

# Cultural Competency Training: Concept & Standards

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Community of Peer Learning Webinar  
Wednesday June 30, 2010

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# Discussion

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- Diversity & Cultural Competency: Definition, Background & Approach
  - Strategies for Culturally Competent Organizations
  - Cultural Competency Training: Framework
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# Diversity & Cultural Competency: Definition, Background & Approach

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# Global Transformation

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- ❑ Global patient diversity
  - ❑ Increase of international professional recruitment
  - ❑ Expansion of business alliances and ventures
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# National Level

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- Change in patient demographics
  - Health disparities reports
  - Government and accreditation mandates
  - Change in staff demographics
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# Diversity vs. Cultural Competency

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- Definition
  - Approach (Concept)
  - Training Framework
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# Strategies for Culturally Competent Organizations

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# Strategies

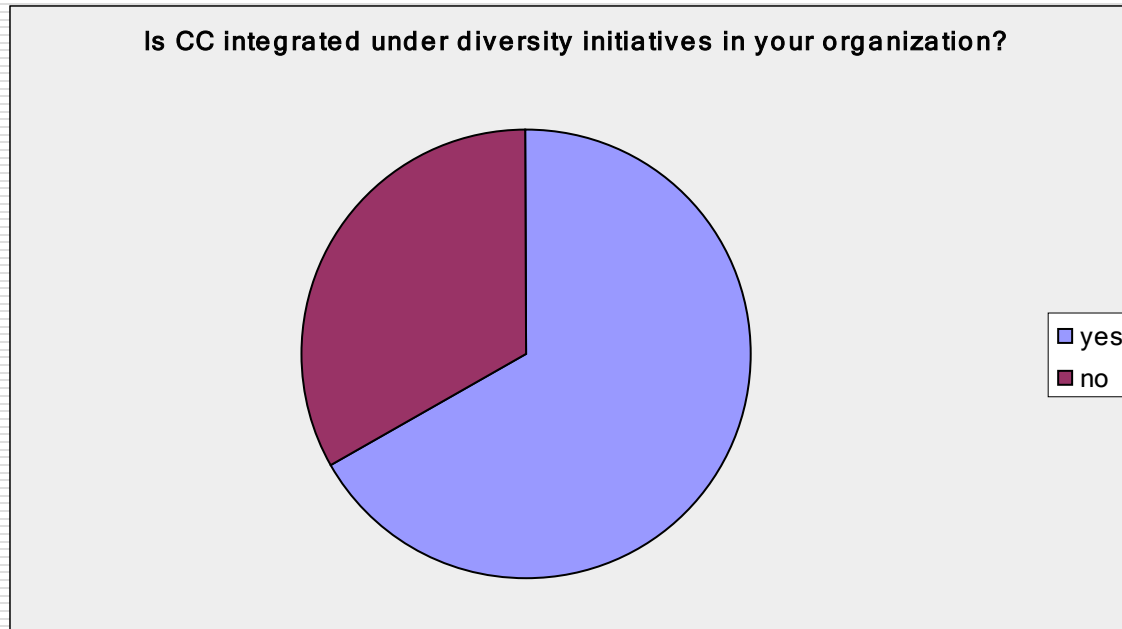
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- Multicultural Vision
  - Policies & Structures
  - Culturally Competent Care
  - Training\*
  - Diverse Workforce
  - Research & Assessment
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# CoP Learning Group Survey

Is CC integrated under diversity initiatives in your organization?

