



Cultural Competency (CC)101

Benefits:

- Increase respect
- Improve mutual understanding
- Enhance problem solving
- Improve communication
- Decrease conflict
- Increase trust & cooperation
- Build community
- Promote inclusion & equity
- Improve health outcomes

Create safe environments!

Steps toward CC:

- Value diversity
- Conduct self-assessment
- Identify barriers
- Acquire knowledge
- Institutionalize knowledge
- Understand differences
- Respect differences
- Adapt to diversity
- Celebrate diversity
- Incorporate into policy
- Train all staff

What is Cultural Competency?

CC is the process by which individuals and systems respond respectfully and effectively to people of all cultures in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each.

What is the role of Cultural Competency in health equity?

Health equity is the absence of health differences for individuals and communities in health outcomes, access to health care and quality of health care regardless of:

- Race
- Religion
- Language
- Gender
- Age
- Health
- Nationality
- Gender identity
- Ethnicity
- Sexual orientation
- Immigration status
- Socioeconomic status
- Other as yet unidentified social determinants of health

Cross cultural skills are essential when working with any group impacted by discrimination or historical trauma. CC assists health and service providers in understanding the needs and contributing circumstances that impact health. Delivering services in a culturally sensitive manner is necessary to advancing health equity and improving individual and population health.

When is proficiency in CC reached?

CC is a developmental process that evolves over time. Individuals, organizations and systems are at various levels of awareness, knowledge and skills along the CC continuum.

Cultural Competency is *a goal to continually aspire* to achieve.



**Remember! An individual can identify with multiple groups or cultures.
Each group has unique cultural needs!**