

CULTURAL COMPETENCY

“**Cultural Competency**” is a developmental process in which individuals or institutions achieve increasing levels of awareness, knowledge, and skills along a cultural competence continuum. Cultural competence involves valuing diversity, conducting self-assessments, avoiding stereotypes, managing the dynamics of difference, and institutionalizing cultural knowledge, and adapting to diversity and cultural contexts in communities. US Department of Health and Human Services publication - [A Blueprint for Advancing and Sustaining CLAS Policy and Practice](#).

State Operational Manual Appendix PP:

F699 GUIDANCE Background: §483.25(m) Background: Increasingly diverse demographics among nursing home residents require nursing homes to provide culturally competent care. Cultural competency, which includes language, and cultural preferences, and other cultural aspects such as thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups, is an important aspect of person-centered care. These elements influence the beliefs surrounding health, healing, and the delivery of health services and are critical to reducing health disparities. “Cultural competence has emerged as an important issue for three practical reasons. First, as the United States becomes more diverse, practitioners will increasingly see people with a broad range of perspectives on health, often influenced by their social or cultural backgrounds. Second, research has shown that provider-patient communication is linked to health outcomes. 1 And third, two landmark Institute of Medicine (IOM) reports - [Crossing the Quality Chasm and Unequal Treatment](#) - highlight the importance of patient-centered care and cultural competence in improving quality and eliminating health disparities.

The following resources are intended for informational purposes only:

- [The National Center for Cultural Competency](#)
- [The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care](#) (developed by the Office of Minority Health in HHS)
- Georgetown University publication - [Cultural Competence in Health Care: Is it important for people with chronic conditions](#)
- [Practicing Cultural Competence and Cultural Humility in Care of Diverse Patients](#)
- [Practical Strategies for Culturally Competent Evaluation](#)