

OO8

Provide the policies, or equivalent evidence of, that depict the organization's initiatives for patients and families, regarding the following issues:

- Diversity, equity, and inclusion;
- Cultural competence.

Evidence OO8-1 Diversity, Equity, and Inclusion Policies

This evidence includes the following:

- Patient's Rights and Responsibilities, PDF pages 1-2
- Patient Rights, PDF pages 3-5
- Providing Interpretation Services to Persons with Limited English Proficiency, PDF pages 6-14
- Interpretation Services for Patients that are Deaf, Hard of Hearing or Visually Impaired, PDF pages 15-23
- Americans with Disabilities (ADA) Title III, PDF pages 24-31

Evidence OO8-2 Cultural Competence Policies

This evidence includes the following:

- Orientation to WakeMed, PDF pages 1-6
- Assessment / Reassessment of Patient, PDF pages 7-8