

Cultural Competency for Providers

Cultural and Linguistically Appropriate Services

The delivery of culturally and linguistically appropriate services is an essential component in improving the quality of health services provided to individuals.

Providing culturally and linguistically appropriate services can advance health equity, improve quality, and help reduce health care disparities.

Health Communication & Literacy

Health communication is the foundation of the health care delivery system.

The quality of such communication has significant effect on the outcomes of Member-Provider encounters.

Effective health communication contributes to:

- Increased use of preventive health services
- Positive health outcomes
- Decreased anxiety
- Increased trust in Providers
- Member adherence

Health Communication & Literacy

- Do not make assumptions about a Member's Culture or identity based on appearance, name or outward characteristics
- Ask individuals how they identify themselves (to their partners and/or family Members), and use the term provided to increase comfort
- Treat everyone as a unique individual
- Do not make assumptions about behavior or identity based on race or ethnicity, age, sexual orientation, gender expression, disability status, or other characteristics

Tips from the Society of General Internal Medicine

- Slow down
- Do not use medical jargon
- Use visual aids

Provider Training Link

Please use the link provided to access educational material for Health Care Providers.

[Culturally Effective Healthcare](#)

- You will be required to create an account and will receive a certificate on completion.

Submit your certificates to: CCHPNetworkDevelopment@cookchildrens.org.

- You will be reflected in the Cook Children's Health Plan Provider Directory as completing Cultural Competency Training

Provider Requirement

For questions regarding the Cultural Competency requirements you may contact Provider Support Services at 888-243-3312 or email CCHPPProviderRelations@cookchildrens.org.