Blue Cross and Blue Shield of North Carolina
Blue Quality Physician Program Provider Tool Kit Information

Cultural Competency

Training Requirements
Complete interactive training focused on cultural competency in medical practice, (such as provided by the US Department of Health and Human Services or Quality Interactions). The purpose of this training is to help to enhance skills toward the provision of care in a culturally competent clinical practice. Culturally competent care includes providing patient-centered care, tailoring delivery to meet patients’ social, cultural, and linguistic needs; identifying and applying appropriate strategies to reduce racial and ethnic healthcare disparities; understanding the impact that stereotyping can have on medical decision making; and identifying techniques to deal with language barriers and other communication needs, including working with interpreters.

Training Options:
US DHHS Office of Minority Health Cultural Competency Training
Information on the training can be obtained at https://thinkculturalhealth.org/

Quality Interactions is an innovative e-learning program that provides effective cultural competency and cross-cultural communication training. For more information please visit http://www.qualityinteractions.org/

The Blue Quality Physician Program will allocate points as follows:

10 points for the 3 hours Quality Interactions training or 6 hours US DHHS (completion of 2 themes)
15 points for the 6 hours Quality Interactions training or 9 hours US DHHS (completion of 3 themes)
Cultural Competency Resources
The links below will help you locate valuable information on cultural competency.

Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care

Office of Minority Health Resource Center

http://www11.georgetown.edu/research/gucchd/nccc/
National Center for Cultural Competence

American Medical Association: Health Care Disparities Among Racial/Ethnic Minority Patients

http://www.diversityrx.org/
Sponsored by National Conference of State Legislatures, Resources for Cross Cultural Health Care, and Henry J. Kaiser Family Foundation

http://www.hrsa.gov/healthliteracy/training.htm

APA Guidelines for Providers of Psychological Services to Ethnic, Linguistic, and Culturally Diverse Populations (American Psychological Association)

http://www.nmci.org/
National MultiCultural Institute

http://www.xculture.org/
The Cross Cultural Health Care Program

http://gucchd.georgetown.edu/topics/cultural_linguistic_competence/index.html
Cultural and Linguistic Competence - Georgetown University Center for Child and Human Development

http://www.clashealth.org/
Multicultural Health Care: A Quality Improvement Guide. This guide is intended for health care organizations that provide or arrange for the care of diverse patients. The guide is a resource for those interested or already engaged in quality improvement (QI) initiatives to improve culturally and linguistically appropriate services (CLAS) and to reduce disparities in health care. (NCQA-Lilly USA, LLC)