

## Achieving Cultural & Linguistic Competence: Implications for National Network of Libraries of Medicine Regional Medical Libraries



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University Center for Excellence in  
Developmental Disabilities

### Rationale for Cultural Competence in Primary Care

- Respond to current and projected demographic changes
- Eliminate long-standing disparities in health & mental status
- Improve quality of services and outcomes

(Excerpt from NCCC Policy Brief 1 – Revised 2003)

Slide Source: The National Center for Cultural Competence, 2004



### Rationale for Cultural Competence in Primary Care

- Meet legislative, regulatory and accreditation mandates
- Gain a competitive edge in the market place
- Decrease risk of liability/malpractice

(Excerpt from NCCC Policy Brief 1 – Revised , 2003)

Slide Source: The National Center for Cultural Competence, 2004



## Rationale for Cultural Competence in Human Services

- Historical issues
- Work force diversity
- Formal education of staff & faculty
- Institutional practices
- Institution's best interests

Adapted from James Mason, Ph.D., NCCC Senior Consultant

Slide Source: The National Center for Cultural Competence, 2004



## DATA FROM 2000 CENSUS

- Diversity is much more complex than ever measured by the census bureau.
- Almost one-third of the U.S. population is from racially, ethnically and culturally diverse groups.



Data Source: Overview of Race & Hispanic Origin, U.S. Census Bureau

Slide Source: The National Center for Cultural Competence, 2004

## DATA FROM 2000 CENSUS

- 2.4% of people described themselves as belonging to more than one race.
- Single largest multiracial category is white and "Some Other Race."



Data Source: Overview of Race & Hispanic Origin, U.S. Census Bureau

Slide Source: The National Center for Cultural Competence, 2004

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## DATA FROM 2000 CENSUS

More than **10.9 million** U.S. residents report they speak little or no English. This is up from 6.5 million in 1990.

Source: U.S. Census Bureau, Census 2000, Summary File 3, Tables P19, PCT13 and PCT14.

Slide Source: The National Center for Cultural Competence, 2004

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## What is Linguistic Isolation?

- Linguistic isolation refers to households in which no person over the age of 14 speaks English at least "very well".
- Nationally, there are 11,893,572 households that are linguistically isolated.

Source: U.S. Census Bureau, Census 2000, Summary File 3, Tables P19, PCT13 and PCT14.

Slide Source: National Center for Cultural Competence, 2004



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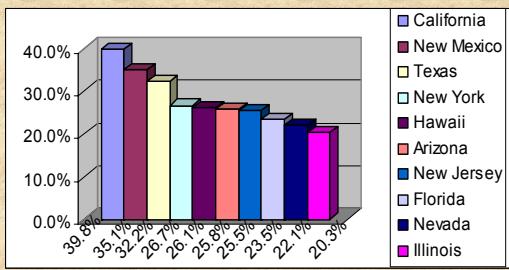
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## Top 10 States Ranked by Language Other Than English Spoken At Home



Source: U.S. Census Bureau, Census 2000 Supplementary Survey & 2001 Supplementary Survey

Slide Source: The National Center for Cultural Competence, 2004

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## Languages Spoken in the U.S.

The number of spoken, living languages listed for the U.S. is **176**.

Data Source: Ethnologue Report for the USA,  
*Ethnologue: Languages of the World*,  
14<sup>th</sup> Edition, SIL International. June, 2003

Slide Source: The National Center for Cultural Competence, 2004

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## Immigrants Admitted By Top 10 Countries of Birth FY 2002

Total Immigrant Population = 1,063,732

Mexico	219,380
India	71,105
People's Republic of China	61,282
Philippines	51,308
Vietnam	33,627
El Salvador	31,168
Cuba	28,272
Bosnia-Herzegovina	25,373
Dominican Republic	22,604
Ukraine	21,217

Source: U.S. Department of Homeland Security, Yearbook of Immigration Statistics, 2002

Slide Source: National Center for Cultural Competence, 2004

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## Selected Categorical Admissions for Immigrants Fiscal Year 2002

