

Ohio Comprehensive Primary Care

Cultural Competency and Implicit Bias Training in
Fulfillment of the Patient Experience Requirement

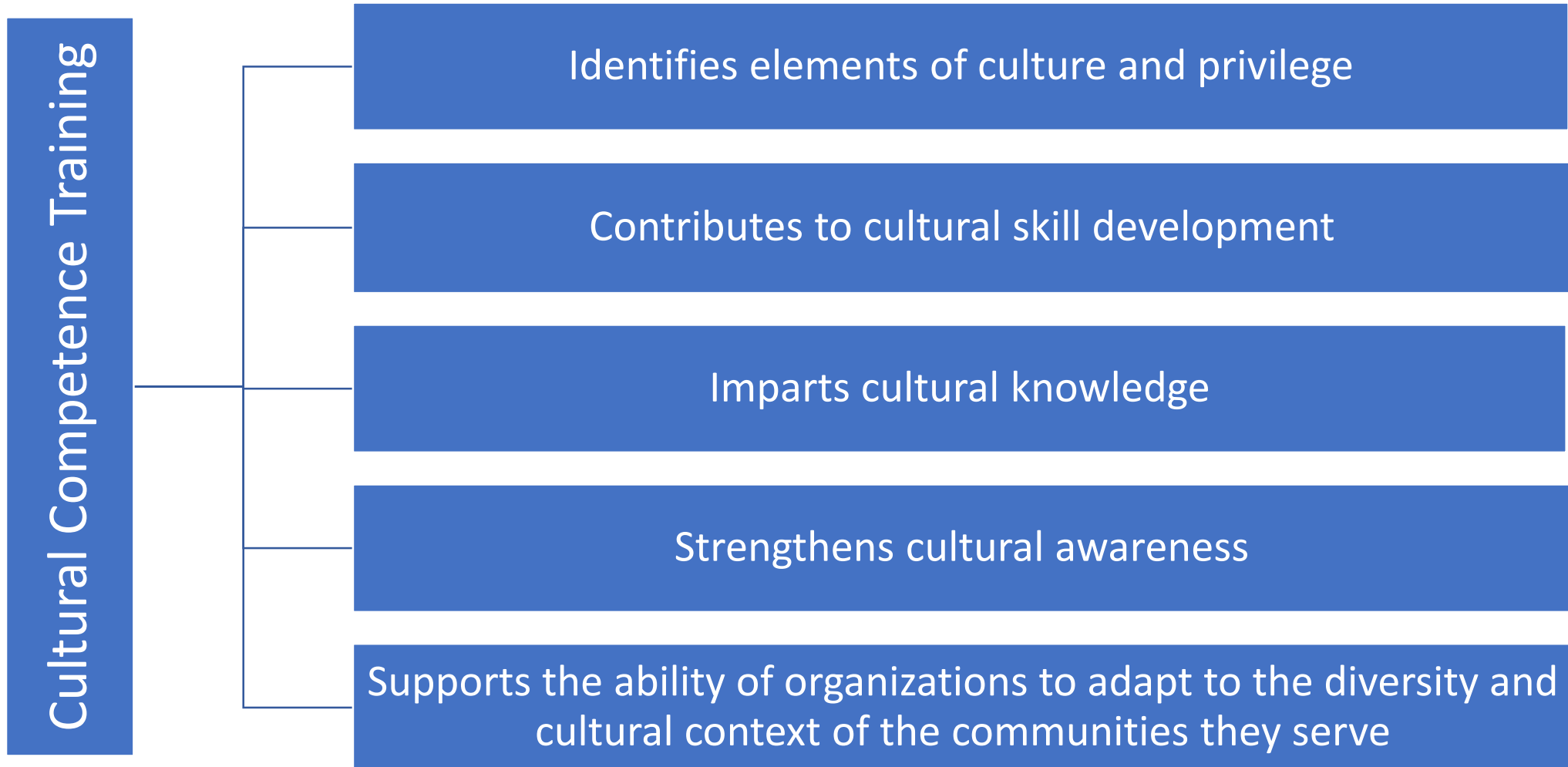
January 15th, 2021

Cultural Competence and Implicit Bias



Department of
Medicaid

Ohio CPC and CPC for Kids Program Cultural Competence Training



Cultural Competence Training

Identifies elements of **culture** and **privilege** and explains how these elements can **create bias** in our behaviors and/or decision-making

Cultural Competence Training

Contributes to **cultural skill development** and
illustrates the value of diversity

Cultural Competence Training

Imparts **cultural knowledge** by highlighting the role that culture, race, and ethnicity play in the socio-psychological* and economic development of diverse groups

* “Socio-psychological” refers to how a person’s thoughts, feelings, and behaviors are influenced by actual, imagined, or implied companionship of others

Cultural Competence Training

Strengthens **cultural awareness** by enhancing the ability to recognize cultural diversity and manage the dynamics of difference

Cultural Competence Training

Supports the ability of organizations to adapt to the diversity and cultural context** of the communities they serve by acquiring and institutionalizing cultural knowledge

**"Cultural context" looks at the society individuals are raised in and how their culture affects behavior. It incorporates learned values and shared attitudes among groups of people. It includes language, norms, customs, ideas, beliefs, and meanings.