

Cultural Competency Training Resources

What is Cultural Competency?

HRSA's Definition of Cultural Competency: The term is officially defined as the "congruent behaviors, attitudes, and policies that come together to enable systems, agencies and professionals to work effectively in cross-cultural situations" that empower care providers to deliver services in a manner that is respectful of a patient's culture or individual identity (www.hab.hrsa.gov/livinghistory/issues/Cultural-Competency.pdf)

Background

The current Universal Standards of Care Dallas EMA/HSDA and Sherman/Denison HSDA (reprinted below) require that funded agencies: (1) provide culturally sensitive services for clients, and (2) provide staff with training opportunities for the development of cultural sensitivity.

(www.dallascounty.org/departments/rwpc/plandocs.php)

Standard of Care 2.0 (Knowledge, Skills, and Experience)

Section 2.3: The agency shall ensure that all staff and volunteers are culturally sensitive in working with persons most affected by the HIV epidemic, such as those who are underserved or part of a disproportionately-affected population.

Standard of Care 4.0 (Access, Care, and Provider Continuity)

Section 4.1(b): The agency shall provide culturally sensitive services for clients, and shall address linguistic barriers, either directly (by employing bilingual staff, utilizing adaptive equipment for sensory-impaired individuals, etc.), or indirectly through referral; (exception: Health Education/Risk Reduction service category).

Standard of Care 6.0 (Training Programs)

Section 6.4: The agency shall provide to its staff and volunteers the following training programs or opportunities, receipt of which shall be documented in individual staff/volunteer files: training in cultural sensitivity.

Training Methods and Resources

Funded agencies use different training methods and content to meet these standards of care. On the pages that follow, you will find a list of resources suggested by local funded agencies. *Agencies are not required to select from this list. The list is made available for informational purposes only. If you or staff are looking for new cultural competency training resources, consider these options.*

Suggestions

If you have suggestions on other cultural competency training resources, please send them to Andrew Wilson, Health Planner, Ryan White Planning Council Office of Support, so that they can be added to this list.

Cultural Competency Training Resources

Professional Training

These resources provide face-to-face training that is presented by national, regional, or local experts in the field. There will likely be a cost to provide this type of training. Contact the provider for more information.

Provider	Description	Contact Information:
Diversity Trends, LLC (Dallas, Texas)	Diversity Trends, LLC works with organizations to develop customized diversity strategies that reflect the mission of the organization, the challenges of the industry and the needs of the workforce or the customers. Let us help you identify and prioritize specific activities, programs and policies for maximizing diversity. A sample of seminars include: Diversity, Teambuilding, Customer Service, Empowerment, InclusionWorks™, Fearless Facilitation, and Bridgebuilders (for universities).	Telephone: (800) 290-5631 Website: www.diversitytrends.com
Resource Center of Dallas (Dallas, Texas)	“Cultural Competency Training” - This training provides opportunities for education and discussion about diversity and inclusion in the workplace for lesbian, gay, bisexual and transgender (LGBT) communities.	Telephone: (214) 528-0144 Website: www.rcdallas.org/education-advocacy/cultural-competency-training

Professional Curriculumms

These resources provide curriculums written by professional in the field of cultural competency that are available for agencies to present to staff through an in-house trainer and on a self-study basis. There may be cost to provide this type of training, but in some cases, you can download the materials for free.

Provider	Title of Curriculum	Description	Where to Find:
HHS/HRSA	Website - Culture, Language and Health Literacy	This HRSA website includes materials on culture, language, and health literacy, with links to numerous resources on race-ethnicity, gender, age, and special populations	http://www.hrsa.gov/culturalcompetence/index.html
HHS/HRSA	Transforming the Face of Health Professionals through Cultural and Linguistic Competence Education	A 192-page comprehensive guide to delivering a cultural competency training curriculum for health professionals. (March 2005)	http://www.hrsa.gov/culturalcompetence/cultcompedu.pdf

Provider	Title of Curriculum	Description	Where to Find:
Management Sciences for Health (MSH) (jointly with HHS, HRSA, and Bureau of Primary Health Care)	Provider's Guide to Quality & Culture	This training curriculum includes several on-line parts: getting started, patient provider interaction, health disparities, cultural groups, culturally competent organizations, and additional resource. The training is primarily visual, but also includes some audio and an interactive culture quiz.	http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English
ORED Professional Development Program (by Dr. Jerry Gilbert, Associate Provost, Mississippi State University)	Cultural Sensitivity and Diversity	This training explores why cultural sensitivity and diversity matter, what culture and diversity is, and communicating across cultural lines	http://www.research.msstate.edu/rresources/pdf/fac_leadership/09_10/jerry_gilbert_cultural_sensitivity_1_10.pdf

On-Line Professional Training

These resources offer on-line webinar or training modules that agencies can use to train staff on a self-study basis. Most often, these training options are free.

