

# The Process of Cultural Competence in the Delivery of Healthcare Services



**\*Cultural Awareness.** The nurse becomes sensitive to the values, beliefs, lifestyle, and practices of the patient and explores her/his own values, biases and prejudices.

I am aware of my own cultural identify, beliefs, values, assumptions, biases and views about diversity/difference, including my own stereotypes and prejudices.

**\*Cultural Knowledge.** The process in which the nurse finds out about other cultures and the different worldviews held by people from other cultures. Understanding of values, beliefs, practices, and problem-solving strategies of culturally/ethnically diverse groups enables the nurse to gain confidence in her/his encounters with them.

I can identify the elements of culture which create, define, influence and shape our behaviors, attitudes and core values. These include but not limited to: race religion, history, nationality, family, educational system, media, economics, profession, and language.

**\*Cultural Skill** as a process is concerned with carrying out a cultural assessment. Based on cultural knowledge gained, the nurse is able to conduct a cultural assessment in partnership with the patient.

I am continually developing and refining a repertoire of personal and professional skills, which allow me to understand, communicate with, and effectively interact with people across diverse cultures, language, socioeconomic status, race, ethnic background, religion, gender, sexual orientation and ability.

**\*Cultural Encounter** is the process that provides the primary experiential exposure to cross cultural interactions with people who are culturally/ethnically diverse from oneself.

I am aware that everyone has their own cultural identity, beliefs, values, assumptions, biases, and views about diversity/difference. This is true for individuals and groups both within and outside of my peer group.

\*Cultural Desire is seen as a self motivational aspect of individuals and organizations to want to engage in the process of cultural competence.

I am willing to learn about something new with an open, neutral and non-judgmental attitude.

*\*Campinha-Bacote Model of Cultural Competence*