Clinical Trial Diversification Better Practices

Topic 3: Cultural Competency

These materials were first completed on 10-April, 2015

These materials were last updated on 8-May, 2015

Version 1.1

Disclaimer: The contents of this file are not tailored to any particular factual situation and are provided “as is” without warranty of any kind, express or implied, including but not limited to fitness for a particular purpose. Neither TransCelerate, any of its Members, nor any of their employees accept any responsibility for any loss of any kind including loss of revenue, business, anticipated savings or profits, loss of goodwill or data or for any indirect consequential loss whatsoever to any person using the Change Management Tools or acting or refraining from action as a result of the information contained in the Change Management Tools. TransCelerate and its Members reserve the right to use the Change Management Tools for their own purposes without restriction. Nothing in this presentation should be construed as legal advice, nor does anything in this presentation imply or warrant that use of this approach complies with applicable laws or regulations. Users implement the approach outlined in this presentation at their own risk, and bear the sole responsibility for ensuring their compliance with applicable laws and regulations in their respective jurisdictions.
Executive Summary

Clinical trial populations are often not reflective of the target population who will use the medicine:

- Drug safety and efficacy can vary across demographic sub-groups
- Minorities have historically been under represented in clinical trial populations
- Addressing the lack of diversity in clinical trial populations is an on-going challenge for sponsors

The status quo is being challenged:

- The racial/ethnic sub-group population is growing and will soon no longer be a minority
- Marketing approvals are expected to become more stringent as regulatory authorities request more representative trial populations
- Patients, physicians and payers are increasingly demanding evidence of sub-group health outcomes
- The drive towards personalized medicine will likely require sponsors to be more expansive in their recruitment practices

Key Question:
How can sponsors improve racial/ethnic diversity in clinical trial populations to better reflect the targeted population?

Recommendation:
- The Clinical Trial Diversification initiative recommend sponsors pro-actively raise awareness of cultural differences across population sub-groups which may have an impact on patient engagement, enrollment and retention. This presentation provides an overview of the business case, provide guidance and references key resources which can be readily accessed by sponsor companies.
Sponsors face increasing pressure to ensure clinical trial populations reflect the disease state

Changing pressures to ensure representative diversity in clinical trial populations:

**Regulatory / Political**
Regulators are increasingly focused on ensuring trial populations are representative of the indicated population

**Scientific**
The standard practice of generalizing scientific conclusions is challenged by the demand for personalized medicine

**Commercial**
In the US, traditional minority populations are growing rapidly and expected to become the majority

**Social Responsibility**
Broad recognition of the need to develop drugs with all patients in mind

- Current FDA guidance\(^1\) states:
  
  “Although FDA has long requested race and ethnicity data on subjects in certain clinical trials, the Agency has not previously made explicit recommendations on the categories to use when collecting and reporting the data”

- However, minority populations generally remain under-represented in clinical trial populations\(^2\)
  
  *African Americans represent 12% of the U.S. population but only 5% of clinical trial participants*
  
  *Hispanics represent 16% of the U.S. population but only 1% of clinical trial participants*

---


\(^2\) FDA Consumer updates: Clinical Trials Shed Light on Minority Health (Available at [http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm349063.htm](http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm349063.htm)). Accessed Feb 15, 2015
Objectives and Target Audience

• The objective of the following content is to be used by sponsor company study teams to help raise awareness at the site level of the benefits of cultural competency and provide guidance on how and when to use available resources.

• Content provided in this presentation is intended for sponsor company resources with responsibility overseeing aspects of Clinical Operations relating to sites and patients. In particular, those in the following roles:
  – Program and / or Study Management
  – Site Managers
  – Site Monitors
  – Site liaisons

*Each company should assess which roles are applicable*
Did you know...?

• In Hispanic culture\(^1\):
  
  – Patients rely on his / her family to help make health care decisions
  
  – Confusion is caused when a doctor asks them to make a treatment decision, such as participating in a clinical trial. Hispanic patients tend to believe the doctor will tell them what to do
  
  – Tend to not want to jeopardize responsibilities within the home by being on a clinical trial. It is important in keeping commitments to the family.


Cultural competency entails adapting to the social and cultural influence on patients' beliefs and behaviors

Cultural competency is:
- Awareness of unique, and defining characteristics of various populations
- Recognition of the importance of social and cultural influences on patients’ health beliefs and behaviors
- Expression of the researcher's awareness in their actions and the incorporation into the research design, conduct and interpretation

Core Capabilities:
1. Value Diversity
2. Acquire & Institutionalize Knowledge
3. Assess Competency
4. Manage Differences
5. Ensure Adaptability

Cultural awareness can influence the development of research ideas, conduct of research and assessment of research findings.

Cultural competency can benefit patient recruitment, retention and outcomes

<table>
<thead>
<tr>
<th><strong>Sponsors</strong></th>
<th><strong>Investigators</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Designing clinical plans which better meet the practical needs of patients (e.g. visit designs, etc.)</td>
<td>• Improving awareness of where / how to locate patient populations</td>
</tr>
<tr>
<td>• Preparing informed consent documentation and other patient literature</td>
<td>• Increasing recognition within patient groups of clinical trials being applicable to them</td>
</tr>
<tr>
<td>• Offering sites / PIs culturally appropriate tools to better engage patients</td>
<td>• Improving patient engagement through culturally appropriate communication</td>
</tr>
<tr>
<td></td>
<td>• Increasing the likelihood of enrolling patients and obtaining informed consent</td>
</tr>
<tr>
<td></td>
<td>• Improving patient retention</td>
</tr>
</tbody>
</table>

In addition, cultural competency is critical to:

• Reducing health disparities and improving access to high-quality health care
• Delivering services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients
Cultural competency training has inherent challenges and limitations

Cultural competency materials may be oversimplified or inaccurate:
– True competency requires individual interactions
– Too narrow a definition of culture (e.g. focus on race & ethnicity)
– May incorrectly presume homogeneity among subpopulations
– May not reflect the constantly shifting nature of a culture

Lack of evidence cultural competency leads to improvement in patient outcomes
– May improve individualized care, but insufficient to eliminate health disparities
– Health outcomes more strongly correlated with education and access

Miscommunications, misunderstandings, and dissatisfaction with treatment can still occur between patients and providers of the same “culture.”

