

Cultural Competency Training for Tomorrow

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Learning from each other

Community of Practice Cultural Competency Training

- Wide range of organizations and backgrounds
- Definition of cultural competency
- Does the term work well in all health care institutions?
- The differences between diversity training and cultural competency training
- Should both be offered in the same training?
- Sharing of resources, views, experiences
- How to improve existing programs

CoP- Beginning steps for CC training

- Define base concepts in a way that promotes engagement within organization
- Determine the scope of training- diversity training, who will attend, etc.
- Conduct needs assessment of the community
- An organizational assessment

Questions waiting for discussion

- What qualifications should a trainer possess?
- What are the minimum, basic elements necessary to build an effective training program?
- After the assessments- how does an organization build content that is specific and meaningful for the organization?
- Explore curriculum content
- Set of best practices that could act as a foundation for national standards.

Changes in the future

- Funding sources for continued exploration
- Health care reform legislation
- Patient Centered Medical Home
- Quality health care outcomes

- How does the pre-existing dialogue on cultural competency get incorporated into the future of health care reform?

Cultural competence at a health plan level

- Diverse consumers- individuals, small-medium-large companies
- Access to health care benefits, maximize health care opportunities, contract with a network that can provide the highest quality of care, monitor all care providers for health disparities, culturally supportive customer experience
- Training for staff, range of health care providers and consumers

Training and Curriculum Development

- Standards for trainers for staff, health care providers and consumers
- Develop curriculum standards that
 - are meaningful for each audience within each type of organization
 - Result in quality experiences for the patient, consumer, health care provider
 - Are well supported with evidence