Cultural & Linguistic Competency and Implicit Bias Resource Guide

This activity is designed to include curriculum addressing the topics of cultural and linguistic competency (CLC) and implicit bias (IB) in compliance with California Business and Professions (B&P) Code Section 2190. All those involved in the planning and execution of this activity have been asked to identify and discuss issues relevant to the topics being covered. In addition, a variety of resources are available that address cultural and linguistic competency and implicit bias. Several of these resources are outlined below.

Definitions

**Cultural and Linguistic Competency (CLC):** Ability and readiness of health care providers and health organizations to humbly and respectfully demonstrate, effectively communicate, and tailor delivery of care to patients with diverse values, beliefs, identities, and behaviors, in order to meet patients’ social, cultural, and linguistic needs as it relates to patient health.

**Implicit Bias (IB):** The attitudes, stereotypes, and feelings, either positive or negative, that affect our understanding, actions, and decisions without conscious knowledge or control. Implicit bias is a universal phenomenon. When negative, implicit bias often contributes to unequal treatment and disparities in diagnosis, treatment decisions, levels of care, and health care outcomes of people based on race, ethnicity, gender identity, sexual orientation, age, disability, and other characteristics.

Resources

**ORGANIZATIONS**

Agency for Healthcare Research and Quality (AHRQ)
https://www.ahrq.gov/ncepcr/tools/cultural-competence/definition.html

Centers for Disease Control and Prevention (CDC)
https://www.cdc.gov/healthyyouth/disparities/index.htm

https://www.cdc.gov/lgbthealth/index.htm


GLMA
http://www.glma.org/

Institute for Healthcare Improvement
http://www.ihi.org/

National Institutes for Health
https://www.nih.gov/ending-structural-racism

National LGBTQIA+ Health Education Center
https://www.lgbtqiahealtheducation.org/

Office of Minority Health
https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=1&lvlid=1

Shatterproof
https://www.shatterproof.org/

The Joint Commission
https://www.jointcommission.org/
TOOLS

Agency for Healthcare Research and Quality (AHRQ)
https://www.ahrq.gov/tools/index.html

Association of American Medical Colleges (AAMC)
https://www.aamc.org/professional-development/affinity-groups/cfas/diversity-inclusion-toolkit/resources

Harvard School of Public Health
https://implicit.harvard.edu/implicit/takeatest.html

The eQuality Toolkit: Practical Skills for LGBTQ and DSD-Affected Patient Care
https://ir.library.louisville.edu/medicine_ume/1/

University of Wisconsin Social Justice Toolkit
https://msc.wisc.edu/social-justice-toolkit/

VIDEOS

Achieving Health Equity: Tools for a National Campaign Against Racism
https://www.youtube.com/watch?v=3aXoBfmSBNQ

Prioritizing Equity video series: LGBTQ Voices

What Is Health Equity, and Why Does It Matter?
https://www.youtube.com/watch?v=NWNgUXyvDuo