



Technical Bulletin



Date: November 10, 2020
Topic: 2020 Legislative Action on Cultural Competency and Non-Discrimination Policies in License Health Facilities
Contact: Brooke Maylath, Bureau of Health Care Quality and Compliance (HCQC)
To: All Health Care Providers and Facilities

This technical bulletin is being provided to licensed health care facilities to promote awareness and dialogue within the industry about newly passed regulations (effective Nov. 2, 2020) that directly affects health care businesses. This bulletin addresses the requirement for facilities to adopt and provide cultural competency training for employees, in particular the required content for the training, submission and approval process for the training, and requirements for instructors who conduct the training for the facility staff. [For review of the full language of the regulation, click here to read R016-20AP.](#)

The legislative bills that require cultural awareness training were passed in the 2019 session of the Nevada Legislature. Regulations that specify content, process, and timelines, as required by that legislation, were approved by the Legislative Commission on Oct. 29, 2020. The intention of the regulations is to:

- More effectively treat patients or care for residents, as applicable; and
- Better understand patients or residents who have different cultural backgrounds, including, without limitation, patients or residents who fall within one or more of the categories in paragraphs (a) to (f), inclusive, of subsection 1 of NRS 449.103.

Each facility must provide a training course or program approved by the director of the Department of Health and Human Services (DHHS) or their designee. That designee will be in the Department's Bureau of Health Care Quality and Compliance (HCQC).

Course material must be identified and submitted for approval to HCQC within 90 days from the November 2, 2020 effective date. The course or program must address each of the patients or residents specified in NRS 449.103. Source material within the course or program must be from:

- a) Evidence-based, peer-reviewed sources;
- b) Source materials that are used in universities or colleges that are accredited in the District of Columbia or any state or territory of the United States;
- c) Source materials that are from nationally recognized organizations, as determined by the DHHS director; or
- d) Source materials that are published or used by federal, state or local government agencies.

HCQC will review the course or program information submitted within 60 days after receipt. During this review process, HCQC may have the course or program reviewed by a person who is an expert on cultural competency or a committee of persons who are experts on cultural competency. If the information provided to HCQC meets the requirements set forth in the regulations, the course or program may be approved. If the information that is provided does not meet the requirements set forth in the regulation, course or program, the facility that

submitted the material shall be notified and given an opportunity to modify and resubmit for approval.

To submit a course or program for approval, fill out the [required form linked here](#) and at dpbh.nv.gov/lgbtqhealth. Provide the completed submission form, a copy of the course with working links (if any) and the instructor's information, resume, and letters of recommendation. Submit all material to DPBHCulturalCompetencyTraining@health.nv.gov.

For More Information:

Please email questions or concerns related to cultural competency trainings to this email address: DPBHCulturalCompetencyTraining@health.nv.gov



Lisa Sherych, Administrator
Division of Public and Behavioral Health



Ihsan Azzam, Ph.D., M.D.
Chief Medical Officer