

CULTURAL COMPETENCY TUTORIAL TOOLKIT

This toolkit was made to help you train a group of people. You can either go through the tutorial as a group by viewing it online or you can download the PDF version of the tutorial. Both options are available on the Mary Amelia Women's Center website at <http://womenshealth.tulane.edu/pages/detail/65/tutorials>.

In addition to going through the tutorial, you can use the items in this toolkit to make the training more interactive. If you would like additional materials, or if you have questions, please email mac@tulane.edu.

Highlights:

- This tutorial discusses what it means to be culturally competent. It defines cultural competence and explains why it is important especially in a health care setting. The National Center for Cultural Competence is introduced, as well as their checklists to assess cultural and linguistic competence. Then the National Standards for Culturally and Linguistically Appropriate Services (CLAS) are introduced. The first three standards are examined more closely with video examples.

Learning Objectives:

- By the end of this tutorial, you will
 - Understand what it means to be culturally competent
 - Understand why cultural competence is important in health care
 - Have the skills to provide culturally and linguistically appropriate services

Duration:

- 30 PowerPoint slides
- Approximately 20 minutes

Chapters:

- Defining cultural competency
- The National Center for Cultural Competence (NCCC)
- Culturally and Linguistically Appropriate Services (CLAS) and their standards

In this toolkit, you will find the following:

- References
- Review Questions
- Answer Sheets
- Additional Activities

References

National Center for Cultural Competence (2013). Climate of learning environment: Cultural and linguistic competence checklist for MCH training programs. Retrieved from <http://www.gucchd.georgetown.net/NCCC/training/checklist-thanks.html>

National Institutes of Health (2013). Cultural competency. Retrieved from <http://www.nih.gov/clearcommunication/culturalcompetency.htm>

United States Department of Health and Human Services, Office of Minority Health (2001). National standards for culturally and linguistically appropriate services in health care: Final report. Retrieved from minorityhealth.hhs.gov/assets/pdf/checked/finalreport.pdf

United States Department of Health and Human Services, Office of Minority Health (2013). What is cultural competency? Retrieved from <http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=11>

Review Questions for Cultural Competency Tutorial

Name: _____

Date: _____

Please circle the correct answer:

1. Which of the following do culture or language influence?
 - A. Health, healing, and wellness belief systems
 - B. How illness, disease, and their causes are perceived
 - C. The behaviors of patients/consumers who are seeking health care
 - D. Attitudes towards health care providers
 - E. All of the above

2. True or false: Cultural competency results in increased adherence to medical advice.
 - A. True
 - B. False

3. What does CLAS stand for?
 - A. Culture and Language Assistance Standards
 - B. Competent Listening and Speaking
 - C. Culturally and Linguistically Appropriate Services
 - D. Competent Linguistics and Attitude Skills

4. How many CLAS standards are there in total?
 - A. 3
 - B. 8
 - C. 12
 - D. 14

5. Which of the following is a standard for cultural competency?
 - A. Provide care that is respectful and compatible with cultural health beliefs
 - B. Have a diverse staff that is representative of the demographic characteristics of your service area
 - C. Make sure all staff receive ongoing education and training about cultural competency
 - D. All of the above

Answer Sheet

1. The correct answer is E (All of the above).

Culture and language influence all of the above. The population in the United States is becoming more and more diverse. Culture and language influence the ways people view health care, so it is important to be address cultural differences in order to reduce disparities in health.

2. The correct answer is A (True).

It has been shown that physicians who are more culturally competent tend to have patients who better follow their medical advice, such as when to take their medicine or how to recover from a certain injury.

3. The correct answer is C (Culturally and Linguistically Appropriate Services).

The CLAS standards are the collective set of culturally and linguistically appropriate services (CLAS) mandates, guidelines, and recommendations issued by the United States Department of Health and Human Services Office of Minority Health intended to inform, guide, and facilitate required and recommended practices related to culturally and linguistically appropriate health services.

4. The correct answer is D (14).

There are 14 standards in total, which are organized by themes: Culturally Competent Care (Standards 1-3), Language Access Services (Standards 4-7), and Organizational Supports for Cultural Competence (Standards 8-14).

5. The correct answer is E (All of the above).

Cultural competency is not just about providing respectful care. It is also about having a diverse staff and making sure they are all training in delivering culturally and linguistically appropriate services.

Additional Activities

Visit the website for Think Cultural Health (TCH), a program dedicated to advancing health equity at every point of contact: <https://www.thinkculturalhealth.hhs.gov/index.asp>

- Visit their “Continuing Education” page and learn more about various programs you and your staff can do be more culturally competent while promoting health:
<https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp>
- Visit their “Communication Tools” page and download some of their helpful resources:
https://www.thinkculturalhealth.hhs.gov/Content/communication_tools.asp