

Cultural Competence and Diversity in

Cultural Competence and Diversity in Healthcare

1. Introduction

- Cultural competence is the capacity to provide effective care across diverse cultural backgrounds.
- Diversity in healthcare reflects differences in ethnicity, religion, language, and beliefs among patients and staff.

2. Key Concepts

- **Culture:** shared values and practices that influence health behaviour.
- **Cultural sensitivity:** awareness and respect for cultural differences.
- **Health disparities:** unequal outcomes linked to social and cultural factors.

3. Why It Matters

- Misunderstanding culture can lead to mistrust, poor adherence, and errors.
- Competent care improves communication, satisfaction, and outcomes.

4. Developing Competence

- Reflect on personal biases and assumptions.
- Learn about patients' beliefs and use interpreters when needed.
- Adapt care plans to fit cultural and religious practices.

5. Organisational Strategies

- Recruit a diverse workforce and provide cultural training.
- Offer translated materials and inclusive policies.

6. Summary

- Cultural competence reduces disparities and strengthens patient trust.
- It is an ongoing process of learning, respect, and adaptation.