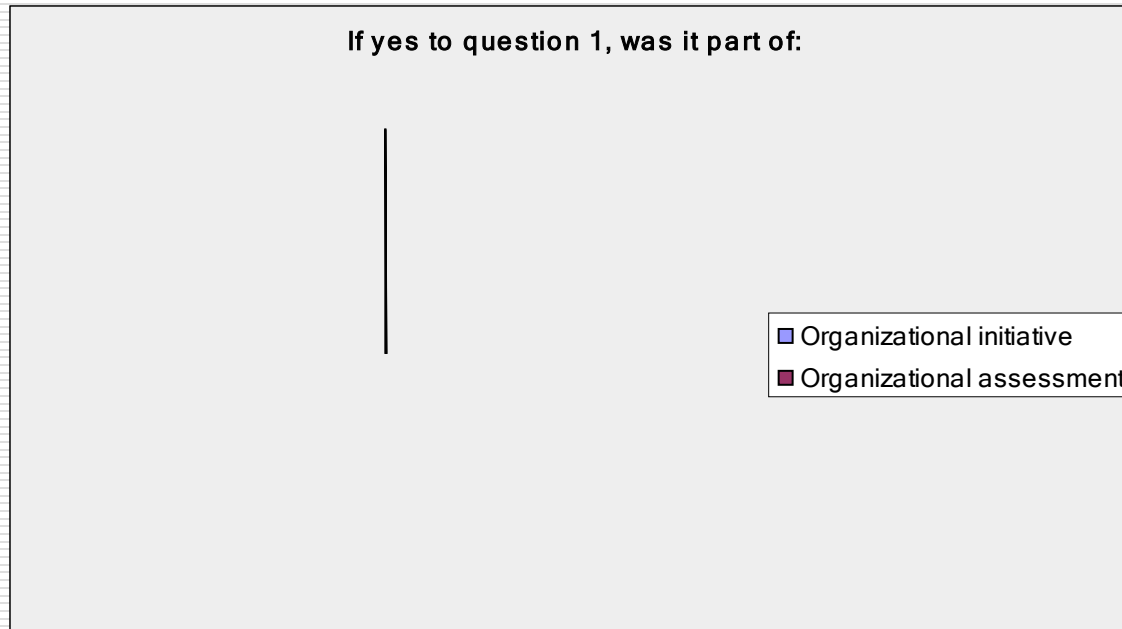
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# CoP Learning Group Survey

If yes, was it part of organizational initiative or assessment?

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# Cultural Competency Training: Framework

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# Cultural Competency Training: Framework

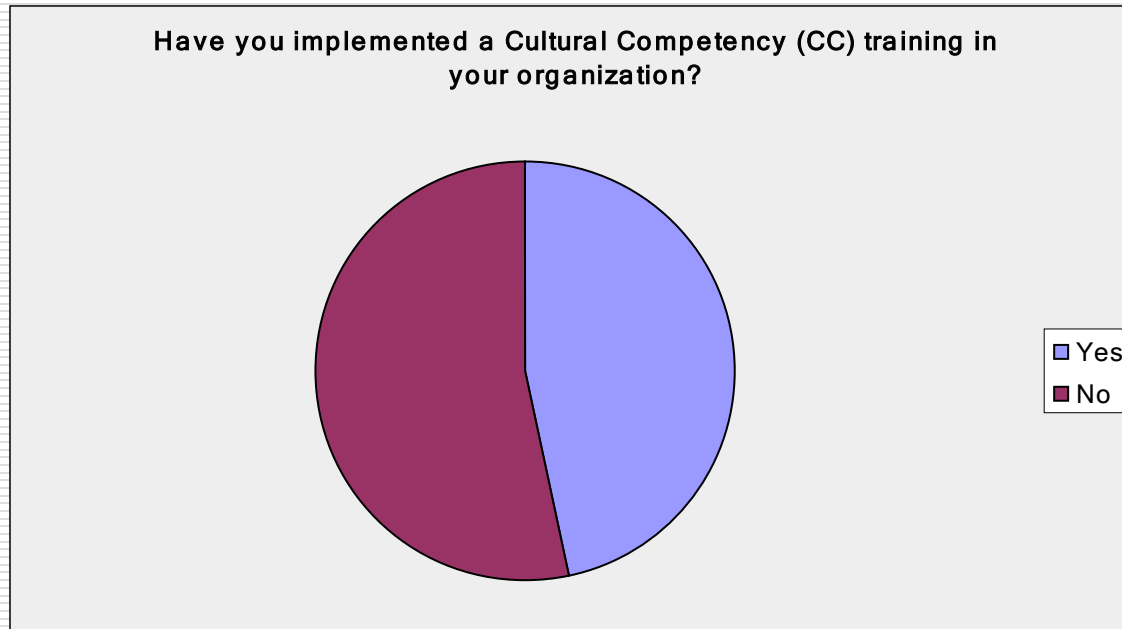
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- Approach
  - Objective
  - Structure
  - Assessment
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# CoP Learning Group Survey

Have you implemented a CC training in your organization?

