

### ***Critical Domains for Measuring Cultural Competence***

Analysis of the conceptual and other literature led to the extrapolation of nine "domains" that provide a basis for developing a measurement profile.

***Values and attitudes*** refer to beliefs held by healthcare professionals, organizations that influence health care delivery.

***Cultural sensitivity*** denotes the providers' heightened awareness and can be a precursor to changing values, attitudes, and behaviors.

***Communication*** encompasses the variety of ways that describe how the exchange of information among those involved in care delivery occurs.

***Policies and procedures*** consist of the programmatic and planning vehicles through which organizations can facilitate the provision of culturally competent care.

***Training and staff development*** concentrate on providing professionals with the requisite knowledge and skills to supply culturally competent care.

***Facility characteristics, capacity, and infrastructure*** focus on access and availability of care and the environment in which it is provided, including location, physical resources, and information systems.

***Intervention and treatment model features*** includes evaluation, diagnosis, treatment, and referral and how culture-specific knowledge and sensitivity can enhance them.

***Family and community participation*** recognizes the role of the family and community in achieving quality health care.

***Monitoring, evaluation and research*** includes activities to assess progress in cultural competence efforts as well as to create and disseminate new knowledge.

Areas of overlap exist where topic areas align with several domains. These areas of overlap are highlighted in Section II.C.