- Family-sponsored immigrants
- Immediate relatives of U.S. citizens
- Legalization dependents
- Employment-based preferences
- Diversity program
- Refugees
- Asylees
- Others including
  - Haitian Refugee Immigration Fairness Act
  - Nicaraguan Adjustment & Central American Relief Act
  - Amerasians

Source: U.S. Department of Homeland Security, Yearbook of Immigration Statistics, 2002

Slide Source: National Center for Cultural Competence, 2004

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## Cultural Factors That Influence Diversity Among Individuals and Groups

### Internal Factors

- Cultural/Racial/Ethnic Identity
- Tribal Affiliation/Clan
- Nationality
- Acculturation/Acculturation
- Socioeconomic Status/Class
- Education
- Language
- Family Constellation
- Social History
- Health Beliefs & Practices
- Perception of Disability
- Perception of Mental Health
- Age & Life Cycle Issues
- Gender & Sexuality
- Sexual Orientation
- Religion & Spiritual Views
- Spatial & Regional Patterns
- Political Orientation/Affiliation

Modified from James Mason, Ph.D., NCCC  
Senior Consultant

Slide Source: The National Center for Cultural Competence, 2004

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## Cultural Factors That Influence Diversity Among Individuals and Groups

### External Factors

- Institutional Biases
- Racism & Discrimination
- Community Economics
- Intergroup Relations
- Group & Community Resiliency
- Natural Networks of Support
- Community History
- Political Climate
- Workforce Diversity
- Community Demographics

Modified from James Mason, Ph.D., NCCC  
Senior Consultant

Slide Source: The National Center for Cultural Competence, 2004

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## Cultural Influences on Beliefs and Practices Related to Institutions and Providers of Health Care & Mental Health Services

- Reliance on traditional remedies and healers
- Delaying access to care
- Historical mistrust of health care, mental health and social service professionals
- Experiences of racism, discrimination and bias
- Cultural and linguistic barriers

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Slide Source: National Center for Cultural Competence, 2004



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Cultural Influences on Beliefs and Practices  
Related to Pregnancy, Birth,  
& Children with Disabilities or Special Health Care Needs

- Superstition
- Malevolent Forces
- Religion
- Familial Folklore

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Slide Source: National Center for Cultural Competence, 2004



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Cultural & Linguistic Competence  
Frameworks



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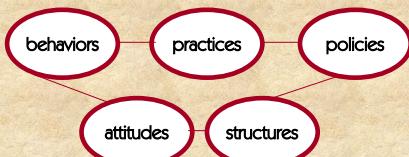
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Cultural Competence



requires that organizations have a clearly defined, congruent set of values and principles, and demonstrate behaviors, attitudes, policies, structures, and practices that enable them to work effectively cross-culturally

(adapted from Cross, Bazron, Dennis and Isaacs, 1989)

Slide Source: The National Center for Cultural Competence, 2004

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# Culture

**Culture** is an integrated pattern of human behavior which includes but is not limited to - thought, communication, languages, beliefs, values, practices, customs, courtesies, rituals, manners of interacting, roles, relationships, and expected behaviors of a racial, ethnic, religious, social or political group; the ability to transmit the above to succeeding generations; dynamic in nature

Developed by the National Center for Cultural Competence, 2001

Slide Source: The National Center for Cultural Competence, 2004

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# Culture

**Culture** is akin to being the person observed through a one-way mirror; everything we see is from our own perspective.



It is only when we join the observed on the other side that it is possible to see ourselves and others clearly – but getting to the other side of the glass presents many challenges.

(Lynch & Hanson 1999 Developing Cross Cultural Competence)

Slide Source: National Center for Cultural Competence, 2004

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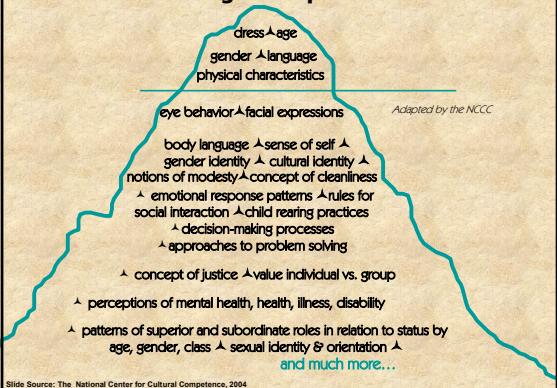
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## An Iceberg Concept of Culture



Slide Source: The National Center for Cultural Competence, 2004

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# Competence

The word **competence** implies having the capacity to function within the context of culturally-integrated patterns of human behavior; values, attributes, knowledge and a skill set to work effectively cross-culturally.

