Summary of seven essential cultural competence essentials

Strategy	Tasks within this strategy
1. Provide Executive level support and accountability	A. Ensure Policy and fiscal alignment B. Disseminate cultural competence standards and guidelines throughout the system C. Institute accountability strategies for ensuring multicultural change
2. Foster patient, community and key stakeholder participation and partnerships	A. Hire peer and community members as staff B. Promote stakeholder participation and partnerships on advisory groups, workgroups and program planning committees C. Develop community relationships and partnerships
3. Conduct cultural competence assessments	A. Conduct patient satisfaction assessments B. Conduct assessments of patient performance and outcome data based on race/ethnicity and gender as a means to identify healthcare inequities and cultural competence need areas
4. Develop incremental and realistic cultural competence action plans	A. Convene a workgroup comprised of executive level staff, patients, etc. charged with developing and overseeing the implementation of the agency cultural competence action plan B. Engage in strengths based planning C. Select realistic goals
5. Ensure linguistic competence	A. Utilize innovative technologies such as telemedicine or text telephone yoke B. Post signs and disseminate information about the availability of trained interpreters, bilingual/bicultural staff, and other linguistic support services
6. Diversify, develop and retain a cultural competence workforce	A. Develop formal recruitment strategies B. Recruit community members, diverse paraprofessionals, peer mentors C. Institute ongoing cultural competence education and training for staff at all levels of the agency
7. Develop a system strategy for managing staff and patient grievances	A. Appoint an ombudsperson or persons to informally discuss grievances with staff and patients as they arise B. Create a formal structure to address complaints that involve executive level staff C. Hire bilingual/bicultural staff to assist with the grievance reporting and resolution process