We don’t have specific examples of good culturally competent care

Cultural competency training has a large and complex landscape! The following slides provides a non-exhaustive summary of available regulations and resources
In Summary:

- Cultural Competency is a broad area of study with many available trainings
  - Subjective and not objective; Goal is to enhance individual awareness, may/may not evoke an individual to change their views/behaviors
  - “You can teach the content but it requires a facilitated change” – Dr. Forest Toms

- Cultural Competency trainings can help build;
  - awareness of the needs of individual patients and their sensitivities in addition to providing information to strengthen communication
  - an appreciation for the traditions and beliefs of diverse patient populations
  - an understanding of the impact that stereotyping can have on medical decision-making
  - enhance skills and techniques to overcome language barriers
Additional Information

• For any questions relating to this content, please contact Dejuana Hall (halldp@lilly.com) or Kim Doggett (Kimberly.Doggett@ucb.com)

• Further information can also be found on the TransCelerate website (www.transceleratebiopharmainc.com)
Cultural Competency Training Resources*

- Cultural Competency Training: Organizations and Resources
- Cultural Competency Training: Medical Schools
- Continuing Education Resources
- Corporate Training Resources
- Online Vendor Resources
- Insurance Providers
- Reference Materials
- Cultural Competency Subject Matter Experts

*Note, navigation links only work in presentation mode
<table>
<thead>
<tr>
<th>Link to Summary</th>
<th>Internet Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>The National Center for Cultural Competence:</td>
<td><a href="http://nccc.georgetown.edu/">http://nccc.georgetown.edu/</a></td>
</tr>
<tr>
<td>Diversity RX:</td>
<td><a href="http://diversityrx.org/">http://diversityrx.org/</a></td>
</tr>
<tr>
<td>Bureau of Cultural Competence:</td>
<td><a href="http://www.omh.ny.gov/omhweb/cultural_competence/">http://www.omh.ny.gov/omhweb/cultural_competence/</a></td>
</tr>
<tr>
<td>Enhancing Minority Participation in Clinical Trials</td>
<td><a href="http://www.empactconsortium.com/training-courses">http://www.empactconsortium.com/training-courses</a></td>
</tr>
</tbody>
</table>

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Educational Opportunities for Physicians:

- [CME Course - Incorporating Cultural and Linguistic Competence into the Diagnosis and Treatment of Depression](HRSA Grantee Web Site)
- [COE Cultural Competence Curriculum](HRSA-funded Web site)
- [Promoting, Reinforcing and Improving Medical Education - Diversity Curriculum](not a US Government web site)
- [Achieving Diversity in Dentistry and Medicine](not a US Gov. web site)
- [Society of Teachers of Family Medicine User’s Guide: Cultural Competence](not a US Gov. web site)
- [Stanford University, School of Medicine Geriatric Education Center Program](HRSA grantee)
- [Florida State University, School of Medicine Ethno-Geriatrics Curriculum Supplement](HRSA grantee)
- [Cultural Broker Guide](HRSA grantee)
- [Guiding Principles for Cultural Competency](HRSA grantee)
- [New Online Training Series - Treating Adolescents with HIV: Tools for Building Skills in Cultural Competence, Clinical Care, and Support](HRSA grantee)

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Curriculum in Ethnogeriatrics: [http://web.stanford.edu/group/ethnoger/](http://web.stanford.edu/group/ethnoger/) this program teaches cultural competence to health care staff who work with elders from diverse ethnic backgrounds. The five comprehensive modules are designed so they can be used together or individually. African-American, Native American, Asian Pacific Islander, Asian Indian, Chinese, Filipino, Japanese, Korean, Native Hawaiian, Pakistani, and Southeast Asian curricula are offered:

- **MODULE ONE:** INTRODUCTION AND OVERVIEW
- **MODULE TWO:** PATTERNS OF HEALTH RISK
- **MODULE THREE:** CULTURALLY APPROPRIATE GERIATRIC CARE: FUND OF KNOWLEDGE
- **MODULE FOUR:** CULTURALLY APPROPRIATE GERIATRIC CARE: ASSESSMENT
- **MODULE FIVE:** CULTURALLY APPROPRIATE GERIATRIC CARE: HEALTH CARE INTERVENTIONS, ACCESS AND UTILIZATION
- **ETHNIC SPECIFIC MODULES**

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
The US Department of Health and Human Services (DHHS): Office of Minority Health (OMH)

Resources:

- **Center for Linguistic and Cultural Competency in Health Care**: (CLCCHC) addresses the health needs of populations who speak limited English. Its mission is to collaborate with federal agencies and other public and private entities to enhance the ability of the health care system to effectively deliver linguistically appropriate and culturally competent health care to limited English-speaking populations.

- **National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (The National CLAS Standards)**: The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (The National CLAS Standards) aim to improve health care quality and advance health equity by establishing a framework for organizations to serve the nation's increasingly diverse communities:
  - Principal Standard
  - Governance, Leadership and Workforce
  - Communication and Language Assistance
  - Engagement, Continuous Improvement and Accountability

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Think Cultural Health: (TCH) is the flagship initiative of the OMH Center for Linguistic and Cultural Competence in Health Care, dedicated to advancing health equity at every point of contact. Their goal is to Advance Health Equity at Every Point of Contact through the development and promotion of culturally and linguistically appropriate services:

- Providers can take the first step to improve the quality of health care services given to diverse populations. By learning to be more aware of their own cultural beliefs and more responsive to those of their patients.
- Resources and tools to promote cultural and linguistic competency in health care. You may access free and accredited continuing education programs as well as tools to help you and your organization provide respectful, understandable and effective services.

Continuing Education:

- A Physician's Practical Guide to Culturally Competent Care: a free, online educational program accredited for physicians, physician assistants, and nurse practitioners
- Culturally Competent Nursing Care: A Cornerstone of Caring: a free, online educational program accredited for nurses and social workers.

Specialized Education:

- Join the CLCCHC: Brief educational video case studies for specialties, including Pediatric Obesity, High Blood Pressure and Pregnancy, and Surgery, may be found on Join the CLCCHC.
- Stopping Discrimination Before it Starts: The Impact of Civil Rights Laws on Healthcare Disparities - A Medical School Curriculum developed by the National Consortium for Multicultural Education for Health Professionals at Stanford University School of Medicine, the HHS Office for Civil Rights and the HHS Office of the General Counsel

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
US Department of Health and Human Services (DHHS): The Office of Minority Health (OMH) (cont.)

Educational Opportunities for Physicians:

- CME credits: https://cccm.thinkculturalhealth.org/default.asp
- (Links to) Cultural Assessment Tools for organizations and individuals – more references available at:
  - National Center for Cultural Competence: http://www11.georgetown.edu/research/gucchd/nccc/index.html
  - Kaiser Family Foundation Compendium of Cultural Competence in Health Care: http://www.kff.org/uninsured/6067-index.cfm
  - University of Michigan Medical School: http://www.med.umich.edu/multicultural/ccp/iia.htm
  - Association of American Medical Colleges (AAMC): http://www.aamc.org/meded/tacct/
  - Cultural Competence self-assessment protocol for health care organizations and systems (developed by Dennis Andrulis): http://erc.msh.org/provider/andrulis.pdf
  - Others specific to mental health, sponsored by BCBS of Massachusetts, Health Resources and Services Administration (HRSA), American Academy of Orthopaedic Surgeons (AAOS)
  - National Committee for Quality Assurance: http://www.ncqa.org/

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
US Department of Health and Human Services (DHHS): Think Cultural Health (TCH)