(Modified from Cross, Bazron, Dennis and Isaacs, 1989)

Slide Source: The National Center for Cultural Competence, 2004

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## Five Elements of Cultural Competence

**Organizational Level**

- value diversity
- cultural self-assessment
- manage the dynamics of difference
- institutionalization of cultural knowledge
- adapt to diversity
  - policies      - structures
  - values      - services

(Cross, Bazron, Dennis and Isaacs, 1989)

Slide Source: The National Center for Cultural Competence, 2004

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## Five Elements of Cultural Competence

### Practitioner Level

- acknowledge cultural differences
- understand your own culture
- engage in self-assessment
- acquire cultural knowledge and skills
- view behavior within a cultural context

(Modified from Cross, Bazron, Dennis and Isaacs, 1989)

Slide Source: The National Center for Cultural Competence, 2004

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## ESSENTIAL ELEMENTS IN A CULTURALLY COMPETENT SYSTEM

These five elements must be manifested at every level of an organization including

- policy making
- administrative
- practice/service delivery
- consumer/family
- community

and reflected in its attitudes, structures, policies and services.

Modified from Cross, Bazron, Dennis, & Isaacs, 1989

Slide Source: The National Center for Cultural Competence, 2004

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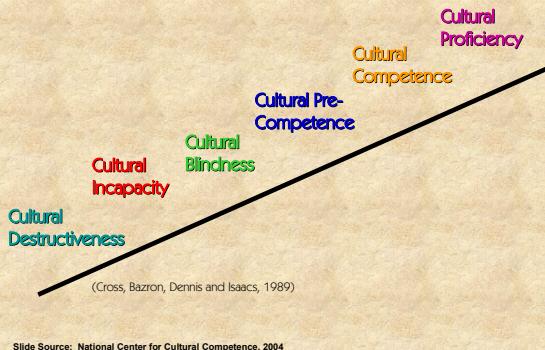
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## CULTURAL COMPETENCE CONTINUUM



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## Linguistic Competence

- the capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, those who are not literate or have low literacy skills, and individuals with disabilities
- policy, structures, practices, procedures and dedicated resources to support this capacity

Goode & Jones, Revised 2003, National Center for Cultural Competence

Slide Source: National Center for Cultural Competence, 2004

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## Linguistic Competence

- bilingual, bicultural, multilingual & multicultural staff
- cultural brokers
- Multilingual telecommunication systems
- TTY
- foreign language interpretation services
- sign language interpretation services
- ethnic media in languages other than English
- print materials in easy to read and low literacy formats (e.g. picture and symbol formats)
- materials in alternative formats (e.g. audiotape, Braille, enlarged print)

Goode & Jones, Revised 2003, National Center for Cultural Competence

Slide Source: The National Center for Cultural Competence, 2004

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## Linguistic Competence

- varied approaches to share information with individuals who experience cognitive disabilities
- translation of:
  - legally binding documents (e.g. consent forms, confidentiality and patient rights statements, release of information, applications)
  - signage
  - health education materials
  - public awareness materials & campaigns

