

cultural competence in organisational values

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 demonstrate the value that your organisation places on cultural competence.

Why is it important?

By embedding cultural competence as a core value of the organisation, it can be incorporated into every aspect of service and workplace management.

Leadership, investment and documentation

Indicators

- Individuals at executive level have responsibility for implementing and monitoring cultural competence initiatives.
- Teams or committees of mid-level or high-level staff are assigned responsibility for coordinating cultural competence activities.
- Funding is allocated to cultural competence.
- Staff are aware of the cultural competence plan and implement it in their work.
- There are public materials that express the organisation's commitment to cultural competence.

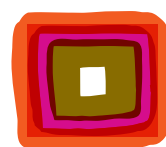
Good practice example

The Director of Quality Improvement at a hospital is responsible for overseeing the implementation of the cultural competence plan. The director works closely with all hospital managers to ensure that the plan extends to all services and is executed appropriately. The plan is communicated through staff emails and information sessions and reinforced through fortnightly supervision.

Information/data related to cultural competence

Indicators

- Mechanisms are in place to collect and disseminate information on cultural competence, including relevant data sets and resources.
- The organisation conducts regular self-assessments of its progress.
- Regular community needs assessments are conducted.



Information/data related to cultural competence (continued)

Good practice example

The cultural diversity coordinator at a community health centre conducts an annual self-assessment workshop to review progress on the centre's cultural competence plan. Managers and staff discuss their work with culturally diverse clients and the process used to support this work, identifying strengths and areas for improvement.

Organisational flexibility

Indicator

- Administration and service delivery adaptations are tailored to the population of the service area, including adaptations to improve access to care.

Good practice example

A rural health service maps presenting conditions against the demographic profile of its clients. Certain conditions, such as gestational diabetes, are found to be more prevalent in particular cultural groups. As a result the service develops a campaign to raise awareness of these conditions. Representatives of target groups are engaged in developing culturally appropriate resources and education strategies.

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 governance

Cultural competence in planning, monitoring & evaluation

Cultural competence in communication

Cultural competence in staff development

Cultural competence in organisational infrastructure

Cultural competence in services & interventions