- **A Physician's Practical Guide to Culturally Competent Care**: is a self-directed training course designed for physicians, physician assistants, and nurse practitioners. With growing concerns about racial and ethnic disparities in health and about the need for health care systems to accommodate increasingly diverse patient populations, cultural competence has become more and more a matter of national concern.
  - Must Register to take the course
  - No cost to register and or take the course
  - Site offers CME/CE credit, but no longer for nurses and pharmacists
  - Each Course includes modules. You must complete the modules in sequential order
  - You must complete an entire Course to earn credits. And must pass each Post-test with a score of 70% or better and complete the Course Evaluation.
  - DOs can obtain a maximum of 9 continuing education credits for completing this program. The American Academy of Osteopathy (AAO) accepts Category 1 AMA Physician's Recognition Award credits, for which this program is accredited.
  - Note: CEs are available for nurses through the Culturally Competent Nursing Care: A Cornerstone of Caring e-learning program located at https://ccnm.thinkculturalhealth.hhs.gov

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Continuing education programs: are designed to help individuals at all levels and in all disciplines promote health and health equity. *(Free online educational trainings):*

- Culturally Competent Nursing Care: A Cornerstone of Caring
- Cultural Competency Curriculum for Disaster Preparedness and Crisis Response
- Cultural Competency Program for Oral Health Professionals

Specialized Education: brief educational video case studies for specialties, including Pediatric Obesity, High Blood Pressure and Pregnancy, and Surgery, may be found on Join the CLCCHC.

- **Stopping Discrimination Before it Starts: The Impact of Civil Rights Laws on Healthcare Disparities** - A Medical School Curriculum developed by the National Consortium for Multicultural Education for Health Professionals at Stanford University School of Medicine, the HHS Office for Civil Rights and the HHS Office of the General Counsel

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
US Department of Health and Human Services (DHHS): Specialized Information Services (SIS)

- **Multi-Cultural Resources for Health Information for Cultural Competency**
  - Advancing Effective Communication, Cultural Competence, and Patient-and Family-Centered Care
    Compilation of websites, reports, guidelines, and training tools The Joint Commission
  - Center for Multicultural Health
    The Center promotes the health and well-being of diverse communities
  - Cross Cultural Health Care Program
    Addresses broad cultural issues that impact the health of individuals and families
  - Cultural and Linguistic Competency
    Pathfinder page to guides and resources for improving health care delivery Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services
  - Cultural Competence Education for Health Care Professionals
    A collection of case studies and training materials The California Endowment
  - Cultural Competence Resources for Health Care Providers
    Health Resources and Services Administration U.S. Department of Health and Human Services
  - Cultural Competency
    Commonwealth Fund
  - Cultural Competency
    Guides and resources, national standards, policies, initiatives and laws, reports, and training tools Office of Minority Health, U.S. Department of Health and Human Services
  - Cultural Competency
    Guidebook designed for use by providers of services to racially and ethnically diverse older populations U.S. Administration on Aging
  - Cultural competency in health: a guide for policy, partnerships and participation
    National Health and Medical Research Council, Australian Government

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*

- **Culture Clues™**
  Tip sheets for clinicians University of Washington Medical Center

- **CulturedMed**
  A resource of print materials promoting culturally competent health care Peter J. Cayan Library, State University of New York Institute of Technology

- **Diverse Communities and Alzheimer’s**
  Resource on dementia Alzheimer's Association

- **Diversity Rx**
  Promotes language and cultural competence

- **Ethnicity, Culture and Alcohol**
  National Institute on Alcohol Abuse and Alcoholism

- **EthnoMed**
  Contains information about cultural beliefs and medical issues on the health care of recent immigrants Harborview Medical Center, University Of Washington

- **Health Literacy and Cultural Competency**
  Health Resources and Services Administration

- **Improving Patient Care: Cultural Competence**
  American Academy of Family Physicians

- **Minority and Multicultural Affairs**
  Health care services and access to rural minority populations including African Americans, Asian Americans, Hispanic/Latinos, and Native Americans National Rural Health Association

- **Multicultural Health Clearinghouse**
  Comprehensive list of health resources for a variety of cultural groups McKinley Health Center, University of Illinois at Urbana-Champaign

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*

- National Center for Cultural Competence (NCCC)
  Resources for culturally and linguistically competent service delivery systems Georgetown University Center for Child and Human Development

- A Physician’s Practical Guide to Culturally Competent Care
  Offers CME and CEU credit for health care professionals Office of Minority Health, U.S. Department of Health and Human Services

- The Provider's Guide to Quality & Culture
  Assisting health care organizations in providing culturally competent services Management Sciences for Health

- The Rehabilitation Provider's Guide to Cultures of the Foreign-Born
  Eleven-volume monograph series Center for International Rehabilitation Research Information and Exchange, University at Buffalo

- State Offices of Minority and Multicultural Health Liaison Map
  Office of Minority Health Resource Center, U.S. Department of Health and Human Services

- Think Cultural Health
  Continuing Education programs for nurses and physicians Office of Minority Health, U.S. Department of Health and Human Services

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Self Assessments (Organizational and Individual):

- **Online Assessments**
  - [Cultural Competence Health Practitioner Assessment](#) (CCHPA): The CCHPA is designed as an on-line self-assessment and educational tool. It is not available as a printed instrument and has not been validated as a measure to be used for research studies and evaluation activities. *If you wish to use the CCHPA as part of a training or educational activity, please contact the National Center for Cultural Competence for permission.*

- **PDF Assessment Tools and Documents**
  - [Cultural and Linguistic Competence Assessment for Disability Organizations (CLCADO): Assessment and Guide](#)
  - [Cultural and Linguistic Competence Family Organization Assessment (CLCFOA) | Guide for Using the CLCFOA](#)
  - [Cultural and Linguistic Competence Organizational Assessment Instrument for Fetal and Infant Mortality Review Programs (CLCOA-FIMR)](#)
  - [Cultural and Linguistic Competence Policy Assessment (CLCPA)](#)
  - [Curricula Enhancement Module Series: Cultural Self-Assessment](#)
  - [A Guide to Planning and Implementing Cultural Competence Organizational Self-Assessment](#)
  - [Innovative Self-Assessment and Strategic Planning: Addressing Health Disparities in Contra Costa County](#)
  - [Promoting Cultural & Linguistic Competency Self-Assessment Checklist for Personnel Providing Services and Supports In Early Intervention and Early Childhood Settings | En Español](#)
  - [The Role of Self-Assessment in Achieving Cultural Competence](#)

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Promoting Cultural and Linguistic Competency Self-Assessment Checklist for Personnel Providing Primary Health Care Services

Promoting Cultural Diversity and Cultural Competency Self-Assessment Checklist for Personnel Providing Services and Supports to Children with Disabilities & Special Health Needs and their Families | En Español

Promoting Cultural Diversity and Cultural Competency: Self-Assessment Checklist for Personnel Providing Behavioral Health Services and Supports to Children, Youth and Their Families

Promoting Cultural Diversity and Cultural Competency Self-Assessment Checklist For Personnel Providing Services and Supports to Individuals and Families Affected by Sudden Infant Death Syndrome and Other Infant Death (SUID) | En Español

Distance Learning Curricula:

African American Faith-Based Bereavement Initiative: Curriculum

Body/Mind/Spirit: Toward a Biopsychosocial-Spiritual Model of Health

Bridging the Cultural Divide in Health Care Settings: The Essential Role of Cultural Broker Programs

Cultural and Linguistic Competence Self-assessment for Fetal and Infant Mortality Review Programs Webinar

Curricula Enhancement Module Series

Data Vignettes

Infusing Cultural and Linguistic Competence in to Health Promotion (Video)

Mentoring--an Evidence-based Strategy to Increase the Number of Students and Faculty from Racial and Ethnic Groups Underrepresented in Maternal and Child Health Training Programs

Toolkit for Community Health Providers: Engaging Ethnic Media to Inform Communities about Safe Infant Sleep

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Training, Technical Assistance and Consultation

- The NCCC has conducted over 70 separate technical assistance, consultation and training events on cultural competence self-assessment processes for program grantees of the Maternal and Child Health Bureau (MCHB) and Bureau of Primary Care (BPHC) and other organizations on a contractual basis. Contact NCCC faculty at cultural@georgetown.edu for additional information.

