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Cultural Competency and the Star Rating Program Updates

Division of Public and Behavioral Health

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Joint Interim Standing Committee on Commerce and Labor



Department of Health and Human Services

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Objectives

1. Provide a brief overview of progress on implementation of AB 167, Cultural Competency Training (CCT)
2. Provide Information about NRS 449.2425, Star Rating regarding Staffing Requirements



AB 267 Overview

Modified NRS 449.103 as follows:

- Clarifies who must be trained: Any agent or employee of a facility that has direct patient contact at least once each week, or who oversees such an agent or employee.
- Describes circumstances when the facility is not required to provide training: Any agent or employee who has completed CCT as continuing education requirements for the individual to renew their professional license, registration or certificate.
- Requires regulations to set forth the frequency of CCT (at least 2 hours within 90 days of hire and biennially thereafter).



AB 267 Overview (cont'd)

Modified NRS 449.103 as follows:

- Requires the Nevada Office of Minority Health and Equity (NOMHE) to list approved CCT courses on an Internet website.
- Requires NOMHE to distribute the list of approved CCT courses to licensed health care facilities.
- NOMHE has a link on its website to dphh.nv.gov/culturalcompetency, which lists approved courses.



AB 267 Overview Cont.

Modified NRS 449.103 as follows:

- Requires DHHS to approve or deny approval of any CCT course that has been submitted for approval within 10 business days after submission
- Requires DHHS to report through LCB to this Committee, and the Committee on Health and Human Services before October 1 of each year, the average length of time for approval of CCT courses in the immediately preceding year



AB 267 Overview (cont'd)

Modified several NRS specific to professions regarding the hours of CCT required:

- NRS 632, Board of Nursing
- NRS 641, Board of Psychological Examiners
- NRS 641A, Board of Marriage and Family Therapists and Clinical Professional Counselors
- NRS 641B, Board of Social Workers
- NRS 641C, Board of Alcohol, Drug and Gambling Counselors
- NRS 641D, Board of Applied Behavior Analysts



AB 267 Implementation

The Bureau of Health Care Quality and Compliance (HCQC) has drafted modifications to the CCT regulations to implement the requirements in AB267, the new draft does the following:

- Establishes requirements for course time and frequency requirements to set minimum standards for CCT.
- Recognizes the requirement to ensure the responsible state agency can review new CCT program submissions within the 10-day allowance, while ensuring statutory topics are included in all courses.
- Establishes new language that allows for flexibility in the development of courses.
- Eliminates the requirement for health facilities to report the specific CCT course the facility will use to educate its employees.



AB2 67 Information

HCQC has accomplished the following pieces of the process:

- Drafting and submission of the regulations LCB File #R004-24
- Small-business impact study
- Public workshop
- Notice for the public hearing for adoption by the Board of Health (scheduled for June 7, 2024)



NRS 449.2425 Overview

This NRS established requirements for star ratings of hospitals in Washoe and Clark counties based on their compliance with staffing requirements and requires star rating information to be posted in a conspicuous place near each entrance to the facility used by the public and on its internet website that is accessible to the public.

- HCQC ratified regulations regarding a star rating system effective 1/30/2019
- NAC 449.999846 describes the criteria for the ratings as follows:
 - Five stars: no deficiencies
 - Four stars: at least one deficiency at severity level one
 - Three stars: at least one deficiency at severity level two
 - Two stars: at least one deficiency at severity level three
 - One star: at least one deficiency at severity level four



NRS 449.2425 Overview (cont'd)

In addition to the star rating scheme, NAC 449.999846 establishes posting criteria for the ratings.

A placard must be issued as follows:

- States the name of the facility and the star rating assigned to the facility;
- Is not less than 8.5 inches in height and 11 inches in width, with margins not greater than 1 inch on any side;
- Is written using a single typeface in not less than 20-point type; and
- Is titled “Nevada Division of Public and Behavioral Health - Requirements Relating to Staffing based on [NRS 449.241](#) to [449.2428](#), inclusive - Star Rating.”



NRS 449.2425 Information

The tracking of star ratings currently include the results for 31 hospitals as follows:

- 31 hospitals have been issued placards
- 20 received 5 Stars
- 11 received 4 Stars
- 0 received fewer stars



Questions?



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Acronyms

- CCT – Cultural Competency Training
- DHHS – Department of Health and Human Services
- HCQC – Health Care Quality and Compliance
- LCB – Legislative Counsel Bureau
- NOMHE – Nevada Office of Minority Health and Equity