

LMHSC Cultural Competency Committee

What does Cross Cultural Competency mean to us?

“Cross Cultural Competency is a personal journey. It is the process of developing/becoming aware, seeking knowledge, gaining understanding and appreciation of differences in order to:

1. *Demonstrate sensitivity and respect*
2. *Communicate effectively*
3. *Advocate for equity in health care”*

What is the purpose of our committee (mission)?

We exist to promote the importance of delivering cross culturally competent health care to people living in our communities. To do this, we will...

- Collaborate with others to fully utilize the network within our community to assess and understand the needs of the communities we serve (key stakeholders)
- Identify and provide best practice resources through an accessible and innovative website
- Serve as leaders and advocates to health care educators, students, and providers
- Promote the importance of delivering cross culturally competent health care to patients and their families in order to improve health outcomes

Goals:

1. *Host a website known in the region as the repository for healthcare providers and students for cultural competence in healthcare information for healthcare students and providers*
2. *Collaborate with Community Organizations focused on Cultural Competency*
3. *Succession and sustainability planning of committee*

Strategic Plan – 2016-2018

1. Host a website known in the region as the repository for healthcare providers, clinicians, leaders, educators and students for cultural competence in healthcare information.

a. Dissemination of website

Create ongoing marketing plan

- i. Meet one on one with specific individuals/organizations – December 2016
 - a. Develop template agenda – August 2016 meeting discussion
 - b. Update and assign committee contacts for meetings – August 2016 meeting discussion
- ii. Annually update the LMHSC Board – August board meeting (July 2015-June 2016 activity)
- iii. Develop promotional “blurbs” for organizations to share in their internal newsletters – February 2017 meeting

b. Enhancing website

Investigate options to better stage the process of interaction throughout the site

- i. Brainstorm enhancement options – February 2017 meeting
- ii. Research resources needed to increase look and feel of website –April 2017 meeting
- iii. Research if student intern is an option

Research options for title other than “cultural competency”

Add more advanced material

- i. Determine advanced resources – June 2017 meeting
- ii. Create a separate page with password access only – December 2017

Ongoing

- i. Maintenance of cultural competency site

ii. Add more personal journey stories

c. Measuring outcomes

Develop measures of success

2. Collaborate with Community Organizations focused on Cultural Competency

- Research interest in convening a health care conversation around topic (include La Crosse Mayor) – Oct 2016 meet with Diversity Council
- Identify collaboration opportunities with other diversity groups to promote this work
- Discuss feasibility of one repository for events – Oct 2016 meet with Diversity Council
- Survey healthcare organizations and allied health academic programs for feedback on needs – May 2017

3. Succession and sustainability of committee – ongoing

Recruiting committee members as needed

Retain flexibility on structure of committee

Approved by Committee on August 9, 2011

Revisions approved by Committee on March 13, 2012

Revisions approved by Committee on October 9, 2012

Revisions approved by Committee on April 14, 2015

Revisions draft June 15, 2016