AETC - Texas/Oklahoma AIDS Education and Training Center

- All AETC web-based training modules are found at: www.aidseducation.org/Web-BasedTrainings.php (scroll down to the applicable topic)
- Does not require a user login or password, but user information is collected prior to entering the training module.

Topic Area	Title	Description	Date
African American	Webinar - We Test, but It Ain't Easy! Strategies for Testing People of African Descent	This presentation will give the viewer an overview of the movement in HIV across nations, including its impact on People of African Descent from the early days of the virus. It will also offer some data regarding current testing outcomes for People of African Descent. Finally, recommendations will be given regarding the best methods for testing and linking to care People of African Descent.	December 3, 2013

AETC - Texas/Oklahoma AIDS Education and Training Center (cont'd)

Topic Area	Title	Description	Date
African American (also under Cultural Competency)	Webinar - Steps Toward Cultural Responsiveness & The Role of Determinants of Health When Serving People of African Descent	Participants will learn the steps needed to create a culturally responsive environment for People of African Descent. Some of these steps include: the creation and administering of culturally-based assessments and treatment plans; understanding the role of ethics and trust; and the provision of tools for encountering People of African Descent. This presentation will end with a brief look at determinants of health and how providers might use determinant information to better care for their clients.	September 20, 2013
African American	Webinar - The Legacy of Being Black in America & Its Impact on Black Health, Attitudes & Health Outcomes	The participant will leave this session with a deeper understanding of the world view that people of African descent possess; the relationship of historical trauma to their sense of values and community relationships; the dynamics between racism, sexism, homophobia and identity; and, the complexities of Black ethnicity. By the end of this presentation, participants will start to talk about the basic tools necessary to become culturally responsive to people of African Descent.	September 6, 2013
African American (Males/Youth)	Webinar - Issues Impacting Access to HIV Care of Young African American Males Living with HIV/AIDS	It is documented that young African American males are disproportionately affected by HIV. Low rates of HIV testing, high incidence of late diagnosis and limited access to care also contribute to the prevalence of HIV/AIDS in the African American community. This training session will focus on the factors responsible for the under utilization of HIV services among young African American males.	May 29, 2013
African American (Female) (also under Cultural Competency)	Cultural Competency & The HIV Provider: Reaching the African American Female Patient	Research has shown that African American women continue to be disproportionately affected by the HIV/AIDS epidemic. However, many clinicians struggle to effectively understand this population's unique circumstances and appropriately meet their health needs. This training is designed to equip clinicians with the tools to engage African American women with the intent to improve health outcomes by shedding light on the socio-cultural realities surrounding the African American female patient; and articulating how these realities affect provider/patient relationship.	May 15, 2013

AETC - Texas/Oklahoma AIDS Education and Training Center (cont'd)

Topic Area	Title	Description	Date
African American	Webinar - Black, African American or Black American: Is There a Difference? Exploring the Role of Cultural Factors on the HIV/AIDS Landscape	Though African Americans/Blacks in the United States have been disproportionately impacted by the HIV/AIDS pandemic, there seems to be a lack of understanding of their cultural diversity among clinicians. This presentation is an attempt to draw attention to the issue of cultural competence and is intended to tailor HIV/AIDS treatment for this population based on their cultural beliefs.	February 5, 2013
Aging	Growing Old with HIV	This module discusses co-morbidities and issues encountered by aging human immunodeficiency virus (HIV) and acquired immune deficiency (AIDS) patients.	August 1, 2013
Aging (Women)	HIV Positive Women & Aging	Review of clinical management of HIV positive women, with a particular focus on aging (menopausal) and older women. Review of clinical management of HIV positive women, with a particular focus on aging (menopausal) and older women.	June 15, 2013
Latino (under Border - U.S./Mexico)	HIV in the Latino Community	The speaker will discuss the epidemic of HIV/AIDS among the Hispanic population in the U.S., identify the barriers to care in the Hispanic population, and discuss interventions that can improve patient care in the Hispanic population.	June 27, 2013
Latino (under Border - U.S./Mexico)	Webinar - Can Health Literacy Help? Medication Adherence for U.S./Mexico Border Populations with HIV/AIDS	How well do your patients follow their HIV medication regimen? How do you know that they understand your instructions? What kinds of special issues do border populations have with regards to adhering to their HIV medication? How can you and your staff meet the needs of your patients and increase their ability to take their HIV medication appropriately? This webinar will enable participants to utilize health literate communication strategies in working with patients diagnosed with HIV/AIDS in order to increase adherence to medication regimens.	May 9, 2013
Latino (under Border - U.S./Mexico)	Self-Study Module - Based on "Can Health Literacy Help? Medication Adherence for U.S./Mexico Border Populations with HIV/AIDS"	This self-paced module offers an enduring and interactive review of the topics covered in Kath Anderson's webinar (broadcast LIVE on May 2, 2013) of the same title. How well do your patients follow their HIV medication regimen? How do you know that they understand your instructions? How can you and your staff meet the needs of your patients and increase their ability to take their HIV medication appropriately? This training will enable participants to utilize health literate communication strategies in working with patients diagnosed with HIV/AIDS in order to increase adherence to medication regimens.	May 9, 2013

