Cultural Competence for Better U.S. Healthcare

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Why should the Federation of State Medical Boards require training in cultural competency?

- Lack of access to care
- Bridging the gap
- Education
- Number of immigrants

Annual Number of Legal U.S. Immigrants by Decade and Region of Origin, 1960-2009
Source: Department of Homeland Security (DHS) Immigration Statistics. 2010
Why do we have this need?

- Language barriers
- Hiding diseases, postponing care
- Understanding culture
How can providers help?

- Affordable Care Act (ACA)
- National Institutes of Health
- Title VI
- Culturally and Linguistically Appropriate Services (CLAS)
- Federation of State Medical Boards
Immigrants are good for healthcare

- Uncompensated healthcare costs are absorbed by hospitals, providers, and public entities - $61 billion dollars
- Immigrants contribute $33 billion but only use $19 billion
Can providers learn every culture?

- Crucial to quality care
- Learn from patients

“Cultural competence is “critical to reducing health disparities and improving access to high-quality health care, health care that is respectful of and responsive to the needs of diverse patients”

National Institutes of Health
Outcomes

- Improved Patient – Doctor relationship
  - Better trust
  - Better compliance
  - Better health
The Players

- American Medical Association
- Association of American Medical Colleges
- American Academy of Pediatrics
- American Academy of Family Physicians
- American Osteopathic Association

... have all promoted and developed cultural proficiency guidelines
Joint Commission’s New Standards

- A Roadmap for Hospitals, Advancing Effective Communication, Cultural Competence, and Patient and Family Centered Care

- addresses improving cultural competence, but concentrates on translation services in hospitals
Conclusions

- Increasing access to care via the Affordable Care Act is a start
- Require training in Cultural Competency as a condition for licensure
  - To educate
  - To build better relationships
  - To improve health outcomes
References