

“Culturally Competent Health Care = Putting Patients & Families First”



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University of Michigan Health System's
Program for Multicultural Health



“Culturally Competent Health Care = Putting Patients & Families First”

Cultural Competency Division

Vision:

A health care system in which cultural competency is infused throughout all healthcare settings.

Mission:

To share with all UMHS staff, faculty, & students *what* cultural competency is, *why* it is important to our work, *how* to implement cultural competency into the services we provide, and to continually *assess* our progress on this lifelong cultural competency journey.

Goal:

To enhance the staff-to-patient and family relationship from a cultural perspective.

Services:

- Multicultural Health Series – monthly presentations
 - nursing credits available
 - video lending library
- Cultural Competency *Update* – monthly news, events & education
- Multicultural Health Generalizations
- Cultural Competency Questions
- Cultural Strategic Plans
- Consultations and Presentations
- Cultural Reference Cards
- Publications and Exhibits
- Cultural Competency Division Homepage:
 - www.med.umich.edu/multicultural/ccp
- Online UMHS In/Outpatient Statistics – by race or religion

Purpose:

The Cultural Competency Division aims to improve accessibility, utilization, and the quality of care received by our diverse patient population. We assess the health needs of minority populations and develop culturally competent patient-centered services and programs to more effectively address health issues.

What is Cultural Competency?

Cultural competency is “the ability to provide care to patients with diverse values, beliefs and behaviors including tailoring delivery of care to meet patients’ social, cultural, and linguistic needs.”
(The Commonwealth Fund, NY, NY, 2002)



Why is Cultural Competency Important?

It has long been acknowledged that a patient's health beliefs and communication style play critical roles in medical care. The issues of cross-cultural communication and variations in health beliefs not only impact patient satisfaction, but can also impact clinical outcomes. Demographics are changing rapidly throughout the nation, and the service areas of the UMHS are no different. As a leader in healthcare, the UMHS must remain at the cutting-edge of developments in culturally competent medicine.

Providing Culturally Competent Health Care:

- Makes more effective use of time with patients
- Increases disclosure of patient information
- Helps with negotiating differences
- Increases patient compliance in treatment protocols
- Positively affects clinical outcomes
- Improves communication with patients
- Decreases patients’ and providers’ stress
- Builds trust in the patient-provider relationship
- Increases patient and provider satisfaction
- Meets increasingly stringent government regulations and medical accreditation requirements

Cultural competency is really about respecting cultural similarities and differences.