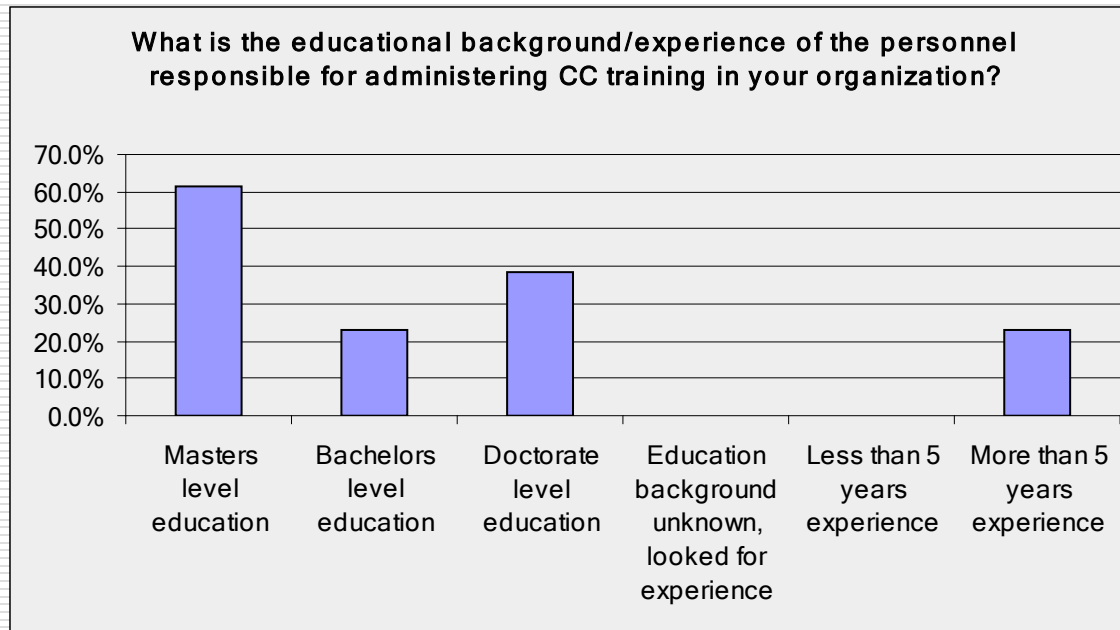
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# CoP Learning Group Survey

What is the background/experience of personnel responsible for administering CC training in your organization?

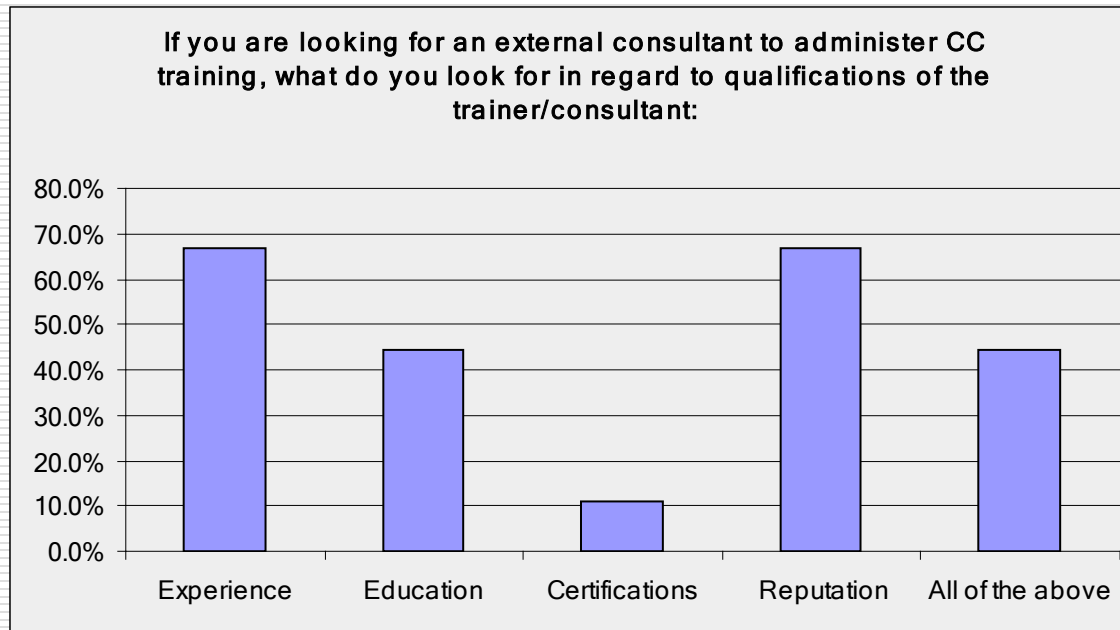
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# CoP Learning Group Survey

