

## Cultural Competency Resources

Cultural-competency is a powerful tool that can increase the capacity of healthcare organizations and providers to serve cultural and linguistic minorities as well as to reduce health disparities among racial and ethnic groups. According to the National Center for Cultural Competence at Georgetown University, cultural competence requires that organizations:

- have a defined set of values and principles, and demonstrate behaviors, attitudes, policies and structures that enable them to work effectively cross-culturally.
- have the capacity to (1) value diversity, (2) conduct self-assessment, (3) manage the dynamics of difference, (4) acquire and institutionalize cultural knowledge and (5) adapt to diversity and the cultural contexts of the communities they serve.

While cultural competency may seem like a difficult task to achieve, there are numerous resources that can be found online such as organizational assessment tools, policies, practices, scholarly articles, institutions dedicated solely to cultural competency and more. These resources may be helpful in obtaining a greater understanding of cultural competency and the skills, knowledge and values it requires.

You may find the following websites/ web links particularly helpful:

### General Information

#### [DiversityRx](#)

DiversityRx is a clearinghouse of information on how to meet the language and cultural needs of minorities, immigrants, refugees and other diverse populations seeking health care.

#### [National Standards for Culturally and Linguistically Appropriate Services in Health Care](#)

2001 Final Report from the Office of Minority Health

#### [Cultural Diversity: A Guide for Health Professionals](#)

A guide for professionals that presents health and socio-cultural information on specific ethnic communities

#### [The Providers Guide to Quality & Culture](#)

A website designed to assist health care organizations in providing high quality, culturally competent services to multi-ethnic populations.

#### [EthnoMed](#)

The EthnoMed site contains information about cultural beliefs, medical issues and other related issues pertinent to the health care of recent immigrants.

[BlackHealthcare.com](#) A culturally oriented and ethnically focused internet-based health and medical information provider dedicated to addressing the healthcare issues of African-Americans.

#### [Why is Cultural Competence Important for Health Professionals?](#)

Strategies and practices to enhance cultural competency for individual health care professionals.

[\*\*Culture Clues™\*\*](#) Culture Clues© are tip sheets for clinicians designed to increase awareness about concepts and preferences of patients from diverse populations such as Albanians, Vietnamese, Latin Americans, Russians, and African-Americans.

[\*\*Cultural Profiles Project\*\*](#) The Cultural Profiles Project provides an overview of life and customs in hundreds of different cultures. Although written for a Canadian audience, this project provides useful information.

[\*\*Religious Beliefs and Practices Affecting Health Care\*\*](#)

Information on how different religious beliefs might affect health care.

## **Institutions, Programs and Organizations**

[\*\*National Center for Cultural Competence\*\*](#) The mission of the National Center for Cultural Competence (NCCC) is to increase the capacity of health and mental health programs to design implement, and evaluate culturally and linguistically competent service delivery systems.

[\*\*Office of Minority Health\*\*](#)

The mission of the Office of Minority Health (OMH) is to improve and protect the health of racial and ethnic minority populations through the development of health policies and programs that will eliminate health disparities.

[\*\*Office of Minority and Women's Health\*\*](#)

The Office of Minority and Women's Health in the National Center for Infectious Diseases focuses on the burden and impact of infectious diseases among racial and ethnic minorities and women.

[\*\*Cross-Cultural Health Care Program\*\*](#)

CCHCP addresses broad cultural issues that impact the health of individuals and families in ethnic minority communities in Seattle and nationwide.

[\*\*National Council on Interpreting in Health Care\*\*](#)

Multidisciplinary organization based in the United States whose mission is to promote culturally competent professional health care interpreting as a means to support equal access to health care for individuals with limited English proficiency.

[\*\*National Alliance for Hispanic Health\*\*](#)

The premier organization focusing on Hispanic health.

## **Links to Useful Articles**

[\*\*Compendium of Cultural Competence Initiatives in Health Care\*\*](#)

Brief definitions of the term "cultural competency," organizational descriptions of initiatives and a list of experts in the field.

[\*\*Overview of Cultural Diversity and Mental Health Services\*\*](#)

Excerpt from *Mental Health: A Report of the Surgeon General*

[\*\*Cultural Competency Critical in Elder Care\*\*](#)

Discusses the need to address disparities in treatment and diagnosis of Alzheimer's and other age-related diseases.

**[Giving Voices to the Voiceless: Language Barriers & Health Access Issues of Black Immigrants of African Descent](#)**

The Summit Health Institute for Research and Education, Inc. identifies language and cultural issues that impede access to culturally competent health care for this population.

**[Drug Abuse Among Racial and Ethnic Minority Groups](#)**

Provides information on the nature and extent of illegal drug use, associated behaviors, and problems that affect racial/ethnic minority populations and the current non-Hispanic white majority population.

**[Cultural Competency: Improving Patient Care](#)**

Explains the importance of understanding patients' diverse cultures -- their values, traditions, history and institutions.

**[Medical Care for Immigrants and Refugees](#)**

This article describes medical conditions associated with immigrants, as well as specific screening recommendations.

**[Psychological Well-Being and Educational Achievement Among Immigrant Youth](#)**

Explores the social-psychological costs to those who migrate to other cultures.

**[Achieving Cultural Competence: A Guidebook for Providers of Services to Older Americans and Their Families](#)**

A guidebook designed for use by providers of services to racially and ethnically diverse older populations.

**[Asian Americans' Reports of Their Health Care Experiences](#)**

Provides an example of how race/ethnicity affects patients' health care experiences and satisfaction with care.

## **Tool Kit**

**[Outline for Enhancing Cultural Competence](#)**

**[Cultural Competency Assessment Tool](#)**

A comprehensive tool intended to assist community based agencies in becoming more culturally competent. It is not meant to be used as a pass/fail mechanism, but rather as a way to identify strengths and weaknesses, and to develop an action plan for improvement.

## **Local Resources**

**[VNA Care Network's Cultural Competency Workshops](#)**

VNA (Visiting Nurse Association) Care Network's Cultural Competency Program offers workshops that are designed to meet the specific needs of health care professionals. Workshops include "Setting the Stage for Cultural Competency" and "Communicating Across Boundaries."

**[Latin American Health Institute](#)**

The Latin American Health Institute (LHI) is New England's premier community-based public health organization. LHI serves families and individuals as well as healthcare professionals, para-professionals and institutions through education, technical assistance, fiscal sponsorship, program oversight, and consulting.

**[Massachusetts Alliance of Portuguese Speakers](#)**

The Massachusetts Alliance of Portuguese Speakers (MAPS) provides a wide range of health and social services to the Portuguese-speaking community throughout the state of Massachusetts.

**[Harvard Pilgrim Health Care Foundation: The Institute for Linguistic and Cultural Skills](#)**

The Institute for Linguistic and Cultural Skills offers cross-cultural training sessions for health care providers such as "Foundations in Cross-Cultural Nursing" and "Foundations in Cross-Cultural Behavioral Health."