- Cost for the training (pending)
Diversity RX

- Providing or gaining knowledge and improving skills to more effectively provide care to diverse populations
  - Health Professions School Programs Requirements, curricula, and other training tools for use in medical, nursing, and other formal health professions degree programs.
  - Continuing Education Requirements, curricula, and other training tools for teaching cultural competence in work settings or other non-degree educational situations.
  - Curricula Development Developing cultural competence training programs and courses of study in any setting.
  - Assessment Evaluating cultural competence skills (pre- and post-training) and determining the need for cultural competence training in organizations. Evaluating the effectiveness of cultural competence training programs and curricula.

- Cultural Competence 101: You want to make your professional practice or health care organization more responsive to the needs of culturally diverse populations, but you’re not sure where to start. We’ve identified resources that will help you get started – or benchmark your current efforts.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Diversity RX

- This list shows all the website content related to Culturally Competent Care:
  - **Care Management** Coordinating services that addresses cultural and linguistic issues on behalf of a person within a health care institution or among several institutions. Includes medical home models.
  - **Clinical Interactions** Addressing cultural and linguistic issues in the context of clinical interactions; patient-provider communication.
  - **Community Education** Health promotion, disease prevention, and community health worker programs for community outreach to culturally diverse populations.
  - **Mental Health/Substance Abuse** Issues and strategies related to behavioral health for diverse populations.
  - **Patient Education and Support** Patient and family education, cultural support, and patient navigation within a health care institution that addresses cultural and linguistic issues.
  - **Patient Safety** Cultural and linguistic issues relating to the reduction and prevention of inadvertent harm to patients as a result of their care.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Enhancing Minority Participation in Clinical Trials: (EMPACT)

- **Cultural Competency Assessment Tool**: Self Assessment Tool designed to evaluate your own personal perceptions of culture.

- **Define cultural competency and identify how cultural factors affect minority recruitment to clinical trials**: (Video and PDF Booklet) - Participants will be able to: Define culture and recognize the role culture may play in minority recruitment to clinical trials. Explain how cultural factors may influence participants’ decision to enroll in clinical trials. Implement a cultural competent framework to recruiting minorities to clinical trials.

- **Identify and address the cultural barriers to minority recruitment to clinical trials**: (Video and PDF Booklet) - participants will be able to: Discuss the complexity of culture and provide solutions to address cultural barriers to minority recruitment to clinical trials.

- **Describe an effective method used to facilitate culturally competent and culturally acceptable communication between researcher and participants**: (Video and PDF Booklet) - participants will be able to: Explain the importance of utilizing a cultural appropriate communication model. List the steps of the L.E.A.R.N communication model. Give examples of how to incorporate the L.E.A.R.N model in increasing effective communication between researchers and participants.

- **Examine the ways in which the Culturally and Linguistically Appropriate Services (CLAS) standards can be applied to recruiting diverse communities to clinical trials**: (Video and PDF Booklet) - participants will be able to: List the 14 CLAS standards of clinical practice. Differentiate between the standards that apply to culturally competent care, language access services, and organizational supports for cultural competence.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Cultural Competency Training: Medical Schools

<table>
<thead>
<tr>
<th>Link to Summary</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cultural Competency Training: Medical Schools</td>
<td>Summary of medical school requirements and training summary</td>
</tr>
<tr>
<td>Cultural Competency Training: Courses in Continuing Education for Medicine and Surgery</td>
<td>Summary of medicine and surgery cultural competency topics</td>
</tr>
<tr>
<td>Rutgers Robert Wood Johnson Medical School</td>
<td>Example medical school trainings and tools</td>
</tr>
<tr>
<td>University of Washington Medical Center</td>
<td>Example medical school trainings and tools</td>
</tr>
<tr>
<td>University of Michigan Medical Center</td>
<td>Example medical school trainings and tools</td>
</tr>
<tr>
<td>State Legislation of Cultural and Linguistic Competence: New Jersey</td>
<td>NJ state requirements for physicians</td>
</tr>
<tr>
<td>State Legislation of Cultural and Linguistic Competence: Connecticut</td>
<td>CT state requirements for physicians</td>
</tr>
<tr>
<td>State Legislation of Cultural and Linguistic Competence: California</td>
<td>CA state requirements for physicians</td>
</tr>
</tbody>
</table>

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Medical schools have introduced cultural competency as one of the competencies required for graduation, and the Association of American Medical Colleges (AAMC) now requires it for medical school accreditation. Three major conceptual approaches have emerged for teaching cultural competence:

- **Knowledge-based programs** (the multicultural/categorical approach) these programs may also identify common ethno-medical beliefs and practices thought to influence the patient-physician relationship and medical outcomes.
- **Attitude-based curricula** (the cultural sensitivity/awareness approach) these curricula often use self-reflection and explore issues of bias, racism, and gender disparities.
- **Skill-building educational programs** (the cross-cultural approach). These skills are applied to negotiate the patient's participation in decisions and treatment.
- **Training Format:** can be taught through classroom lectures, workshops, electives, standardized patient exercises, clinical clerkships, language training, immersion programs, and other interactive exercises. Most training occurs during the first or second years of medical school, commonly in a case-based or didactic format.

- Wake Forest School of Medicine: the Dean of Medical Education created a Cultural Competency Theme Team (CCTT), which is composed of individuals who direct curriculum components. The CCTT is charged with integrating culturally relevant activities throughout the 4 years of medical education.

