Organizational Assessment

Session 2: Culturally Appropriate Care

6. How does your cancer center collaborate with other organizations to identify the social and health needs of the community (i.e., schools, law enforcement, state or federal agencies, community leaders, etc.)?

7. What is your cancer center's process for testing literacy level of printed patient materials?

8. Has your cancer center demonstrated investment in relationships with community stakeholders so that honest, bidirectional information flows in support of partnerships, programs, and projects that address racial and health injustice? How do you know this?

9. What is your cancer center's a plan to ensure Culturally and Linguistically Appropriate Services (CLAS)?

10. What measurable goals does your cancer center have regarding cultural and linguistic competence?

Organizational Assessment

11. Does your cancer center conduct periodic assessments of activities involving cultural and linguistic services? If so, what does this assessment entail?

12. Does your cancer center systematically provide language assistance services at no cost to patients who do not prefer English as a language?

13. Has your cancer center posted notification of the right to an interpreter in several languages at various points of contact and by various means (print and multimedia) for patients to see?

14. Does your cancer center ensure that family members, friends or minors do not provide interpretation for a patient appointment? How is this enforced?