

Cultural Competency

Then US Department of Health and Human Services defines cultural competency, at the physician level, as “the level of knowledge-based skills required to provide effective clinical care to patients from a particular ethnic or racial group.” Georgetown National Center for Cultural Competence (NICCC) defines cultural competency, at the organizational level, by asking organizations to “have a defined set of values and principles, and demonstrate behaviors, attitudes, policies, and structures that enable them to work effectively cross-culturally.” Also, organizations should have the capacity to value diversity, conduct self-assessments, manage the dynamics of difference, acquire and institutionalize cultural knowledge, and adapt to diversity and the cultural contexts of the communities they serve. Furthermore, The Center for Effective Collaboration and Practice states, “Cultural competence is defined as a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enables that system, agency, or those professionals to work effectively in cross-cultural situations (Cross et al., 1989; Isaacs & Benjamin, 1991). Operationally defined, cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes used in appropriate cultural settings to increase the quality of services; thereby producing better outcomes (Davis, 1997 referring to health outcomes).”

Three common themes seen with Cultural Competency:

- Disparities in healthcare quality and access are not getting smaller
- Progress is being made, but many of the biggest gaps in quality and access have not been reduced
- The problem of persistent uninsured is a major barrier to reducing disparities

The National Center for Cultural Competence lists the following as justification for increased cultural competence:

- Response to current and projected demographic changes
- Elimination of long-standing disparities in the health status in people of diverse racial, ethnic, and cultural backgrounds
- Fulfillment of legislative, regulatory, and accreditation mandates
- Improvement in the quality of services and primary care outcomes
- Gaining a competitive edge in the marketplace
- Decreasing the likelihood of liability and malpractice claims\

The Institute of Medicines report in 2003 Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care, offered recommendations:

- Increase healthcare providers' awareness of disparities
- Integrate cross-cultural education into the training of all current and future health professionals

What some states are currently doing to eliminate health disparities:

- Requiring cultural competence training for CME
- Creating a practice model called "Patient-Centered Medical Home"
- Creating standards of Culturally and Linguistically Appropriate Services in Health Care ("CLAS Standards")
- The Joint Commission has published One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations which provides a framework for hospitals, and office centers, to develop practices to meet the needs of diverse populations
- E-Learning of selected continuing education/professional development programs
- Providing resources on health disparities and cultural competency for all health care workers

Gregory Juckett, M.D., M.P.H., states in his article "Cross-Cultural Medicine," that when gathering information from patients of various cultural backgrounds, it is important to avoid ethnocentrism and stereotyping. Clinical care should be patient-centered and tailored to each individual.

For more information:

<http://www.pcpcc.net>

<http://cecp.air.org/cultural/>

<http://www.omhrc.gov/templates/browse.aspx?v|=1&v|ID=3>

<http://www.aafp.org/online/en/home/clinical/publichealth/culturalprof/cpguidelines.html>

Resources on Health Disparities and Cultural Competency

<http://www2.umdj.edu/iehdweb/hdd/index.htm>

<http://www.hrsa.gov/culturalcompetence>

<http://www.omhrc.gov/templates/browse.aspx?v|=1&v|ID=3>

<http://www.cdc.gov/omhd/About/about.htm>

<http://nmlm.gov/mcr/resources/community/minority.html>

http://www.aoa.gov/prof/adddiv/cultural/addiv_cult.asp

<http://www11.georgetown.edu/research/gucchd/nccc>

http://www.mchlibrary.info/KnowledgePaths/kp_race.html

<http://www.diversityrx.org>

<http://www.ncihc.org>

<http://www.hablamosjuntos.org>
<http://www.xculture.org>
<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>
<http://www.stanford.edu/group/ethnoger>
<http://ethnomed.org>
<http://www.memag.com/culturalcompetence>
<http://www.medscape.com/resource/healthdiverse>
<http://www.mdnglive.com/publications/3/1>
<http://medqic.org/dcs/ContentServer?cid=1157485168058&pagename=Medqic%20FMQTools%20FToolTemplate&c=MQTools>
<http://www11.georgetown.edu/research/gucchd/nccc/documents/Checklist%20PHC.pdf>
<http://www.ama-assn.org/ama/pub/category/8115.html>
<http://foundation.acponline.org/hl/hlresources.htm>
<http://www.aafp.org/online/en/home/publications/news/news-now/inside-aafp/20061122playitsafe.html>
http://www.jointcommission.org/PublicPolicy/health_literacy.htm
http://web.ncqa.org/Portals/0/HEDISQM/CLAS/CLAS_InnovativePrac06.pdf
<http://www.ncqa.org/tabid/676/Default.aspx>

Selected Monographs on Cultural Competency

http://www.nichq.org/NR/rdonlyres/5B534B7B-0C38-4ACD-8996-EBB0C4CB2245/0/NICHQ_CulturalCompetencyFINAL.pdf
http://www.jointcommission.org/NR/rdonlyres/E64E5E89-5734-4D1D-BB4DC4ACD4BF8BD3/0/hlc_paper.pdf
<http://www.omhrc.gov/assets/pdf/checked/toolkit.pdf>
http://www.ama-assn.org/ama1/pub/upload/mm/369/ef_imp_comm.pdf
http://www.omhrc.gov/assets/pdf/checked/business_case.pdf
<http://www.omhrc.gov/templates/content.aspx?ID=4375&lvl=2&lvlID=107>

Selected Continuing Education/Professional Development Programs (E-Learning)

<http://cccm.thinkculturalhealth.org>
<http://www.qualityinteractions.org>
<http://www.nethealthinc.com/cultural/>
http://www.doctorsintouch.com/courses_for_CME_credit.htm
<http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo.html>
www.aaos.org/challenge
<http://www.ama-assn.org/ama/pub/category/18151.html>
<http://www.hrsa.gov/healthliteracy/training.htm>
http://www.vlh.com/shared/courses/course_info.cfm?courseno=1786
http://www.vlh.com/shared/courses/course_info.cfm?courseno=155
<http://uhclearningexchange.uhc.edu/Presentations/pres-out67.html>
www.ama-assn.org/go/healthdisparities
<http://www.mdadvantageonline.com/risk/cme.aspx>
http://www.networkomni.com/collateral/NetworkOmni_Caring_with_CLAS_Brochure.pdf