- The American College of Physicians supports cultural training for health care providers and administrators via State CME Requirements:
  - Cultural Competence *(Connecticut and New Jersey)*
  - Complementary and Integrative Medicine 2015
  - Understanding Medical Decision-Making in Diverse Culture

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
# Cultural Competency Training: Continuing Education for Medicine and Surgery

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Profession</th>
<th>Credits</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Action Plan for Cultural Competence</td>
<td>Medicine and Surgery</td>
<td>1.0</td>
<td>$15</td>
</tr>
<tr>
<td>Cultural Competence Bundle</td>
<td>Medicine and Surgery</td>
<td>6.0</td>
<td>$81</td>
</tr>
<tr>
<td>Cultural Competence: Culturally Diverse Staff Working Together</td>
<td>Medicine and Surgery</td>
<td>1.0</td>
<td>$15</td>
</tr>
<tr>
<td>Cultural Competence: Culture and Mental Health</td>
<td>Medicine and Surgery</td>
<td>1.0</td>
<td>$15</td>
</tr>
<tr>
<td>Cultural Competence: Culture and Women’s Health</td>
<td>Medicine and Surgery</td>
<td>1.0</td>
<td>$15</td>
</tr>
<tr>
<td>Cultural Competence: The Role of Culture in Pain Management</td>
<td>Medicine and Surgery</td>
<td>1.0</td>
<td>$15</td>
</tr>
<tr>
<td>Effective Communication With Patients The New Joint Commission Standards</td>
<td>Medicine and Surgery</td>
<td>1.0</td>
<td>$15</td>
</tr>
<tr>
<td>Physician Cultural Competency Course Collection</td>
<td>Medicine and Surgery</td>
<td>1.0</td>
<td>$60</td>
</tr>
</tbody>
</table>

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
The Center for Healthy Families and Cultural Diversity (CHFCD) in the Department of Family Medicine and Community Health, Rutgers Robert Wood Johnson Medical School was established in 1997, and is dedicated to leadership, advocacy, and excellence in promoting culturally-responsive, quality health care for diverse populations. They provide the following:

- Education and Training
- Technical Assistance/Consultation
- Research and Evaluation

**References** - Medical Education

**Resources** - Online and Print Information

**Cross Cultural Health Links** - Health Disparities/Cultural and Linguistic Competence

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Patient and Family Education Services: [http://depts.washington.edu/pfes/CultureClues.htm](http://depts.washington.edu/pfes/CultureClues.htm) have created *Culture Clues™* which are tip sheets for clinicians. They are designed to increase awareness about concepts and preferences of patients from the diverse cultures served by University of Washington. They are available for the following cultures:

- A Communication Guide -- All Cultures
- Albanian
- Chinese
- Deaf
- Hard of Hearing
- Korean
- Latino
- Russian
- Somali
- Vietnamese

Tip sheets are also available regarding end-of-life care as often preferred by various cultures. The End-of Life *Culture Clues™* are available for:

- The Latino Culture
- The Russian Culture
- The Vietnamese Culture

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
University of Michigan Medical School: [http://www.med.umich.edu/multicultural/ccp/iaa.htm](http://www.med.umich.edu/multicultural/ccp/iaa.htm): The Program for Multicultural Health (PMCH), a unit of the University of Michigan Health System (UMHS), is committed to reducing health disparities by providing culturally appropriate and culturally sensitive health promotion, education, and research programs for surrounding communities. The primary goals of our program are to ensure optimum health outcomes, healthcare environments, and health behaviors by identifying and addressing culturally unique health needs.

Resources for Culturally Appropriate Care:

- Advancing Effective Communication, Cultural Competence, and Patient-and Family-Centered Care: A Roadmap for Hospitals
- American Medical Association - Health Literacy and Patient Safety
- DiversityRx
- Health Research and Educational Trust Disparities: A Toolkit for Collecting Race, Ethnicity and Primary Language information from Patients
- Improving Quality and Achieving Equity: A Guide for Hospital Leaders
- National Center for Cultural Competence (NCCC)
- Office of Minority Health National Standards on Culturally and Linguistically Appropriate Services (CLAS)
- Robert Wood Johnson’s Speaking Together Toolkit
- The Center for Healthy Families and Cultural Diversity (CHFCD)
- Think Cultural Health

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Cultural Competency Training : State Legislation of Cultural and Linguistic Competence

- There are only 2 states: New Jersey and Connecticut that have mandated cultural competency training for doctors in Cultural competency to renew a physicians’ license or to be eligible for malpractice insurance.

- (1) New Jersey: http://www.state.nj.us/lps/ca/medical.htm#bme5: The law specifically required that this group of physicians complete this training in addition to the usual CME required for re-licensure. There is a one-time requirement for cultural competency training. Licensees must complete at least 6 hours of training in cultural competency in six topics. The six credits for cultural competence are in addition to the 100-hour requirement for physicians licensed prior to 3/24/05; these credits may be included if licensed after this date.
  - The state medical board specifies there topics that must be covered in training: common definitions of cultural competence, race, ethnicity and culture; an appreciation for the traditions and beliefs of diverse patient populations; an understanding of the impact that stereotyping can have on medical decision-making; strategies for recognizing and eliminating health care disparities; and ways to enhance skills and techniques to overcome language barriers, including working with interpreters.
  - The state does not regulate the training tools for the required CME topics. Each licensee is responsible for identifying, covering the cost and completing the required topics. The state does not have a list of preferred vendors, but does note the following as a resources:
    - An on-line CME-accredited cultural competency training course called Quality Interactions that meets the requirements set forth by NJ Bill.
    - InforMed Continuing Medical Education “The Cultural Competency Update for Physicians” ($95)

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
2) Connecticut: [http://www.dph.state.ct.us](http://www.dph.state.ct.us) does not regulate the training tools for the required CME topics. Each licensee is responsible for identifying, covering the cost and completing the required topics. (CME 1hr and Licensure Period 2yrs). The state does not have a list of preferred vendors, but does list the following resources on their website:

- National Standard for Culturally and Linguistically Appropriate Service in Health and Health Care
- Blueprint for Advancing and Sustaining CLAS
- National Enhanced CLAS Standards
- National Standards for Culturally and Linguistically Appropriate Services (CLAS) Final Report
- Cultural and Linguistic Competence Policy Assessment
- Guide - Using the Cultural & Linguistic Competence Policy Assessment Instrument
- CLAS Standards Assessment Tool
- Cultural Competency-Continuing Education
- What is Cultural Competency
- A Physician’s Guide to Culturally Competent Care
- Culturally Competent Nursing Care
- Cultural Competence Curriculum for Disaster
- Cultural Competency Legislation
- Culture Clues
- Culturally Effective Care Toolkit
- Tools for Assessing Cultural Competence Training
- CLAS Clearinghouse - Publications and

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
As of July 2006, the state of California implemented that all CME there must contain clinically relevant cultural and linguistic information, such as how symptoms may present themselves differently in men versus women or how management of a disease should be adjusted for specific cultural groups.

