

Developing Cultural Competence

What we learned...	What it means to you...
<p>Minority workers had lower levels of job satisfaction. Job satisfaction increased as the number of racial/ethnic remarks from other staff decreased. (Benjamin Rose)</p>	<p>Establish and reinforce no-tolerance policies on racism.</p> <p>Provide workshops or other training for staff on cultural diversity and cultural competence</p>
<p>Key dimensions of cultural competence include:</p> <ul style="list-style-type: none"> ◆ Staff awareness of resident cultural differences ◆ Communication issues (accent, fluency, tone, body language) ◆ Minimization of cultural differences ◆ Overtly discriminatory comments and actions ◆ Organization responses to such comments/actions <p>(BU)</p>	<p>Awareness of cultural differences goes far beyond language to non-verbal communication, food, music, religious observances and customs at end of life.</p> <p>These aspects of care deserve greater emphasis in training and practice.</p>
<p>Managers and frontline workers differed significantly in their perceptions of facilities' cultural competence.</p> <p>Managers were more likely to see the workplace as culturally competent and to believe providers feel empowered to act in culturally competent ways. (BU)</p>	<p>Do not assume that workers share management's perception of organizational cultural competence.</p> <p>Use workshops or forums to explore different perceptions and ways to bring these two perceptions closer together.</p>
<p>Staff who believed their workplace to be more culturally competent also reported higher levels of job satisfaction. Workers with less fluency in English were more likely to perceive problems in workplace cultural competency. (BU)</p>	<p>When hiring staff from different cultural, racial and language groups, it is important to focus not just on their adjustment to the facility but also on the current staff's adjustment to them.</p> <p>Arrange for English as a Second Language training, an important competency tool.</p>
<p>Family members were most concerned about:</p> <ul style="list-style-type: none"> ◆ Interpersonal and non-verbal behaviors of staff from different racial/cultural backgrounds ◆ Use of name badges to help communication ◆ Efforts by staff to personally know their loved one and their relevant cultural/religious issues <p>(BU)</p>	<p>Cultural competency program initiatives should involve residents, family members and staff.</p> <p>Staff name badges are an important tool for improved communication.</p>
<p>Site-specific trainings and workshops improved perceived workplace cultural competency in some facilities. After the training:</p> <ul style="list-style-type: none"> ◆ White workers were more aligned with non-white workers in attitudes toward race/culture. ◆ Non-white workers' perception of the workplace as culturally competent slightly improved. <p>(BU)</p>	<p>Staff members need assistance to develop knowledge, skills and attitudes that constitute cultural competence. Trainings and workshops should be site-specific.</p> <p>Gaps in perceptions between white and non-white staff can be reduced and attention to these gaps may be a useful first step in focusing attention on the issues.</p>