

Cultural Competency Program (CCP)

Established: March 14, 2000

Striving to enhance the patient & family-to-staff relationship from a cultural perspective.



Part of the University of Michigan Health System's Program for Multicultural Health.

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.

What is Cultural Competency?

Cultural Competency is defined as a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enables that system, agency, or those professionals to work effectively in cross-cultural situations (Cross et al., 1989; Isaacs & Benjamin, 1991).

Operationally defined, cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes used in appropriate cultural settings to increase the quality of services; thereby producing better outcomes. (Davis, 1997)

"Cultural competency is really about respecting cultural differences."

Elias Baumgarten, Associate Professor of Philosophy, UM-Dearborn

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.

Cultural Competence:

1. makes more effective use of time with patients
2. increases disclosure of patient information
3. helps with negotiating differences
4. increases patient compliance in treatment protocols
5. positively affects clinical outcomes
6. improves communication with patients
7. decreases stress
8. builds trust in a relationship
9. increases patient satisfaction
10. meets increasingly stringent government regulations and medical accreditation requirements

Purpose:

The CCP 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 effectively address critical health issues.

"A right is not a right if you do not have access."

Byllye Y. Avery, National Black Women's Health Project, Founder

Role:

The CCP plays a vital role in implementing cultural competency in the UMHS and in promoting good community healthcare practices. Putting patients and families first, the CCP can be a cultural competency prevention & intervention resource for you.

Vision:

Cultural Competency = Patients & Families First

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