- The state requires 25 CME credits each year. "For a course to be accredited for CME, the administrators have to provide evidence that they are incorporating cultural competency into their activities."
## Cultural Competency Training: Continuing Education Resources

<table>
<thead>
<tr>
<th>Link to Summary</th>
<th>Internet Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychology Continuing Education</td>
<td><a href="http://www.ceunit.com/">http://www.ceunit.com/</a></td>
</tr>
<tr>
<td>American Academy of Family Physicians (AAFP)</td>
<td><a href="http://www.aafp.org/home.html">http://www.aafp.org/home.html</a></td>
</tr>
<tr>
<td>The American Medical Association</td>
<td><a href="http://www.ama-assn.org/ama">http://www.ama-assn.org/ama</a></td>
</tr>
<tr>
<td>America’s Health Insurance Plans (AHIP):</td>
<td><a href="http://www.ahip.org/">http://www.ahip.org/</a></td>
</tr>
<tr>
<td>The Association of American Medical Colleges (AAMC)</td>
<td><a href="https://www.aamc.org/initiatives/tacct/">https://www.aamc.org/initiatives/tacct/</a></td>
</tr>
<tr>
<td>The American Academy of Pediatrics</td>
<td><a href="http://www.aap.org/">http://www.aap.org/</a></td>
</tr>
<tr>
<td>Cross Cultural Health Care - Case Studies</td>
<td><a href="http://xculture.org/">http://xculture.org/</a></td>
</tr>
<tr>
<td>Quality Interactions</td>
<td><a href="http://qualityinteractions.org/">http://qualityinteractions.org/</a></td>
</tr>
<tr>
<td>Culture Advantage</td>
<td><a href="http://www.culture-advantage.com">http://www.culture-advantage.com</a></td>
</tr>
</tbody>
</table>

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Psychology Continuing Education:

- **Cultural Competence and Diversity:** This web-based course covers the factors that influence culture including values and attitudes. The DSM-IV TR Outline for Cultural Formulation will be covered.
- Provides an opportunity to review the study course materials and preview the (24) item “Cultural Competence and Diversity” test before registering to take the test.
- 6 CEUs  Cost: $48.00

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
American Academy of Family Physicians (AAFP):

- **Quality Care for Diverse Populations**: [http://www.aafp.org/home.html](http://www.aafp.org/home.html)
  provides links to other sites that offer resources on cultural proficiency, such as assessment tools, handbooks, guidelines and videos.
- It is a free program acceptable for 2.5 CME credits to physicians.
- Cultural competence self-assessment test
- This Web-based program, geared toward physicians and other health care professionals, offers a series of five video vignettes depicting physician-patient visits as a means to explore cultural and ethnic issues found in the health care environment.
- The video of the program may be purchased for $150 and the CD-ROM may be purchased for $100.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
American Medical Association (AMA):

- AMA offers a kit (DVD, CD-ROM and facilitation guide) that challenges physicians and healthcare practitioners to improve their cultural competence skills. The program builds on awareness of the inequities in care that patients from diverse racial and ethnic backgrounds receive. The cost of the kit is $10 for AMA members and $15 for nonmembers.

- Ethical Force Program® has created the Communications Climate Assessment Toolkit (C-CAT) to assess a health care organization’s communication environment ability to provide significant improvement in patient care. The following consultants have received specialized training in how to use and interpret the results of the C-CAT. While the C-CAT surveys are available for free, we strongly encourage organizations to work with trained consultants throughout the assessment process
  - Compass Consulting Services, LLC
  - Critical Measures, LLC
  - Cross Cultural Health Care Program
  - CulturaLink, Inc.
  - Global Healthcare Associates, LLC
  - Health Communication Research Institute
  - Health Literacy Forward
  - Health Literacy Missouri
  - Health Literacy Wisconsin (HLW)
  - Wilson-Stronks, LLC

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
America’s Health Insurance Plans (AHIP):

- **Quality Interactions®: A Patient-Based Approach to Cross-Cultural Care:**
  [http://www.ahip.org/](http://www.ahip.org/)

  Consists of four free, separate online courses providing physicians/clinicians, nurses, case managers and health care professionals with the tools and skills to communicate more effectively with patients from diverse backgrounds. The courses are: Quality Interactions for Physicians (2.5 CME credits), Quality Interactions for Nurses & Case Managers (2.5 CEU/CCM credits), Quality Interactions Refresher Clinical Case Study Courses (1 CME/CEU/CCM) and Quality Interactions for Health Care Employees Course (certificate of completion).

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
The Association of American Medical Colleges (AAMC):

- The Association of American Medical Colleges [https://www.aamc.org/initiatives/tacct/](https://www.aamc.org/initiatives/tacct/) is a not-for-profit association representing all 141 accredited U.S. and 17 accredited Canadian medical schools, nearly 400 major teaching hospitals and health systems, including 51 Department of Veterans Affairs medical centers, and nearly 90 academic and scientific societies.

- The Association of American Medical Colleges (AAMC) requires cultural competency as one of the competencies required for graduation.

- **Tool for Assessing Cultural Competence Training (TACCT):** TACCT is a self-administered assessment tool that can be used by medical schools to examine all components of the entire medical school curriculum.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
The American Academy of Pediatrics (AAP):

- The American Academy of Pediatrics: [http://www.aap.org/](http://www.aap.org/) : the American Academy of Pediatrics (AAP) defines culturally effective care as “the delivery of care within the context of appropriate physician knowledge, understanding, and appreciation of cultural distinctions leading to optimal health outcomes.” Such understanding should take into account the beliefs, values, actions, customs, and unique health care needs of distinct population groups. This Culturally Effective Care Toolkit is a practical, hands-on resource to help practicing pediatricians and their office staff provide culturally effective care to their patients and families:
  - Culturally Effective Care Toolkit: Behavior and Child Development
  - Culturally Effective Care Toolkit: Continuing Medical Education (CME) Opportunities (Word Files):
    - **Tool 9A:** Management Sciences for Health: *The Provider’s Guide to Quality and Culture*
    - This comprehensive professional development Web site is focused on clinicians.
    - **Tool 9B:** American Academy of Family Physicians: *Quality Care for Diverse Populations*
    - This Web site features a CME-bearing video series about providing quality, culturally competent care.
    - **Tool 9C:** American Institutes for Research: *A Family Physician’s Practical Guide to Culturally Competent Care*
    - This curriculum guide is for providing culturally effective care.
    - **Tool 9D:** Diversity Rx Web Site
      - Culturally-Effective-Care-Toolkit-Continuing-Medical-Education-Opportunities.aspx#sthash.yplicZCG.dpuf
  - Culturally Effective Care Toolkit: Health Beliefs and Practices
  - Culturally Effective Care Toolkit: Interpretive Services
  - Culturally Effective Care Toolkit: Literacy and Health Literacy
  - Culturally Effective Care Toolkit: Medical Education
  - Culturally Effective Care Toolkit: Nutrition, Feeding, and Body Image Perspectives
  - Culturally Effective Care Toolkit: Tips, Tools, and Resources for Implementation
  - Culturally Effective Care Toolkit: What Is Culturally Effective Pediatric Care?

