

Reflect & Connect TM: The Impact of an Evidence-Based Cultural Competence Workshop for University Student Health Centers Licensed Personnel

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Project Aims

Primary aim:

Examine impact of an evidence-based, cultural competence (CC) workshop on CC scores of university student health centers licensed health care personnel (HCP).

Secondary aims:

- Compare demographic groups with CC scores
- Evaluate the workshop format
- Appraise facilitators barriers to implementation of the CC skills addressed in the workshop



Cultural Competence



**Journey... not a
destination**

Why CC matters?

Diverse Students/Patients Suffer.

- HCP attitudes toward patients can cause healthcare disparities ...
- Premature death, increased admittance and readmittance to hospital & clinics ...
- Non-adherent to medications or wellness instructions ...

(Hunt, 2014; National Center for Health Statistics, 2016; Office of Minority Health, 2015; National Center on Cultural Competence, 2017)

Changes in behavior ~ change outcomes!

Treating everyone the same leads to disparities...

Equality



Equity



Robert Wood Johnson Foundation (2017)



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CC Constructs

A

awareness

S

skill

K

knowledge

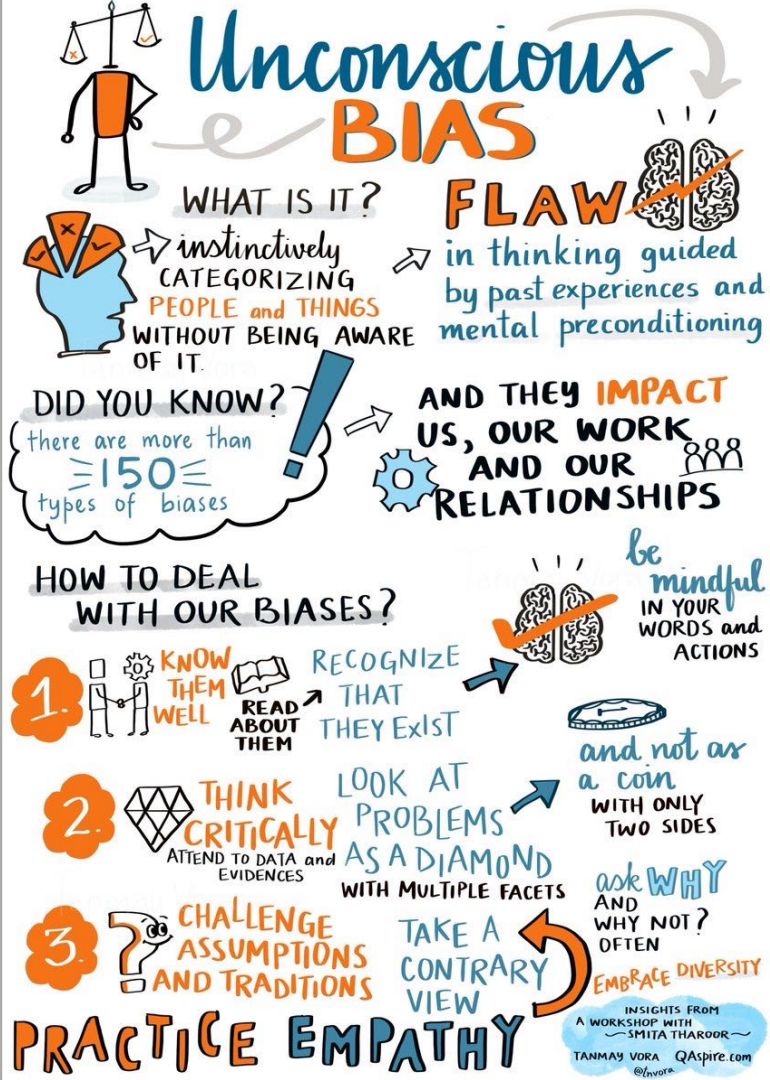
E

encounter

D

desire

(Campinha-Bacote, 2002)



Unconscious Bias

<https://qaspire.com/2018/01/22/being-conscious-about-our-unconscious-biases/>

CC Assessment

C: communication

O: orientation

N: nutrition

F: family Relationships

H: health beliefs

E: education

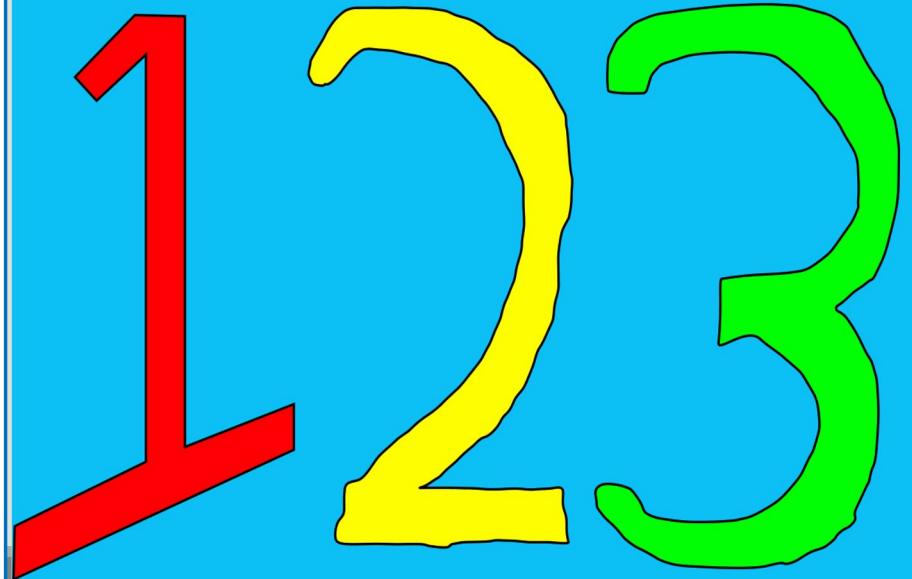
R: religion

Patient Understanding

Teach Back Method.



ASK Me Three (™)



Be the change you want to see in the world
(Gandhi)



Reflect

Accept

Connect.

Every Patient, Every Encounter.

CC Tool Box

Harvard Implicit Bias Test

<https://implicit.harvard.edu/implicit/takeatest.html>

Thinkculturalcompetence.org

<https://www.thinkculturalhealth.hhs.gov/>

National Center for CC Georgetown

<https://nccc.georgetown.edu/assessments/>

National Office Health Equity

<https://www.minorityhealth.hhs.gov/>

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THANK YOU !

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