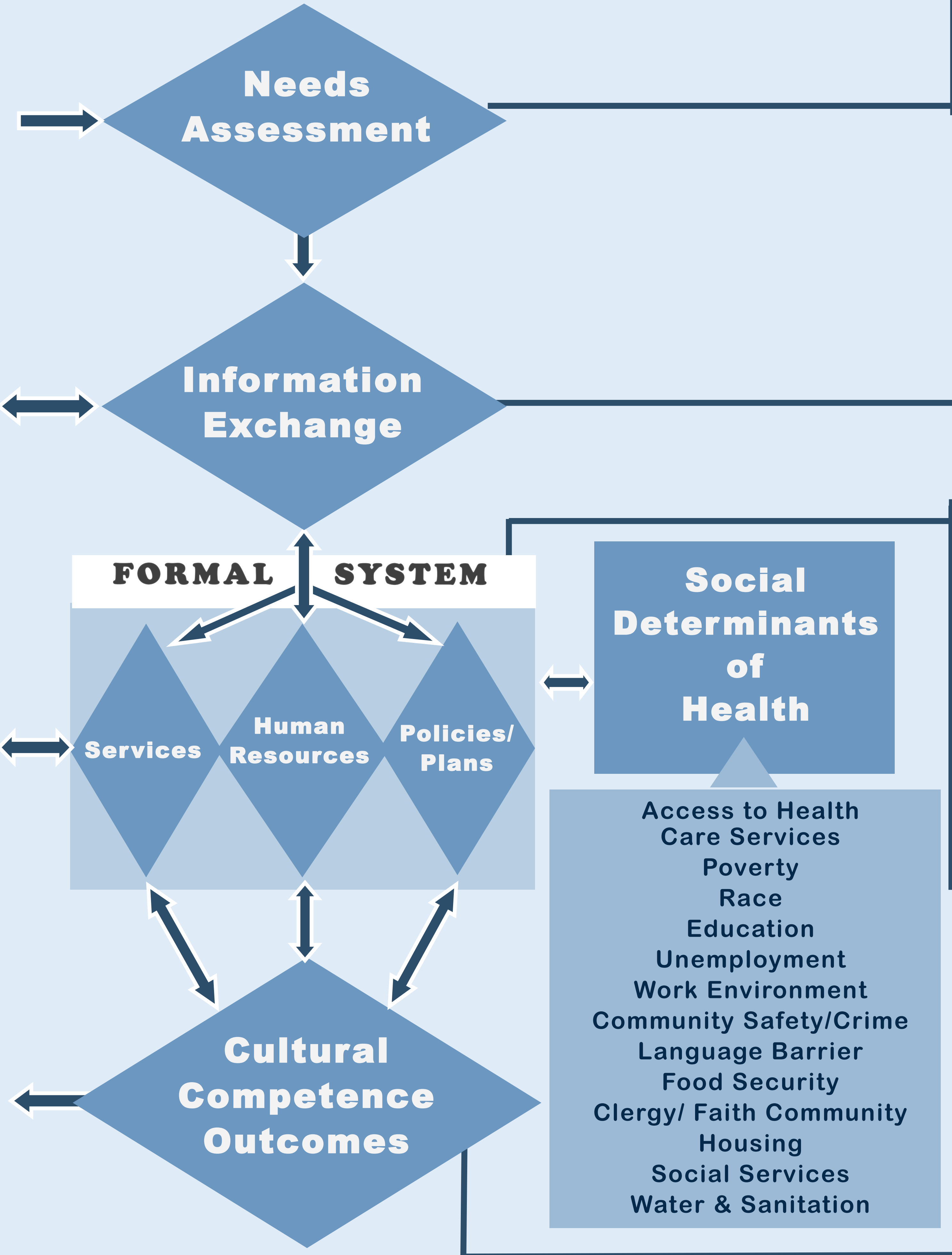




COMMUNITY

**Cultural Competence aids in the transformation and overall improvement of health care services through the integration of policies, strategies, programs, and activities across culturally, linguistically, and racially diverse, and multi-ethnic communities to facilitate system health equity through the elimination of disparities.**



**NEEDS ASSESSMENT**

- ◆ Delineates comprehensive knowledge about the cultural groups being served.
- ◆ Allows for examination of the extent to which services reach and engage the community.
- ◆ Informs the organization about the community's preferences in order to develop culturally responsive and appropriate services.

**INFORMATION EXCHANGE**

- ◆ Information received by the organization about the cultural characteristics of the community.
- ◆ Information shared by the organization with the community is respectful of cultural values and reflects the appropriate literacy levels.
- ◆ Information made available in a variety of formats (*written/pictures/media*) and a variety of culturally appropriate venues.

**SERVICES**

- ◆ All clinical/non-clinical activities (*interactions, assessments, interventions...*) are offered in a manner consistent and appropriate to the culture of the individual.
- ◆ The organization is striving to reduce disparities through their service delivery.

**HUMAN RESOURCES**

- ◆ Infusion of cultural competence into all levels of the organization (*executive, leadership, board of directors, staff, and volunteers*).
- ◆ Includes position descriptions, performance appraisals, training, etc.

**POLICIES/PLANS**

- ◆ Existence of specific mechanisms to ensure that tasks and procedures are conducted in a culturally competent manner.
- ◆ Presence of a comprehensive plan and budget for carrying out and monitoring cultural competence related activities.

**CULTURAL COMPETENCE OUTCOMES**

- ◆ Outcomes for one cultural group should be consistent with the outcomes for the entire population served by the organization.
- ◆ Outcome data and customer/consumer/patient feedback must be collected and analyzed. Data should be stratified by demographic variables to include race and ethnicity—with special attention paid to vulnerable populations.
- ◆ Special attention must be paid to drop-out and no-show rates as well as service utilization.

**Social Determinants of Health**

- Access to Health Care Services
- Poverty
- Race
- Education
- Unemployment
- Work Environment
- Community Safety/Crime
- Language Barrier
- Food Security
- Clergy/ Faith Community
- Housing
- Social Services
- Water & Sanitation