

Cultural competency is defined as a set of integrated attitudes, knowledge, and skills that enables health care professionals or organizations to care effectively for patients from diverse cultures, groups, and communities.

Linguistic competency is defined as the ability to provide patients who do not speak English or who have limited ability to speak English, direct communication in the patient's primary language.

This activity is in compliance with California Assembly Bill 1195, which requires that all CME activities comprising a patient care element include curriculum addressing the topic of cultural and linguistic competency. The intent of this bill is to ensure that health care professionals are able to meet the cultural and linguistic concerns of a diverse patient population through effective and appropriate professional development. The planners, speakers and authors of this CME activity have been encouraged to address issues relevant in their topic area. A variety of resources are available that address cultural and linguistic competency, some of which can be found below.

Major Resources

The Office of Minority Health

<http://minorityhealth.hhs.gov/>

Centers for Disease Control and Prevention

<http://www.cdc.gov/minorityhealth/omhhe.html>

Agency for Healthcare Research and Quality

<http://www.ahrq.gov/professionals/systems/primary-care/cultural-competence-mco/planclas.html>

National Quality Forum

http://www.qualityforum.org/projects/Healthcare_Disparities_and_Cultural_Competency.aspx

National Center for Cultural Competence

<http://nccc.georgetown.edu/foundations/need.html>

Hospital Care

National Association of Public Hospitals and Health Systems. "Serving Diverse Communities in Safety Net Hospitals and Health Systems," *The Safety Net* 2003; 17(3): Fall.

https://apha.confex.com/apha/132am/techprogram/paper_87055.htm

Robert Wood Johnson Foundation

<http://www.rwjf.org/en/library/research/2008/06/collecting-data-on-patient-race-ethnicity-and-primary-language-t.html>

<http://www.rwjf.org/en/library/research/2014/03/responding-to-culture--beyond-cultural-competence-training.html>

<http://www.rwjf.org/en/library/articles-and-news/2009/07/studying-cultural-competence-race-and-quality-of-care.html>

America's Essential Hospitals

<https://essentialhospitals.org/>

Ambulatory Care

Agency for Healthcare Research and Quality

http://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/6-strategies-for-improving-communication/strategy_6k.pdf

Articles and References on Cultural and Linguistic Competency

Mikkonen, K., Elo, S., Kuivila, H. M., Tuomikoski, A. M., & Kääriäinen, M. (2016). Culturally and linguistically diverse healthcare students' experiences of learning in a clinical environment: a systematic review of qualitative studies. *International journal of nursing studies*, 54, 173-187.

Paris Jr, M., Silva, M. A., Diaz, E., Bedregal, L. E., Cole, R. A., & Añez-Nava, L. M. (2016). The Connecticut Latino Behavioral Health System: A culturally informed community-academic collaboration. *Psychological services*, 13(2), 140.

Macnamara, J., & Camit, M. (2016). Effective CALD community health communication through research and collaboration: an exemplar case study. *Communication Research and Practice*, 1-21.

Young, S., & Guo, K. L. (2016). Cultural Diversity Training: The Necessity of Cultural Competence for Health Care Providers and in Nursing Practice. *The health care manager*, 35(2), 94-102.

Leflore, A., Sawning, S., & Hobgood, C. (2016). Culturally Sensitive Care: A Review of Models and Educational Methods. In *Diversity and Inclusion in Quality Patient Care* (pp. 39-53). Springer International Publishing.

Powell, D. L. (2016). Social Determinants of Health: Cultural Competence is Not Enough. *Creative Nursing*, 22(1), 5-10.

Chaet, A. V., Morshedi, B., Wells, K. J., Barnes, L. E., & Valdez, R. (2016). Spanish-Language Consumer Health Information Technology Interventions: A Systematic Review. *Journal of Medical Internet Research*, 18(8), e214.