

Cultural Competency and Sensitivity

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Disclosure: Member of the NCSB Board - covering most of my travel expenses.

What constitutes culture?

race, ethnicity, religion, marital status, gender, sexual orientation, age, socioeconomic status, language, or national origin

Some sources include: military culture, political affiliation, marital status, income source or amount, disability or diagnosis...

What is Cultural Competence?

GOAL: Reducing disparities by providing culturally competent healthcare

TASK: Teach students and healthcare workers how their own heritage, values, beliefs and preferences can have an effect on their practice and on the patients whose background and values may be different from their own.

National CLAS Standards

The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care are intended to advance health equity, improve quality, and help eliminate health care disparities by providing a blueprint for individuals and health and health care organizations to implement culturally and linguistically appropriate services. Adoption of these Standards will help advance better health and health care in the United States. (NIH)

What does this mean for Regulators?

BE READY TO FIELD COMPLAINTS

Society is changing, and people are demanding a certain type of treatment.

IS THE 'GOLDEN RULE' ENOUGH?





Intent vs Perception

- Complaints about flagrant discrimination
- Complaint about a perceived violation with no intent to discriminate
- Perceived discrimination with no awareness of the issue.

Is no knowledge a valid excuse?

- Is it okay to use the term HEARING IMPAIRED?
- Can a male audiologist move a woman's hijab to look in her ear?
- Are the signs in your offices written only in English?
- Do you call a Marine, "Soldier?"
- Does a female SLP maintain good eye contact with a male Arabic client?
- Do you send birthday cards to Jehovah's Witnesses?

GRAY AREAS

Preferred Gender Pronouns

1. Teachers losing jobs for not using PGP

- Virginia High School 12/2018
- Philosophy professor in Ohio sues his University for trying to force him to use PGP 11/2018

2. Gender Studies professor upset a student by asking for PGP 9/2018

Rachel N. Levin is an associate professor of biology and neuroscience and dean of women at Pomona College.

What can Regulators Do?

- **Education**

Adding CEUs in Cultural Competence

- **Disciplinary Actions based on intent**

National Center for Cultural Competence at Georgetown University
Self-Assessment tests