

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>

https://www.cdc.gov/minorityhealth/publications/health_equity/index.html

GLMA

<http://www.glma.org/>

Institute for Healthcare Improvement

<http://www.ihl.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

<https://www.ama-assn.org/delivering-care/health-equity/prioritizing-equity-video-series-lgbtq-voices>

What Is Health Equity, and Why Does It Matter?

<https://www.youtube.com/watch?v=NWNgUXyvDuo>