

cultural competence in organisational infrastructure

This tip sheet covers one of seven domains used to measure cultural competence. Each domain includes a set of indicators of good practice.

How to identify and allocate the resources needed to plan, deliver and evaluate culturally competent services.

Why is it important?

Cultural competence requires financial and personnel resources. Without a supportive infrastructure, it may be considered an add-on rather than an integral part of core business. Careful planning is needed to make the best use of the limited resources available to health services.

Finance and budgets

Indicators

- There is an overall budgetary allocation and investment in cultural competence activities, aligned with the organisation's strategic plan.
- Persons are designated to monitor the need for additional resources or funding.

Good practice example

A community health centre implements a centralised booking system for interpreters and identifies a staff member who is responsible for coordinating bookings. As a result, the service saves money through block bookings.

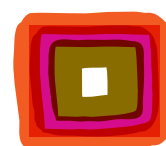
Technology

Indicators

- Appropriate technologies are used to facilitate communication between clients and service providers
- Staff are trained to use the organisation's information system to collect, enter and use data related to cultural competence, in a consistent and standardised way.

Good practice example

A rural health service installs speaker phones in its counselling rooms, enabling the use of telephone interpreters in an area where face-to-face interpreting may not be available.



Links and partnerships

Indicators

- Formal and informal alliances are formed with community and other partners to address issues related to cultural competence.
- Internal coordination between departments facilitates the delivery of culturally competent care.
- There is evidence of appropriate use of and referral to partner agencies.

Good practice example

A hospital's Cultural Diversity Committee includes representatives of external organisations with expertise in working with CALD clients, as well community representatives and staff from all hospital departments.

Reference

This tip sheet is based on Indicators of Cultural Competence in Health Care Delivery Organisations: An Organisational Cultural Competence Assessment Profile , prepared by the Lewin Group Inc. under contract with the USA Department of Health and Human Services (2002).

Other tip sheets in this series

A framework for cultural competence

Cultural competence in organisational values

Cultural competence in governance

Cultural competence in planning, monitoring & evaluation

Cultural competence in communication

Cultural competence in staff development

Cultural competence in services & interventions