

## **CYE 17 Plan Goals and Objectives for LTC, Acute, CRS, DDD**

These goals are established to ensure that the principles and concepts of cultural competency are realized throughout UnitedHealthcare Community Plan and that services to members are provided in a culturally competent manner. The following goals and objectives have been established for the 2016-2017 Cultural Competency Plan:

1. Provide ongoing information, education and resources to all stakeholders on Diversity, Cultural Competency and meeting the needs of cultural groups within the UnitedHealthcare Community Plan membership.
2. Ensure the provisions of linguistically appropriate services are provided to all members.
3. Evaluate satisfaction of stakeholders with the delivery of culturally competent services by UnitedHealthcare Community Plan and its providers and the availability of resources to assist with the delivery of services and implement actions to address those outcomes.
4. Analyze member appeals and grievances reporting to identify trends and develop strategies related to the delivery of culturally competent services.
5. Develop and maintain partnerships that work to bridge the health literacy gap and create a more unified educational approach to addressing healthcare literacy across the continuum of AHCCCS services and providers.