Overview

• What is Cultural Competency and Limited English Proficiency?
• Why are they important?
• Who is required to provide cultural competence training?
• Where to find information resources on CC?
• Where can I find a qualified trainer?
• Are there assessment measures?
• Is there funding for cultural competence training?
Cultural Competency is…

a set of congruent behaviors, attitudes, and policies that come together in a system or agency or among professionals that enable effective interactions in a cross-cultural framework.

T. Cross, et al., 1989

Culturally Competent Healthcare…

“health care services that are respectful of and responsive to the health beliefs and practices, and cultural and linguistic needs of diverse patient populations.”

OMH
Limited English Proficiency

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English…

Let Everyone Participate (LEP.gov)

Why Important?

• National crisis and a growing public health challenge

• Strategies are needed for reducing or eliminating racial and ethnic disparities

• Rural America is changing
What are the Benefits?

• Eliminate racial & ethnic health disparities
• Increase access to health care
• Improve the quality of health care
• Improve the well-being and safety of vulnerable populations
• Improve health outcomes

"I can't decide, let's just make a few of each..."

Original Cartoon by T.Allen/Blifaloo
Who is Required to Provide CC Training?

• Currently no Federal requirement
  Some states have implemented legislation
  Joint Commission requires it
  Several professional orgs adopting standards

• Interpreter services for LEP individuals are mandated

CLAS Standards

• 14 standards created by the DHHS and OMH
• Common understanding and consistent definitions
• Inclusive of all cultures
• Framework for the implementation of services
• CLAS standards 4 – 7 are federal requirements
• All other standards are recommended by OMH
Information Resources on Cultural Competence

• National Center for Cultural Competence - NCCC

• Office of Minority Health Resource Center - OMHRC

• Cross Cultural Health Care Program – CCHCP

• Think Cultural Health
Where Can I Find a Qualified Trainer?

• Cross Cultural Health Care Program
• National Center for Cultural Competence
• National Health Service Corps
• OMHRC Regional Offices of Minority Health
• State Offices of Minority/Multicultural Health
Are There Assessment Measures?

• National Center for Cultural Competence (NCCC)
  Cultural and Linguistic Competence Policy Assessment (CLCPA)
  Cultural Competence Health Practitioner Assessment (CCHPA)
• The Cross Cultural Health Care Program (CCHCP)
  Technical Assistance

Diversity makes life interesting
Funding to Support Cultural Competence Training

• Grants supporting quality issues and a reduction in health disparities

• HRSA grants *often* require a CC component for their grants

• Local organizations & businesses

• State Health Departments

Foundations

• Commonwealth Fund  

• Robert Wood Johnson Foundation  

• W. K. Kellogg Foundation  

• The Medtronic Foundation  

• The Northwest Area Foundation  
  [http://www.nwaf.org/default.aspx](http://www.nwaf.org/default.aspx)
Electronic Documents

- Achieving Cultural Competence: A Guidebook for Providers of Services to Older Americans and Their Families
- Bridging the Cultural Divide in Health Care Settings: The Essential Role of Cultural Broker Programs
- Guide for Advancing Family-Centered and Culturally and Linguistically Competent Care
- National Standards on Culturally and Linguistically Appropriate Services (CLAS)
- Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations
Cultural Competence and Limited English Proficiency

Introduction

Culturally and linguistically competent health and human services are essential for America’s diverse populations. Cultural competence describes the ability of service delivery systems to provide quality assistance to clients with diverse values, beliefs, or traditions, including tailoring delivery to meet their social, cultural, and linguistic needs. It is a set of behaviors, attitudes, and policies that come together in an agency or among professionals enabling them to work effectively in cross-cultural situations.

Limited English proficiency (LEP) refers to the restricted ability to read, speak, write, or understand English by individuals who do not speak English as their primary language. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter. Collectively, cultural competence and LEP address the necessity to understand and respond effectively to the cultural and linguistic needs among people of different nationalities, ethnicities, and cultures.

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