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■ **culturally competent care update**

Institute for Culturally Competent Care: Clinicians' Needs Assessment 2005

Between November 2004 and January 2005, the Institute for Culturally Competent Care (ICCC) conducted a needs assessment survey to identify perceived needs for education and training in the area of culturally competent care, as well as preferred methods to receive that education and training. Among targeted recipients were physicians, physician assistants, osteopaths, nurse practitioners, nurses, pharmacists, and dietitians. The Colorado Region opted out of the assessment survey because it was preparing to conduct its own survey in the near future. The Southern California and Northwest Regions participated through representatives because each Region had recently conducted similar surveys.

Respondents were almost exclusively physicians (MDs). The possible reasons for this include: 1) key regional diversity contacts had primarily MD e-mail lists and/or are accustomed to surveying physicians; 2) the lack of appropriate contacts with access to RN e-mail lists; 3) historically, RNs are less likely to respond to these types of survey requests; and 4) RN Union concerns.

Survey Questions

To address the stated twofold purpose of the survey, the following questions were asked:

1. Would you be interested in attending (additional) culturally competent care training if conveniently offered in your Region?
2. If YES to No. 1, what topics would you like to see addressed? (Five options were provided in addition to an "Other" category, which included a narrative box.)
3. How do you prefer to receive training or information on culturally competent care? (Eight options were provided in addition to a "Combination of the above" or "Other" category, which included a narrative box. Choices included: Printed material,

Web-based training, video vignettes, e-mail, videoconference, grand rounds, workshops, CDs/DVDs, combination of above, and other.)

4. Would you be interested in receiving CME/CEU credit for attending training in culturally competent care?
5. Specifically, are you interested in receiving CME/CEU credit for training on the basis of the information in the *Provider Handbook* series on culturally competent care?
6. If YES to question No. 5 on CME/CEU credit for training on the basis of information in the handbooks, how would you like the training delivered? (Please select no more than three choices: Read the handbook and answer multiple-choice questions, grand rounds, CD/DVD, workshop, Web-based training, and other.)
7. Identify your job or position. (Seven options were provided in addition to an "Other" category, which included a narrative box.)
8. Please identify your Region.

Perceived Needs

Nationally, 73% (n = 879) of respondents indicated that they would be interested in attending additional culturally competent care training if conveniently offered. The lowest interest rate was in Ohio (70.5%), with the Northwest and Southern California at 100%. The area of greatest interest was "crosscultural communication skills with culturally diverse populations" (74%). The other two areas of greatest interest were "understanding health beliefs and practices" (68%) and "how to best use interpreter services" (49%).

Respondents indicated particular interest in learning about two broad population areas: Latinos (also identified as Hispanics, Mexicans, Central Americans, Latin Americans, and Spanish language) and Asian and Pacific Islanders (also identified as Chinese, Vietnamese,

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SE Asian, East Indian, Pacific Islanders, Pakistani, Mien, Korean, Cambodian, Laotian).

Training Preferences

When responding regarding the preferred method of training, respondents were requested to select up to but not more than three choices from a list. The most often chosen responses were grand rounds, workshops, and printed materials (see Table 1). Significant numbers (>300 responses each) also responded affirmatively to the use of new technologies (videoconferences and Web-based training). Of the 50 who wrote in to describe a combination or alternative option, the main message was the importance of offering CME credit. This was also reflected in the responses to the question of interest in receiving CME/CEU credit for training in culturally competent care.

Provider Handbook Series

ICCC produces a *Provider Handbook Series*, which speaks to the requested areas of interest for training/learning needs and population groups. Culturally Competent Care Training may be modeled from information in the *Handbook Series* in order to meet providers' needs, including the provision of CME credit. The survey, however, indicated a general lack of familiarity

Training preferences	No. of times mentioned
Ground rounds	462
Workshops	410
Printed material	407
Video conference	366
Web-based training	337
Video vignettes	263
E-mail	184
CDs/ DVDs	175
Combination of above or other	50

with this series, indicating the need to promote the *Handbook Series* to increase awareness nationally.

Summary

ICCC has much to glean from the six questions posed in this survey. Together with regional diversity educators, ICCC has multiple opportunities to impact the quality of culturally competent care delivered by all its clinicians. Results will help inform the Institute for Culturally Competent Care's ongoing priorities and strategic initiatives. ❖

A Better World

You cannot hope to build a better world without improving the individuals.

To that end each of us must work for his own improvement,
and at the same time share a general responsibility for all humanity,
our particular duty being to aid those to whom we think we can be most useful.

—Marie Curie, 1867-1934, Polish chemist and early pioneer in the field of Radiology,
1903 Nobel Prize Laureate in Physics, 1911 Nobel Laureate in Chemistry