
<b>APPROVED BY:</b> 	<b>CONTACT PERSON/S:</b> DLT
PAGE 1 OF 2	# Attachments: None
<b>Applies to:</b> All personnel	

### Health Department Vision:

Healthy people in healthy communities

### Health Department Mission:

In partnership with the communities we serve, the Health Department assures promotes and protects the health of the people of Multnomah County.

### SPECIFIC POLICY VISION:

The Health Department will have a qualified, culturally competent, diverse work force at all levels in the organization.

### PURPOSE/IMPLEMENTATION:

The purpose of this policy is to guide the Health Department's decision-making and other actions related to workforce diversity and cultural competence.

### Diversity and Cultural Competence - Working Definitions:

Diversity is all the ways in which we are different. Diversity creates a positive environment in which we are responsive to the changing needs of our clients and communities. Diversity enriches and enhances the work we do.

- The elements of diversity include inherent, individual factors; culturally determined values; and acquired knowledge, skills and abilities.
- Diversity supports the Department's effectiveness by bringing a wide range of perspectives on how to reach our goals. Diversity also supports the Department's ability to achieve cultural competence, which promotes the organization's ability to achieve positive health outcomes in all communities, including the elimination of health disparities.

- The achievement of positive health outcomes results from the policies we implement, and the services we provide and promote.

Cultural competence is the application of knowledge that enables appropriate interaction with people who may not look, talk, think, believe, act or live like ourselves.

- Organizational cultural competence requires a set of congruent behaviors, attitudes, structures, and policies that come together to work effectively in intercultural situations. (Family Resource Coalition of America)

### **POLICY STATEMENT:**

The Health Department will effectively address the unique needs of all the County's communities. To do this, the Department will conduct all of its activities in a culturally competent manner. The Department will employ a diverse staff that fosters, respects and embraces differences, and that provides organizational benefits, including cost efficiencies and quality service.

### **Strategic Directions:**

- The Department and its Service Groups will allocate resources to meet the Strategic Plan diversity goal and objectives as developed by the Diversity and Quality Team.
- The Department will develop a Human Resources process that insures effective recruitment, hiring, training, promotion and retention of a diverse workforce at all levels.
- The Department will require Service Groups to develop at least one annual objective that will ensure the Department's specific vision of having a qualified, culturally competent, diverse work force at all levels.
- The Department will assure diversity is represented in groups that are intended to lead Department/Service Group policy and direction (e.g. Senior Management, Teams of Influence, Strategic Planning groups).

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Last review date: April 2005