

8.3.4 CLIENT CENTERED SERVICES

Policy: Title X providers must take a client-centered approach and provide culturally competent care during all visits.

Cultural competency within a health care setting refers to attitudes, practices, and policies that enable professionals to work effectively in cross-cultural situations. Organizational policies, governance structures, and individual attitudes and practices all contribute to the cultural competence of a healthcare entity and its staff (see MT TX FP Administrative Manual, Policy 2.5, *Client Dignity and Cultural Competency*).

Procedure:

Steps in offering client centered services may include:

1. The client's primary purpose for visiting the service site must be respected.
2. Noting the importance of confidential services and suggesting ways to provide them.
3. Encouraging the availability of a broad range of contraceptive services and suggesting ways to provide them.
4. Reinforcing the need to deliver services in a culturally competent manner so as to meet the needs of all clients, including but not limited to: adolescents, those with limited English proficiency, persons living with disabilities, racial and ethnic minorities, and lesbian, gay, bisexual and transgender (LGBT) persons.
5. The principles for Providing Quality Counseling include:
 - Principle 1: Establish and maintain rapport with the client
 - Principle 2: Assess the client's needs and personalize discussions accordingly
 - Principle 3: Work with the client interactively to establish a plan
 - Principle 4: Provide information that can be understood and retained by the client
 - Principle 5: Confirm client understanding

See MT TX FP Administrative Manual, Reference 11.2, *Providing Quality Family Planning Services: Appendix C*.