



Evaluating Cultural Competency Programs

Tip Sheet



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TRIAD CULTURAL COMPETENCE PROVIDER COUNCIL

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DEFINITION

Cultural competence is defined as the ability of providers and organizations to effectively deliver services that meet the social, cultural, and linguistic needs of patients (Betancourt, 2002). A culturally competent health care system can help improve health outcomes and the quality of care of their clients. They can also contribute to the elimination of racial and ethnic health disparities.

Examples of strategies used to encourage the health care system towards these goals include providing relevant training on cultural competency and cross-cultural issues to health professionals. Creating policies that reduce administrative and linguistic barriers to patient care also assist in forming a culturally competent workplace environment. Language should not serve as a blockade to providing quality service, thus, giving clients materials or treatments in their native language is vital.

<https://hpi.georgetown.edu/agingsociety/pubhtml/cultural/cultural.html#1>

FOUR MAJOR COMPONENTS

Four of the major components of providing cultural competent in a healthcare setting are:

1. Awareness
2. Attitude
3. Knowledge
4. Skill

INCREASING CULTURAL COMPETENCY WITHIN THE AGENCY OR ORGANIZATION

Questions to consider:

- Has the agency demonstrated respect to a diverse client base?
- Does the agency serve the demographics represented within the community?
- Do the clients have an adequate amount of resources available to them in their native language?
- Is feedback from the clients on clinical culturally responsive services available?
- Are the policy making groups within the agency or organization reflective of the demographics within the area serviced?
- Does the agency or organization ensure appropriate treatment based on the culture of the client?

Tools that can be used to increase cultural awareness within the agency or organization:

Human Research and Educational of Health and Human Services (HRET): A web-based tool that provides the necessary resources to collect race, ethnicity, and primary language data from patients. Registration is free. Development of the toolkit included input from a National Advisory Panel. <http://www.hretdisparities.org>

United States Department of Health and Human Services.

www.hrsa.gov/cultural-competence

Office of Minority Health: A resource guide will navigate the knowledge of cultural health in a provider setting.

www.thinkculturalhealth.hhs.gov

SAMSHA Treatment Improvement Protocol (TIP 59): Assists care providers understand the role of culture in mental health and substance use services (See *Appendix B for additional resources*).

<http://store.samhsa.gov/product/TIP-59-Improving-Cultural-Competence/SMA14-4849>

INCREASING CULTURAL COMPETENCY WITH STAFF TRAINING

Questions to consider:

- Is there an implementation of cultural diversity education programs?
- Is there a balance between the amount multilingual or multicultural staff and clients?
- Do the staff understand the concept of inclusivity?
- Are the staff aware of the diversity of beliefs such as holidays, dietary regulations, and language within the population served?
- Do the staff value diversity and multiculturalism?



Tools that can be used to increase cultural awareness within staff:

Organizational Inclusion Assessment:

Used to increase inclusivity within organizations.

http://easylearningdevelopment.com/images/oia_toolkitsample.pdf

Guidelines for Culturally Competent Organizations:

Encourages service providers and organizations to demonstrate the ability to serve diverse populations before they do so.

<https://www.leg.state.mn.us/docs/2005/other/050050.pdf>

Ethnic-Sensitive Inventory: A checklist available to staff that measures their comfort level with diversity.

<https://www.ncbi.nlm.nih.gov/books/NBK248429/bin/appc-fm2.pdf>

INCREASING CULTURAL COMPETENCY WITHIN CLIENT BASE

Questions to consider:

- Are the clients open to learning more about cultures vastly different from their own?
- Are there resources available to educate clients on diverse cultures?
- Is the client base itself diverse?

Tools that can be used to increase cultural awareness within clients:

Self-Assessment Checklist for personnel Providing Behavioral Health:

Promotes diversity and cultural competency to children and families.

<https://nccc.georgetown.edu/document/ChecklistBehavioralHealth.pdf>

INCREASING CULTURAL COMPETENCY WITHIN AVAILABLE TRANSLATION SERVICES

American Speech-Language-Hearing Association:

Resources for interpretation and translation services available to medical encounters. Also includes information on health education and promotional material.

<https://www.asha.org/Practice/multicultural/>

Curricula Enhancement Module Series:

Incorporates four key area that are key to translation services in public health.

<https://nccc.georgetown.edu/curricula/modules.html>

The Culture and Linguistic Competence Policy Assessment (CLCPA):

Supports community health centers with improving access and utilization of health care, enhancing the quality of services within diverse communities, and promoting linguistic competence as essential to eliminating health disparities.

<https://nccc.georgetown.edu/document/CLCPA.pdf>

INCREASING CULTURAL COMPETENCY WITHIN MARGINALIZED POPULATIONS

- Is the agency or organization able to accommodate those who have different racial, religious, and economic backgrounds?
- Does the agency or organization provide a welcoming environment

for individuals who have disabilities or are LGBTQ+?

- Are education pamphlets or information sessions available to the clients of the agency or organization?
- Can an online source be used to gauge the willingness of these clients to learn about other marginalized populations?

MEASURING THE EFFECTIVENESS OF A CULTURAL COMPETENT PROGRAM

Cultural competency training is essential for an inclusive, diverse program.

Training components should consist of:

1. Needs Assessments
2. Skills Training
3. Attitudinal Behavior Changes
4. Methods of Development
5. Program Evaluations
6. Implementation Plans

To measure effectiveness, the following measures should be collected from a sample:

- **Pre-and Post-Training Tests:** Measure for the retention of content from the trainings
- **Pre-and Post-Surveys:** Measure the change in intentions, attitudes, and self-efficacy of those who attended the trainings
- **Pre- and Post-Video or Audiotapes:** Provide the option of measuring the knowledge acquired by service providers
- **Client Satisfaction Data:** Can be used to improve the quality of service provided

The interpretation of the collected data should be used for continuous quality improvement.

REFERENCES

Betancourt, J. R., Green, A. R., & Carrillo, J. E. 2002. Cultural competence in health care: Emerging frameworks and practical approaches. New York: The Commonwealth Fund.

SAMHSA. (2011). A provider's introduction to substance abuse treatment for lesbian, gay, bisexual, and transgender individuals. *United States Department of Health and Human Services*.