

Institutional Audit Checklist #3: Assessment by Leadership

(**Note:** This checklist is intended to help top leadership assess their own personal commitment to cultural competence. It need not be shared with anyone else in the organization. Experience has shown that a strong positive commitment is necessary for a cultural competence initiative to succeed. This initiative should probably not be embarked upon unless it is a top priority for the highest levels of leadership.)

1. I view building a culturally competent organization as a:

_____ **Top Priority** _____ **Priority** _____ **Lesser Priority** _____ **Good, if not costly**

2. List at least three specific measures I, as leader of the organization, have already taken to “walk the talk,” i.e. to demonstrate to your management, staff, and the community, your commitment to offering culturally and linguistically appropriate services to diverse patient groups.

a. _____

b. _____

c. _____

3. Is there a specific person or department assigned to promoting diversity or cultural competence? **Yes** **No**
(If you answered **No**, proceed to #7. If you answered **Yes**, continue with #4.)

4. What is the title of that person or department? _____

5. Does that person or department report directly to me? **Yes** **No**

6. Has that person/department been given broad decision-making power? **Yes** **No**

7. In the first column below, list all specific vehicles, which the organization has already implemented to promote the following; in the second column list the key element(s) of these vehicles (i.e. training, interpreters, signage, additional staff, etc.) In the third column, Indicate **S** for single intervention, **R** for repeated on a regular basis, or **O-G** for on-going interventions.

a. Teamwork among staff of different cultures:

1) _____

2) _____

3) _____

b. Cultural and linguistic competency in serving culturally diverse patients:

1) _____

2) _____

3) _____

8. List at least 3 other measures which I would like this institution to take this fiscal year to promote cultural and linguistic competence.

a. _____

b. _____

c. _____