Qualifications when choosing an external consultant to administer CC training

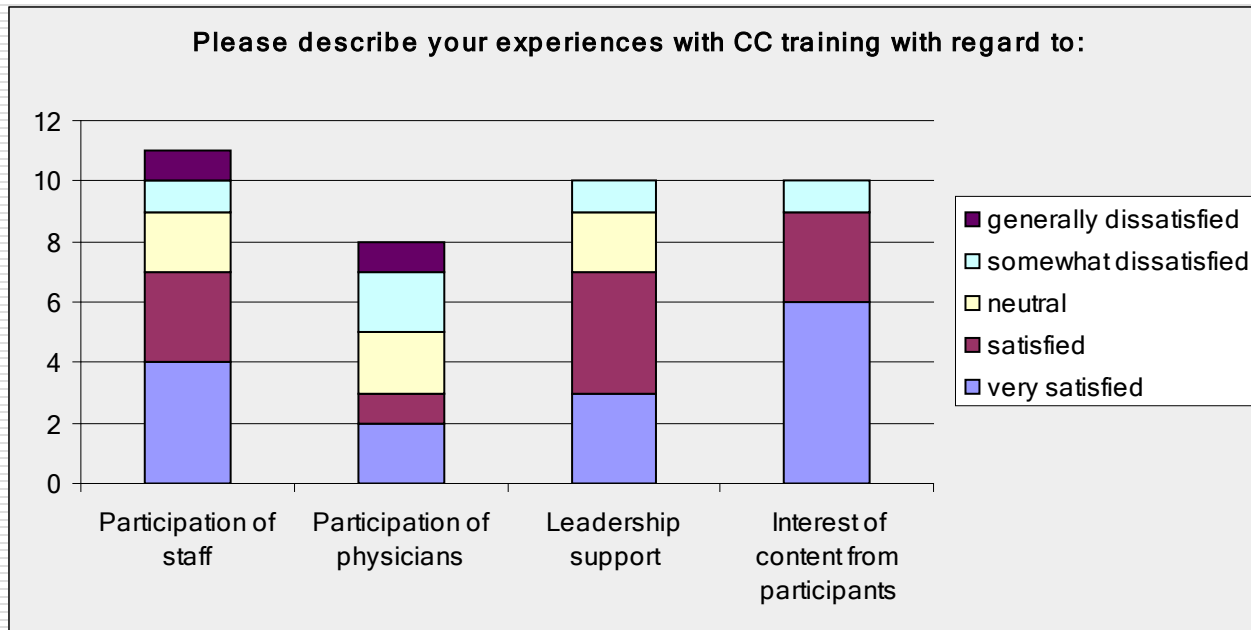
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# CoP Learning Group Survey