AETC - Texas/Oklahoma AIDS Education and Training Center (cont'd)

Topic Area	Title	Description	Date
Latino (under Border - U.S./Mexico)	Medication Assisted Treatment with Substance Use Dependence Treatment Programs & HIV Workforce Development for Hispanic Populations	The Hispanic and Latino population continues to grow at an amazing rate where the number of persons in this group will double by year 2050. This diverse group is likely to need services in behavioral health. That need could translate into needing a workforce prepared to address these needs, having a system where interpretation and translation are a must and understanding the nuances associated with delivering services to work with this population proficiently. Therefore, the issue of delivering mental health and HIV services to specialized populations has to take into account many factors in order to be effective.	May 6, 2013
Latino (under Cultural Competency)	Self-Study Module - Cultural Aspects of Latino HIV Care	The health care provider will receive a cultural dialogue about the Latino patient on HIV care. The provider will learn about Latino characteristics, gender dynamics, speech, and personality approach to medical care and HIV care.	December 12, 2013
Cultural Competency	Cultural Competency: The Silent Population	This module discusses characteristics of special populations, cultural norms, and educational strategies associated with human immunodeficiency virus (HIV) and acquired immune deficiency syndrome (AIDS) infection.	August 1, 2013

TRAIN Texas - Department of State Health Services

- All AETC web-based training modules are found at: tx.train.org/DesktopShell.aspx
- Requires a user login and password

Type	Title	Description	Date
Web-based Training - Self-study (Online)	Effective Communication Tools for Healthcare Professionals 100 - Addressing Health Literacy, Cultural Competency, and Limited English Proficiency (LEP) (Course ID: 1010508)	The U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA) developed this course to improve patient-provider communication skills by increasing participants' awareness and knowledge of the three main factors contributing to Effective Health Communication: health literacy, cultural competency, and limited English proficiency.	Not available

TRAIN Texas - Department of State Health Services (cont'd)

Type	Title	Description	Date
Web-based Training - Self-study (Online)	Cultural Diversity, Health Disparities and Public Health (Course ID 1030505)	A primary aim of this course is to provide public health professionals with a broad overview of cultural diversity issues with a focus on race/ethnicity and gender. Health disparities, a major public health problem of interest, is discussed using cultural diversity as the conceptual framework for thinking about the role of the public health community and health policy solutions for addressing these issues. As a part of this process, course participants are exposed to introductory cultural diversity concepts. In addition, participants also have an opportunity to engage in critical thinking regarding the current social and health problems that impact the public's health, particularly racial minorities.	Not available
Web-based Training - Self-study (Online)	Diversity and Cultural Competency in Public Health Settings – Basic Level (Course ID 1005191)	The purpose of this course is to provide public health practitioners with the awareness and knowledge to incorporate diversity and cultural competency concepts, tools, and techniques into their daily work. It is expected that by the end of this course that each participant will be conversant in issues related to culture and health, health disparities, and community health models designed to close the gap in health disparities.	Not available
Web-based Training - Self-study (Online)	Managing Diversity Begins with You (Course ID 1005192)	The purpose of this intermediate course is to acquire a conceptual framework with tools to manage diversity in the workplace as a way of improving service delivery, quality, and accessibility. It is expected that each participant will be able to identify their role in their own organization with respect to diversity and cultural competency and to position their organization as a leading organization in the delivery of culturally competent services.	Not available
Web-based Training - Self-study (Online)	Working with Culturally Diverse Youth (Course ID 1014451)	In this lesson we will examine different kinds of challenges you may face when working with culturally diverse youth. There are a variety of types of cultural diversity you may encounter, including working with youth who are from different racial/ethnic backgrounds, have diverse levels of family income, have varied sexual orientations, are physically or emotionally challenged, or live in families who come from another country. We will explore some of the ways in which cultures differ, examine when problems may arise, and provide some suggestions for handling these situations.	Not available