

Grow cultural competence

Our “**Cultural Guide: Meeting the Diverse Health Needs of Our Patients and Our Members**” is an important cultural competence resource. Here’s how it works:

- ▶ Take a self-assessment. See how culturally competent you are now.
- ▶ Refer to the 30 at-a-glance ethnic and cultural community profiles. Each includes an introduction to the culture, their communication style, their health beliefs and practices, and links to learn more.
- ▶ Engage your team. See the suggested activities to help you and your team increase your cultural competence together.

See the cultural guide on Intermountain.net. See the A-Z index

Ask powerful questions about a person’s beliefs and preferences

At Intermountain, we can elicit information about a person’s beliefs and preferences to assist in the development of an individualized, comprehensive plan of care. Certain questions can help us establish a relationship with a patient and exchange important information with the family. Powerful person-centered questions to ask include:

- ▶ What brings you here today?
- ▶ What do you call your illness or problem?
- ▶ What do you think has caused the illness, problem?
- ▶ What have doctors, nurses, other caregivers done so far? What have you or other family members done so far?
- ▶ How has the illness affected your life?
- ▶ What worries you most about the illness and its treatment?
- ▶ What would you like to have happen today?

Source: “Cultural Guide – Meeting the Diverse Health Needs Of Our Patients and Our Members”

Partner with interpreters

Free interpreting is provided upon request. Please contact interpretation at:

Learn more about Language Services on [Intermountain.net](https://www.intermountain.net)

How to be more culturally competent in your person-centered care

A new resource





Healing Commitments

- ▶ I help you feel safe, welcome and at ease.
- ▶ I listen to you with sensitivity and respond to your needs.
- ▶ I treat you with respect and compassion.
- ▶ I keep you informed and involved.
- ▶ I ensure our team works with you.
- ▶ I take responsibility to help solve problems.

What is cultural competence?

Cultural competence describes the ability to provide care to patients with diverse values, beliefs and behaviors, including tailoring healthcare delivery to meet patients' social, cultural and language needs.

A key component to person-centered care is the ability to engage and educate patients about their health status. While this is challenging with all patients; however for diverse patient populations it can be even more difficult due to language barriers, health literacy gap, and cultural differences in communication styles.

How is the population changing?

Nationwide, it is changing dramatically. The forecast by the U.S. Census Bureau

highlights by 2050, more than half of all Americans are projected to belong to a minority group; Utah's minority group is expected to be one in four persons, mostly Latinos. (Source: Bureau of the Census, Gibson and Jung (2002), Perlich (2002), BEBR)

What are the benefits of cultural competence?

Cultural competence can produce numerous benefits for our organization, patients, members, and community.

Being a culturally competent organization can improve health outcomes, increase mutual respect and understanding from patients,

Community, and contribute to lower costs and fewer care disparities. (Source: American Hospital Association, *Equity of Care: A Toolkit for Eliminating Healthcare Disparities*)

“The action most worth watching is not at the center of things, but where the edges meet.”

– Anne Fadiman, *The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors, and the Collision of Two Cultures*

Patient Rights and Responsibilities

Intermountain's Patient Rights and Responsibilities have been adopted to promote quality care with satisfaction for patients, families, physicians, and staff.

Intermountain prohibits discrimination of these rights and responsibilities based on age, race, color, ethnicity or national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, veteran status, and/or the ability to pay.