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Cross Cultural Health Care - Case Studies: http://xculture.org/ developed by Pediatric Pulmonary Centers, is an online program consisting of a series of five tutorials in cultural competences for health care professionals. Physicians receive up to 5 CME credits and pay $20 per credit, nurses receive 5 CEUs and pay a fee of $40, and social workers receive 0.5 CEUs and pay a fee of $75 for the program.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.
Quality Interactions:

- Quality Interactions: http://qualityinteractions.org/ is an e-learning program that provides case-based instruction on cross-cultural health care and is accredited by Tufts University School of Medicine. This interactive program provides effective cultural competency and cross-cultural communication training for physicians, nurses, and health care professionals. The training is available in a format accessible on the web 24 hours a day, 7 days a week. After purchasing the course, you will have 90 days to complete the course and receive your certificate:
  - **For Physicians and Specialty Pediatrics**: This evidence-based, case-based course features three patient cases and allows the clinician to participate in realistic clinical encounters while learning key concepts and skills for delivering effective cross-cultural care. **(2.5 hours CME credit $99)**
  - **Healthcare Professionals**: This web-based, interactive program teaches many of the same concepts and skills as the original Quality Interactions program, but is geared toward all employees in health related organizations rather than clinical staff. The program teaches concepts and skills for understanding and interacting effectively with individuals from culturally diverse backgrounds including patients, customers, and coworkers. **(Non-accredited, one hour course $69)**
  - **Case Managers**: This evidence-based, case-based learning program is accredited by Tufts University School of Medicine. Similar to the physicians' version, this program allows the nurses and other health care professionals to interact with patients in realistic clinical settings to learn about providing effective cross-cultural care. **(2.5 hours CME credit $99)**
  - **Nurses**: This evidence-based, case-based learning program is Similar to the physicians' version, this program allows the nurses and other health care professionals to interact with patients in realistic clinical settings to learn about providing effective cross-cultural care. **(2.5 hours CME credit $99)**

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Culture Advantage: Cultural Awareness Online Continuing Education Course  http://www.culture-advantage.com/ These continuing education courses are for nurses and other health care professionals who are interested in cultural competency, cross-cultural community.

- This 3 part course is approved as a provider of continuing nursing education by the California Board of Nursing
- The initial session provides the background for the series on cultural competency and is FREE
- After completing the self-assessment page, then log in to the site to pay and complete the lessons and exercises to take the exam and the evaluation (if you want to have a certificate of contact hours).
- Valid name, state and license number must be provided
- Vendor also designs, develops, and deliver evidence-based cultural competency training programs that meet continuing education standards (for additional cost)
- Cost is determined by type of agency and number of participants

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Cultural Competency Training: Corporate Training Resources

- **Critical Measures: [http://criticalmeasures.net](http://criticalmeasures.net)**: is a corporate training and management consulting firm that assists employers in harnessing the power of diversity to create more productive, profitable and inclusive organizations. They specialize in cross-cultural health care, diversity and global business issues and anti-harassment training and coaching.

- Has a web site that contains a useful fact sheet defining cultural competence, why it is important, and how health care practitioners can obtain cultural competency training. Critical Measures also offers CME courses that can be accessed from their site.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
### Cultural Competency Training: Online Vendor Resources

<table>
<thead>
<tr>
<th>Link to Summary</th>
<th>Internet Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culture Vision</td>
<td><a href="http://www.crculturevision.com/index">http://www.crculturevision.com/index</a></td>
</tr>
<tr>
<td>Unite For Sight</td>
<td><a href="http://www.uniteforsight.org/cultural-competency">http://www.uniteforsight.org/cultural-competency</a></td>
</tr>
<tr>
<td>Humanist LLC</td>
<td><a href="http://www.humanext.com/about_humanext.html">http://www.humanext.com/about_humanext.html</a></td>
</tr>
</tbody>
</table>

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Culture Vision:

- Culture Vision (http://www.crculturevision.com/index) : is an online database giving front-line health practitioners access to information they can use to provide culturally competent patient care.

- Access to this database is available through annual subscriptions
  - Cultural Competency Posters (10 + sets $39.95/ea.)
  - Cultural Communication Guide ($12.95/ea.) Publication
  - Cultural Competency Courses
    On-Site Trainings (depends on agency and number of participants)

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Unite for Sight:

Unite For Sight [http://www.uniteforsight.org/cultural-competency/](http://www.uniteforsight.org/cultural-competency/) : this course is freely and publicly available. It is also part of the Certificate in Cultural Competency as well as the Certificate Program in Global Health Practice.

- **Online Course**
  - Module 1: Culture and the Volunteer
  - Module 2: Overview of Cultural Adjustment and Culture Shock
  - Module 3: Coping With Culture Shock and Emotional Feelings
  - Module 4: Ethnocentrism
  - Module 5: Slower Pace and Elastic Time
  - Module 6: Language Barriers and Working With Translators
  - Module 7: Cultural Differences and Cultural Understanding
  - Module 8: The Importance of Social Etiquette
  - Module 9: Cultural Beliefs About Service
  - Module 10: Trust and Cultural Humility
  - Module 11: Reverse Culture Shock

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Humanist, LLC:

- Humanist LLC [http://www.humanext.com/about_humanext.html](http://www.humanext.com/about_humanext.html), is a New Jersey, USA based company dedicated to helping people create a better workplace through products and services in the areas of training and development, employee engagement, communication, and culture change.
  - Online process
  - In a combination of live conference (in New York Metro area) followed by a shorter online certification
  - You can register for one topic only (Either Diversity & Inclusion or Cross Cultural Competency) at the reduced fee of $1295

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
# Cultural Competency Training: Insurance Providers

<table>
<thead>
<tr>
<th>Link to Summary</th>
<th>Internet Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cigna</td>
<td><a href="http://www.cigna.com/healthcare-professionals/resources-for-health-care-professionals/health-and-wellness-programs/health-equity">http://www.cigna.com/healthcare-professionals/resources-for-health-care-professionals/health-and-wellness-programs/health-equity</a></td>
</tr>
<tr>
<td>Aetna</td>
<td><a href="http://www.aetnabetterhealth.com/illinois/providers/resources/cultural-competency">http://www.aetnabetterhealth.com/illinois/providers/resources/cultural-competency</a></td>
</tr>
</tbody>
</table>

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Cigna believes in providing health care professionals with the tools necessary to help treat their patients. By being culturally competent in health care, health care professionals can understand a patient’s diverse values, beliefs, and behaviors, and customize treatment to meet the patients' social, cultural, and linguistic needs. Featured Resources:

- **CultureVision™: NEW!** Use this comprehensive, user-friendly resource to gain insights and understanding on patient care for more than 50 cultural communities. Explore topics such as communication, etiquette, diet and nutrition, treatment protocol, ethnopharmacology, and family patterns. Check back frequently for newly-released newsletters with current and relevant information for you and your diverse patients. A login is required to access this resource. **Login:** CignaHCP / **Password:** doctors123 (Please note: This resource is intended for use by health care professionals in the Cigna network and their office staff.)

- **Health Disparities: How your practice and patients may be affected : NEW!** Created to increase your awareness of health disparities and the resources Cigna offers to help eliminate them and cultivate health equity among your patients.

The following resources are available to you and your staff at no cost to you. Expand each link to uncover valuable tips, training, and resources:

- **Training Cultural Competency Assessment:** Examine your own level of cultural competency and increase your awareness by taking a brief self-assessment. Appropriate for physicians, clinical staff, and office staff.

- **Close the Cultural Divide - Webinar Replay:** Listen to this 30-minute session to learn steps in bridging the cultural divide between patients and health care professionals.

