

# Cultural Competency Methodological and Data Strategies to Assess the Quality of Services in Mental Health Systems of Care

**Organization:** Nathan Klein Institute for Psychiatric Research

**Author:** Siegel, Carole

**Author:** Haughland, Gary

**Author:** Chamber, Ethel

**Published Date:** 2002

<http://homeless.samhsa.gov/Resource/Cultural-Competency-Methodological-and-Data-Strategies-to-Assess-the-Quality-of-Services-...> [1]

In an effort to address concerns that the services offered by behavioral healthcare organizations may not be responsive to the special needs of multicultural populations, a two phase project was undertaken with funding from the Substance Abuse and Mental Health Services Administration (SAMHSA) to recommend and benchmark performance measures that could be used to make specific these concerns and to measure organizational responses. The populations of focus for the project were the four major racial/ethnic groups of African American, Hispanic American, Asian American, and American Indian, however, the products of the project have been developed to be applicable to all cultural groups. This report includes an overview of the project and the methodology used, as well as performance measures that mental health agencies can use in their assessment and quality improvement initiatives. Additionally, the report makes recommendations for steps mental health care agencies should take in order to adapt their services and evidence-based practices to meet the needs of multicultural groups.

- **Topic Areas:** [Organizational Cultural Competence](#) [2], [Mental Health/Substance Abuse](#) [3], [Organizational Assessments and Measurement](#) [4], [Culturally Competent Care](#) [5]
- **Resource Type:** [Report](#) [6], [Publication](#) [7]
- **Resource Tags:** [behavioral health](#) [8]

- [Organizational Cultural Competence](#)
- [Mental Health/Substance Abuse](#)
- [Organizational Assessments and Measurement](#)
- [Culturally Competent Care](#)
- [Report](#)
- [Publication](#)
- [behavioral health](#)

- [Contact Us](#)
- [Sitemap](#)

[Privacy Policy](#)[Site Guidelines](#)[Report a Problem](#)**Source URL:**

<http://www.diversityrx.org/resources/cultural-competency-methodological-and-data-strategies-assess-quality-services-mental-health>

**Links:**

[1]

<http://homeless.samhsa.gov/Resource/Cultural-Competency-Methodological-and-Data-Strategies-to-Assess-the-Quality-of-Services-in-Mental-Health-Systems-of-Care--A-Project-to-Select-and-Benchmark-Performance-Measures-of-Cultural-Competency-23973.aspx?search=>

[2] <http://www.diversityrx.org/topic-areas/organizational-cultural-competence>[3] <http://www.diversityrx.org/topic-areas/culturally-competent-care/mental-healthsubstance-abuse>

[4]

<http://www.diversityrx.org/topic-areas/organizational-cultural-competence/organizational-assessments-and-measurement>

[5] <http://www.diversityrx.org/topic-areas/culturally-competent-care>[6] <http://www.diversityrx.org/resource-type/publication/report>[7] <http://www.diversityrx.org/resource-type/publication>[8] <http://www.diversityrx.org/resource-tags/behavioral-health>