



# Organisational cultural competency- the research evidence

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- Systematic review of reviews of cultural competency interventions (Truong, Paradies & Priest 2014)
    - n=19 reviews (published 2000-2012)
    - 3 reviews included studies examining organisational level interventions (Anderson et al 2003, Fisher et al 2007, Henderson et al 2011)
    - 1 review evaluated models of cultural competence in mental health (including those related to organisational aspects: Bhui et al 2007)
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- Overall results of reviews
    - Patient outcomes
      - 7 of 9 reviews found evidence of some improvement e.g. diabetes management, patient satisfaction
    - Provider outcomes
      - 6 of 8 reviews found evidence of improvement in knowledge, skills and attitudes
    - Outcomes related to access and utilisation
      - 4 of 5 reviews found that Interventions using *culturally specific patient navigators, community health workers and trained bilingual health workers* were most successful
      - Appropriate linguistic services and intercultural staff training and education important in nursing practice
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- The majority of reviews noted methodological limitations of studies.  
For example:
    - Small samples
    - Poor methodological rigor
    - No or few long-term studies
    - Reliance on self-report measures
    - Lack of detail about interventions
    - Lack of patient outcome measures
  - Therefore conclusive statements about the effectiveness of interventions to increase cultural competency were limited.
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- There are few published studies investigating the issues of cultural competence at the organisational level
  - Majority of studies from United States
  - Studies related to organisational cultural competence assessments (Adamson et al 2011, Cherner et al 2014, Fung et al 2012)
  - Studies related to adoption of cultural competence standards or policies/practices (Guerrero & Kim 2013, Beune et al 2011, Stork et al 2001, Whitman and Davis 2008)
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- Grey literature
    - organisational reports and evaluations of cultural competence assessments and interventions
  - Further research needed in:
    - Evaluation of organisational cultural competency models and assessment tools
    - Objective measures of cultural competence e.g. patient/client feedback, organisational audits
    - Cost-benefit analysis of interventions
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