

CULTURAL COMPETENCY FRAMEWORK—7 DOMAINS

7. Data/ Accountability/Quality improvement: Data is needed to assess and monitor cultural competency status, integration into systems, and public accountability and quality improvement

6. Community engagement: Community engagement and inclusion in organizational decision-making helps ensure culturally competent care

5. Diversity and training as an organizational commitment to cultural competency is a way to provide more effective services for a diverse population

4. Care Delivery and Support Mechanisms: Delivery of care from first encounter to last, needs to support culturally competent care

1. Leadership environment: Leaders all share responsibility in the development and implementation of culturally competent activities

2. Integrate into Management Systems and Operations: Supporting culturally competent care by integration into management and operations

3. Patient Provider Communication: Clear communication at all levels is essential for culturally competent care



The Cultural Competency Framework with its 7 domains contains 45 preferred practices