**Cultural competence toolkit**

Name

Lecturer

Course

Date

**Cultural competence toolkit**

A cultural competence toolkit is essential in the health care sector as there exists a significant relationship between health and race. The cultural competence toolkit has enabled great effectiveness in the health care sector, especially when dealing with minority groups such as migrant workers, illegal residents, and recent immigrants into the society through specific tools (Dreachslin, Gilbert, and Malone, 2012). These tools are essential in dealing with and integrating diversity and competence in offering health care services to patients. The various cultural competence toolkit tools include a mission-based approach tool, human resources tool, administration tool, planning and policies tool, a recruitment tool, screening tool, training, orientation tool, the supervision tool, management of records tool, recognition tool, and the evaluation tool. In addition, these cultural competence toolkit tools help healthcare organizations to recruit individuals who would provide various language interpretation services (Dreachslin, Gilbert, and Malone, 2012).

**Cultural competence toolkit**

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| **Tool** | Name |
| 1 | human resources |
| 2 | administration |
| 3 | planning and policies |
| 4 | recruitment |
| 5 | screening |
| 6 | Training and orientation |
| 7 | supervision |
| 8 | management of records |
| 9 | mission-based approach |
| 10 | recognition tool |
| 11 | Volunteer assignments |
| 12 | evaluation |

Migrants into a society originate from different races and hence communicate using different languages. Communication and understanding the patients are crucial when providing health care services to ensure effective treatment of patients and prevent excessive injuries, pains, or deaths (Horevitz, Lawson, and Chow, 2013). Therefore, it is essential to have interpreters of languages encountered when offering health care services to patients, especially the migrant groups. Volunteer language interpreters would also help when dealing with patients from diverse cultural backgrounds who speak different languages.

The above 12 tools in the cultural competence toolkit help health care organizations identify volunteer language interpreters easily and access them without interfering with work. Organizations can hire individuals from minority groups as health care staff to help interpret languages when patients who speak similar languages are brought to the facility. Additionally, health care providers can be trained to provide competent health care services to patients with different cultural backgrounds (Horevitz, Lawson, and Chow, 2013). Identifying quality language interpreters for the organization would require identifying individuals with excellent communication skills, willing to learn, with great knowledge and proficiency in that language. Health care organizations should have fixed payment rates of interpreters either offering their services physically at the organization or on the telephone.

**Interpreter’s schedule**

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| Time | Interpreter | Language |
| 06.00a.m - 10.00 a.m. | Staff who is not on duty | All languages |
| 10.00a.m - 02.00p.m | Available volunteer | All languages |
| 02.00p.m - 06.00pm | Staff who is not on duty | All languages |
| 06.00p.m - 12.00a.m | Available volunteer | All languages |
| 12.00a.m - 06.00a.m | Staff who is not on duty | All languages |

**References**

Dreachslin, J. L., Gilbert, M. J., & Malone, B. (2012). *Diversity and cultural competence in health care: A systems approach*. John Wiley & Sons.

Horevitz, E., Lawson, J., & Chow, J. C. C. (2013). Examining cultural competence in health care: Implications for social workers. *Health & Social Work*, *38*(3), 135-145.