Goode & Jones, Revised 2003, National Center for Cultural Competence

Slide Source: The National Center for Cultural Competence, 2004

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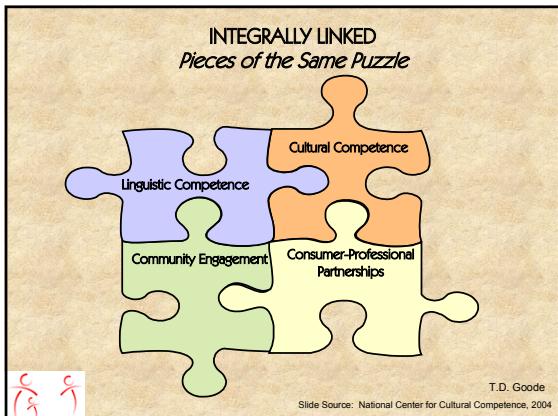
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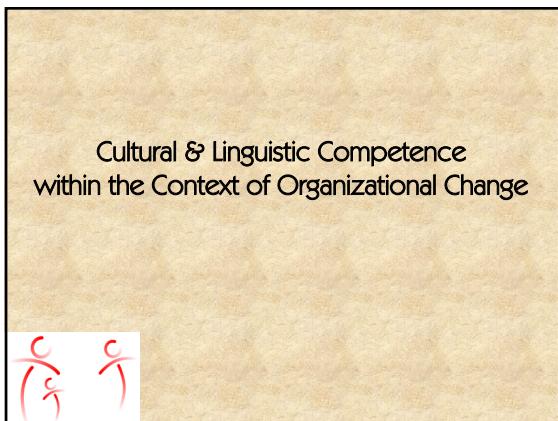
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## Culturally Competent Practices

### Policy Making Level



- values & principles
- vision or mission statement
- community engagement
- community partnerships & capacity building
- provision of interpretation & translation service
- MIS/data systems

(Adapted from NCCC Policy Brief Series)

Slide Source: The National Center for Cultural Competence, 2004

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## Culturally Competent Practices

### Administrative Level



- agency self-assessment
- recruit, retain and support a diverse workforce
- insure for a well-trained and competent workforce
- service delivery adapted to community and cultural context

(Excerpt from Policy Brief 1 - NCCC)

Slide Source: The National Center for Cultural Competence, 2004

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## Culturally Competent Practices

### Practitioner Level

modify approaches to:

- ✓ assessment & diagnostic protocols
- ✓ treatment & interventions
- ✓ medication protocols
- ✓ health education & counseling
- ✓ consulting with traditional/indigenous practitioners & natural healers



(modified Cross, Bazron, Dennis and Isaacs, 1989)

Slide Source: The National Center for Cultural Competence, 2004

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## Culturally Competent Practices

### Practitioner Level

modify approaches to:

- ✓ intake interview protocols
- ✓ disseminating information
- ✓ partnering with consumers and families
- ✓ consulting & collaborating with cultural brokers



(modified Cross, Bazron, Dennis and Isaacs, 1989)

Slide Source: The National Center for Cultural Competence, 2004

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(modified Cross, Bazron, Dennis and Isaacs, 1989)

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## Culturally Competent Practices

### Consumer Level

- advocacy
- partnerships
- advisory groups
- board membership
- program staff & consultants
- knowledge beacon

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Slide Source: The National Center for Cultural Competence, 2004

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## What are implications for cultural and linguistic competence in community engagement for NNLM Regional Medical Libraries ... ?

- ◆ mission and vision statements?
- ◆ policy & structures for community and consumer participation?
- ◆ policy for employment & exchange of good and service?
- ◆ policy for the provision of fiscal resources and in-kind contributions ?
- ◆ skills sets for position descriptions and performance measures?
- ◆ inservice training and continuing education for staff?
- ◆ use of diverse communication modalities and technologies?
- ◆ policy to review periodically emergent demographic trends?
- ◆ policy & structures to support community engagement in languages other than English?

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Slide Source: The National Center for Cultural Competence, 2004



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## What are implications for cultural and linguistic competence for NNLM Regional Medical Libraries related to ... ?

- ◆ creating training content, approaches & materials for diverse audiences (consumer & professionals)?
- ◆ consumer education?
- ◆ marketing strategies for the RLM?
- ◆ "translating" research?
- ◆ web-based dissemination?
- ◆ exhibit design & format?
- ◆ contract & grant processes?



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As a culturally competent \_\_\_\_\_  
I am capable of interacting positively with  
people who do NOT

look like,  
talk like,  
think like,  
believe like,  
act like,  
live like...

**ME!!!**

(Modified from Multnomah County Department of Health)

Slide Source: The National Center for Cultural Competence, 2004

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