Please describe your experiences with CC training

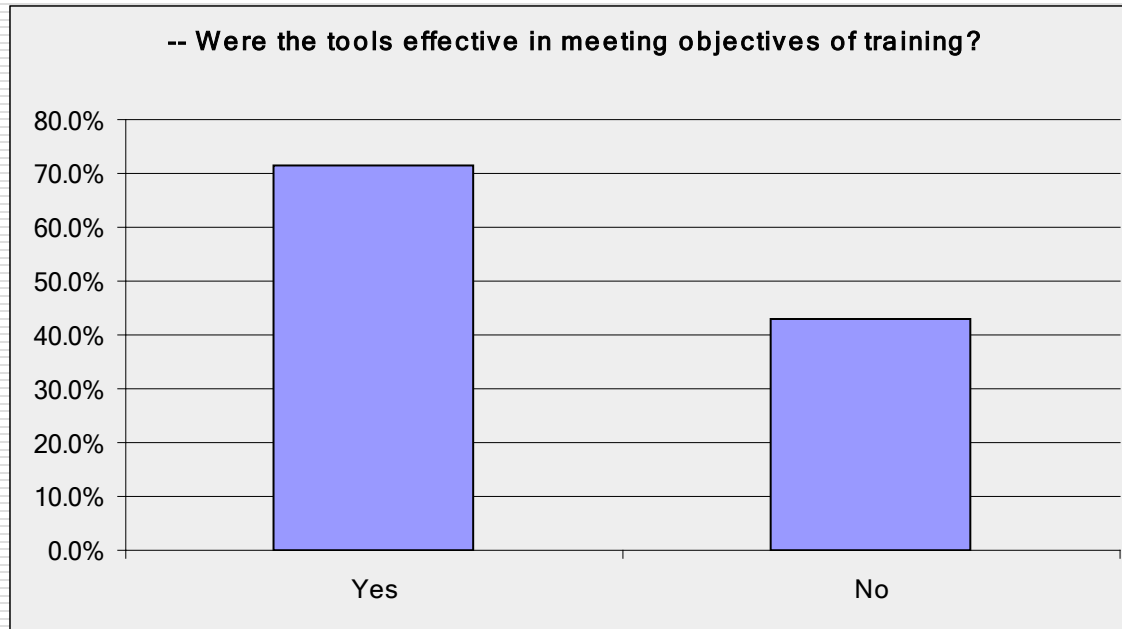
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# CoP Learning Group Survey

Were CC tools effective in meeting objectives of training?

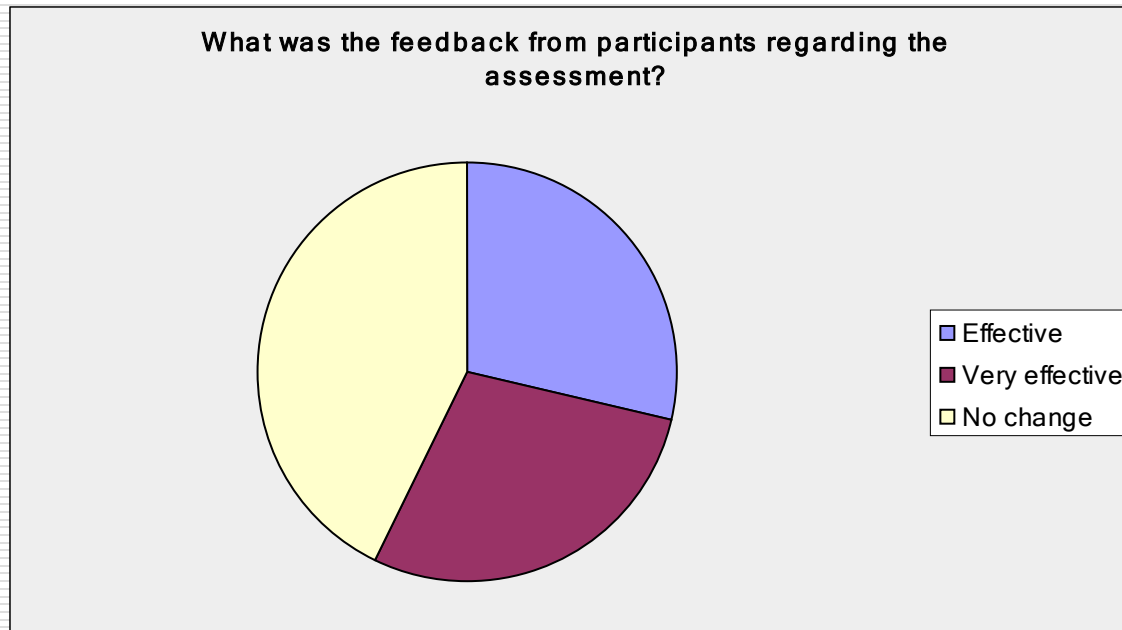
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# CoP Learning Group Survey

What was the feedback from participants regarding the assessment?

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# Thank You

*Obrigado!*

Tesekkürler

תודה

Ευχαριστώ

*Merci*

*Grazie*

شكراً

*Vielen*  
**Dank**

Bedankt

Gracias

ขอบคุณ

# Contact Information

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