

# Seven Domains of Cultural Competence

## 1. Values and attitudes

Promoting mutual respect . . . awareness of the varying degrees of acculturation . . . a client-centered perspective . . . acceptance that beliefs may influence a patient's response to health, illness, disease and death

## 2. Communication styles

Sensitivity . . awareness . . . knowledge . . . alternatives to written communication

## 3. Community/consumer participation

Continuous, active involvement of community leaders and members . . . involved participants are invested participants, health outcomes improve

## 4. Physical environment, materials, resources

Culturally and linguistically friendly interior design, pictures, posters, and artwork as well as magazines, brochures, audio, videos, films. . . literacy sensitive print information . . . congruent with the culture and the language

## 5. Policies and procedures

Written policies, procedures, mission statements, goals, objectives incorporating linguistic and cultural principles . . . clinical protocols, orientation, community involvement, outreach. . . multicultural and multilingual staff reflecting the community

## 6. Population-based clinical practice

Culturally skilled clinicians avoid misapplication of scientific knowledge . . . avoid stereotyping while appreciating the importance of culture . . . know their own world views . . . learn about populations . . . understand sociopolitical influences . . . practice appropriate intervention skills and strategies

## 7. Training and professional development

Requiring training . . . nature of cultural competence training . . duration and frequency of professional development opportunities

From "Cultural Competence: A Journey" (<http://bphc.hrsa.gov/culturalcompetence>)