

CULTURAL COMPETENCY CASE STUDY

Definitions:

Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural-situations.

Source: US Department of Health and Human Services. (2005). what is cultural competency?
www.omhrc.gov/templates/browse.aspx?lvl=2&lvlID=11

Linguistic competence is the capacity of an organization or personnel to communicate effectively, and convey information in a way that is easily understood by diverse audiences including persons of limited English proficiency, those who have low literacy skills, and individuals with disabilities

Source: Goode T, Jones W. (2004) Definition of linguistic competence, National Center for Cultural Competence. Washington, DC; National Center for Cultural Competence, Georgetown University Center for Child and Human Development. www11.georgetown.edu/research/gucchd/nccc/foundations/frameworks.html

Case Study:

Lia, a 32-year-old woman from the Dominican Republic, is diagnosed with syphilis. She has been in the United States with her husband and four children for three years. She is pregnant and is afraid to tell her husband that she has the disease for fear that he will be angry with her. She speaks very limited English, and her primary language is Spanish. Lia decides to disclose this information to her home visitor who she is developing a trusting relationship with. The home visitor is from a different cultural background and does not speak Spanish. Lia is reluctant to talk about her problem but nervously tries although communication between the home visitor and Lia is very poor because Lia is embarrassed that she does not speak English very well and is afraid to share her feelings. The home visitor knows that Lia's husband is quite fluent in English and asks her if she should come back when he is home so that they can discuss where they can go for treatment and talk about using condoms. Lia becomes very quiet and says that she does not want to talk about this again.