

The Provider's Guide to Quality and Culture

Managing diversity and issues related to multicultural environments is very much in the forefront of health care and the workplace. With international travel and work becoming more common place, these issues can be seen in almost every country in the world. The Provider's Guide to Quality and Culture is a website which attempts to address some of the cultural issues and give assistance to healthcare organizations in providing culturally competent services to multiethnic populations. This website is located at the following URL: <http://erc.msh.org/mainpage.cfm?file=1.0.htmprovider&language=English>.

It is jointly sponsored by Management Sciences for Health (MSH); the US Department of Health and Human Services; the Health Resources and Services Administration; and the Bureau of Primary Health Care.

This website is divided into several sections with divisions within the sections. The sections of the website include: *Getting Started*, *Patient Provider Interaction*, *Health Disparities*, *Cultural Groups*, *Culturally Competent Organizations*, *Additional Resources* and a keyword *Search* engine of the site. There is also a major link to a cultural awareness quiz which can be taken and scored in order to question and raise the cultural awareness of the healthcare practitioner.

The first section, *Getting Started*, includes topics such as Defining Cultural Competence, Evaluating Oneself, Stereotyping, and Cultural Competence Pointers. There is also a section which provides audiovisual clips from providers sharing their perspectives on working with culturally diverse populations.

The second section is entitled *Patient Provider Interaction*. This section provides videos of patient and provider interactions and is divided into scenes with learning exercises that accompany the scenes. The purpose of these videos is to teach the result of provider behaviour on clinical outcomes. The scenarios include such clinical exchanges as the diabetic patient, the patient with limited English proficiency, addressing sexual orientation and adolescent obesity. The other divisions of this section include Prior Assumptions and Prejudices, Working with an Interpreter, Medical History and Diagnosis, Patient

Adherence, Non-verbal Communication and Relating to Patients' Families. All the sections, once again, provide audiovisual scenarios to illustrate the issues and solutions.

The third section, *Health Disparities*, contains a text that provides information on health disparities among various racial, ethnic and cultural groups. There are also several links that provide current data on health disparities including the National Center for Health Statistics, Healthy People 2010, the Office of Minority Health, and HRSA/Bureau of Primary Health Care Center.

The next section is one on *Cultural Groups*. This section was created to help the healthcare provider become more familiar with basic information on the culture, and health strengths and challenges of some of the people from certain regions or groups of the world. This section is by no means a complete information section, and states that stereotyping should be avoided and provides this information with the knowledge that each person is an individual and has a unique medical history, communication style, and belief system. The cultural groups that are discussed in some detail in this section include: African-Americans, Arab Americans, Asian Americans, Central Asians, Hispanic and Latinos, Muslims, Native Americans, Pacific Islanders and South Asians.

The section on *Culturally Competent Organizations* provides information about Defining Culturally Competent Organizations, Guidelines for Managed Care Plans, Organizational Self-assessment Tools and Government Policies. Each one of these divisions has links to resources that can be utilized in order to define, implement and maintain cultural competence in a healthcare organization.

The last section is *Additional Resources*. Here you can locate many of the links and resources that have been used throughout the website in addition to other links concerning cultural diversity.

Although this site states that it does not provide information about all cultures or all issues related to cultural competence, it does provide many related links to cultural competence and health care. This site is defined as a 'work in progress' and is

committed to continually updating the information found here. It is very easy to navigate and gives the basic information for a healthcare provider to begin their journey towards cultural competence.

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