- **A Physician’s Guide to Culturally Competent Care – U.S. Department of Health & Human Service:** Explore engaging cases and learn about cultural competency in health care. Receive nine free CME credits (for physicians and physician assistants) or nine contact hours (for nurse practitioners).

- **Medical Assistant Video – Addressing Language and Culture in Health Care Practices:** Through this video, increase awareness of cultural disparities in a health care setting specific to the medical assistants' patient interaction.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Aetna: Better Health of Illinois:

- **Aetna**: believes that patient satisfaction and even positive health outcomes are directly related to good communication between a member and his or her provider.

- A culturally competent provider effectively communicates with patients and understands their individual concerns. It is incumbent on providers to make sure patients understand their care regimen.
  - The Medicaid population in Illinois is approximately 15 percent African American and 14 percent Hispanic. The Integrated Care Program population is largely disabled (more than 80 percent) with a significant elderly representation (17 percent). Many live in long-term care and residential settings (11 percent) and participate in HCBS waiver programs (approximately 13 percent). Each segment of this population requires special sensitivities and strategies to embrace cultural differences.

**Training resources for our providers**

- As part of our cultural competency program, we provide information to our providers on the Office of Minority Health's web-based [A Physician's Guide to Culturally Competent Care](#). The American Medical Association, American Academy of Family Physicians and the American College of Physicians endorse this program, which provides up to 9.0 hours of category 1 AMA credits at no cost.

- In addition, as an Aetna Better Health provider, you have access to free online education modules provided by Aetna. Providers can also earn CMEs through some of these courses.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Reference Materials for Cultural Competency:

- **The Medical Manual for Religio-Cultural Competency**, written by Tanenbaum Center for Interreligious Understanding in partnership with EmblemHealth, is the most comprehensive guide to religion and health care available. It provides practical information to help the practitioner understand how a patient’s medical decisions may be influenced by their religious observances.
  - EmblemHealth (of NY) offer this publication at no cost to their network practitioners.

- **Partnership for Clear Health Communication**
  
  Askme3, a tool for use by health care practitioners and patients, is designed to improve doctor-patient communication. The Partnership for Clear Health Communication, whose goal is to promote awareness and solutions around the issue of low literacy and its effect on health outcomes, has created this Web site.

- **Substance Abuse and Mental Health Services Administration**
  
  SAMHSA (Substance Abuse and Mental Health Services Administration) has various publications to assist practitioners and clinicians in providing sensitive and effective mental health services to people of diverse cultural backgrounds. From [SAMHSA’s publications-ordering Web site](#), enter "cultural competence" in the search box.

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Reference Materials for Cultural Competency

- **The Culturally and Linguistic Appropriate Services (CLAS) Standards Assessment Tool**: The purpose of the CLAS Standards Assessment Tool is to:
  - To evaluate how well the organization meets national cultural competence guidelines
  - To learn what actions are needed to become more culturally and linguistically competent
  - To gain a broad understanding of systems, policies and practices that contribute to cultural and linguistic competence
  - To assess needs and determine the level of assistance requested from TMF

- **CLAS Standards**: are the collective set of 14 mandates, guidelines and recommendations developed in 2002 by the Department of Health and Human Services, Office of Minority Health. They are intended to inform, guide and facilitate required and recommended practices related to culturally and linguistically appropriate health services. Please check the appropriate box if the statement is true in your practice setting.

- **Transcultural C.A.R.E. Associates**: is a private organization providing keynote presentations, workshops, seminars, consultations, and training focusing on clinical, administrative, research and educational issues related to cultural competence, transcultural health care & mental health. [http://www.transculturalcare.net/](http://www.transculturalcare.net/)

- **Culture Care Connection**: [http://culturecareconnection.org/navigating/assessment.html](http://culturecareconnection.org/navigating/assessment.html) :Culture Care Connection is an online learning and resource center, developed by Stratis Health, aimed at supporting health care providers, staff, and administrators in their ongoing efforts to provide culturally-competent care in Minnesota. *(Take a FREE Preview of the Culture Care Connection CLAS Assessment)*
Reference Materials for Cultural Competency (cont.)

- **Collecting Culturally- and Linguistically-Specific Patient Data.** Under the Affordable Care Act, to the extent practicable, federal health data collections will include culturally- and linguistically-specific data on populations served. Guidance and tools have yet to be developed. This information is included as an advisory for program planners. Learn more: [Title XXXI, Sec. 3101 of the Affordable Care Act](https://www.train.org/) (PDF - 2.2 MB)

- **Train National:** is a free service of Public Health Foundation that offers web-based and self assessments on Cultural Competence. The site offers some free modules. [https://www.train.org/](https://www.train.org/)

- **American Speech Language Association:** An [interactive web-based tool](https://www.asha.org/) was designed to help you evaluate your cultural competence (must first register on the site) [https://www.asha.org/](https://www.asha.org/)

- **Effective Communication Tools for Healthcare Professionals** (formerly Unified Health Communication) is free, web-based, self-study (Online) training that has five modules and is for health care professionals and students. The course will take approximately five hours to complete. This course does not offer CE credits. [https://www.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&CourseID=1010508](https://www.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&CourseID=1010508)
  - Module One: Introduction to Health Communication
  - Module Two: Health Literacy
  - Module Three: Cultural Competency
  - Module Four: Limited English Proficiency
  - Module Five: Capstone Activity

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Reference Materials for Cultural Competency (cont.)

- **Eli Lilly and Company: Latino Enrollment Toolkit:** was developed in partnership with ENACCT and implemented initially in our Oncology TA, and distributed to oncology investigators for use in enrolling Latino patients in our clinical trials. The training for principle investigators focused on recruitment and retention of Latino patients.

- **The Center for Information and Study on Clinical Research Participation (CISCRP):** [https://www.ciscrp.org/](https://www.ciscrp.org/): is an independent non-profit organization dedicated to educating and informing the public and patients about clinical research. CISCRP also provides information and resources to help research and health professionals better serve their patients and study volunteers:
  - Community education materials targeted for Latinos and African Americans. Brochures & DVDs are available to the public

- **Multiethnic Advocates for Cultural Competence (MACC):** [http://www.maccinc.net/](http://www.maccinc.net/): enhances the quality of care in Ohio’s health care system and to incorporate culturally competent models of practice into the systems and organizations that provide services to Ohio’s diverse populations:
  - Sponsoring Lectures, Conferences and Educational Sessions concerning issues of cultural competence and other contemporary issues
  - Researching cultural competency practices, standards and providing this information through our Resource Library
  - Partnering with systems and organizations to help them assess and improve their level of cultural competence
  - Identification and development of cultural competence: assessment tools, trainers, and training curricula throughout the State of Ohio

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*
Cultural Competency Subject Matter Experts

- **Forrest Toms, PhD**
  Ph.D. in developmental psychology at Howard University
  Associate professor in the Department of Leadership Studies at North Carolina A&T University
  Nationally recognized for his work related to cultural competency and systems change
  Dr. Toms' research focuses on leadership and community/civic engagement

*Inclusion on this list does not indicate willingness to work with sites or sponsors.*