

Survey Instrument Used for Assessing the Cultural Competency Training Outcomes

I. Demographic Information

1. Gender
2. Ethnic/cultural identity (self reported)
3. Language
4. Profession
5. Years in profession

II. Knowledge

1. Health care systems and providers discriminates against patients based on
 - a. how well they speak English
 - b. their race or ethnic background
 - c. their sexual orientation
 - d. physical disability
2. Culture, race, and ethnicity can be interchangeably used
3. Health differences exist between races/ethnic groups
4. Patients' health beliefs impact access to health care
5. Patients' health beliefs impact use of health care
6. Patients' race/ethnicity influences access to health care
7. Cultural factors influence communication between a patient
8. Minority patients experience racism and discrimination while seeking health care.
9. Health care providers should
 - a. learn about the cultural and health beliefs of patients
 - b. greet patients in a culturally appropriate manner
 - c. ask patients about their perspectives on illness
 - d. ask patients about the use of folk remedies
 - e. examine patients in a culturally appropriate manner
 - f. develop a culturally sensitive health plan for patients
 - g. acknowledge family members' roles in patients' health care decisions
 - h. pay attention to nonverbal cues or gestures when interacting with patients

III. Skills

1. I can effectively work with health care interpreters
2. I can successfully deal with cross-cultural adherence problems
3. I can successfully deal with cross-cultural misunderstandings
4. I can effectively deal with patients with limited English proficiency
5. I can pay attention to expressions of pain, distress, isolation, & disagreement