



## Cultural Competency Checklist

Assessing Your Capacity to Improve Patient Services and Satisfaction

### Is Your Practice Meeting the Needs of Its Diverse Patient Population?



#### **Check your cultural competency!**

**Use the checklist below to assess how your practice is doing.**

- We always consider patients' language, cultural beliefs and health practices when making diagnoses and recommending treatment options.
- We communicate with our patients in their preferred language(s).
- We are sensitive to the cultural and linguistic needs of our patients and strive to reflect this sensitivity through the staff we recruit, hire, and promote.
- Staff members are regularly offered opportunities to participate in trainings on cultural and linguistic competence.
- All patient materials, including registration forms and educational materials, are in our patients' preferred language(s) and are easy to read and understand.
- Language assistance is available to ALL patients with limited English language skills. We don't rely on patients' family members to translate.

**Consult the Immunize LA Kids Cultural Competency Tipsheet for recommendations for improving service and patient satisfaction in any of these priority areas.**