

## Cultural Competence Survey

Increasing cultural diversity of people in our communities and workplaces is a fact of life. Diversity among students, co-workers, and organizations is also expanding. Improvements in travel and communication have brought people with different cultures, languages, and customs into contact as never before. A greater variety of people within our communities, schools, and workplaces continues to have an impact on the way that we think, feel, and act.

This survey is designed to explore your knowledge, feelings, and actions when you interact with others in the context of health care and health service environments and in academic settings. Your answers are strictly confidential. The researchers will put your answers together with those of others to get an overall profile for group cultural competence and educational needs. We will also use your responses together with those of other people such as yourself to design cultural competency training programs to meet specific needs. Neither your identity nor your individual answers will be shared with anyone.

Questions on this survey are intended to gather information about how you personally think, feel, and act. Some questions may not fit your situation exactly depending on the type of work you do at this time. Please try to answer every question. If you are unsure or have no opinion on an item, use the "No Opinion" or "Not Sure" options. There are no "right" or "wrong" answers.

Completing this survey is completely voluntary. It will take about 20 minutes of your time. You may choose not to participate. You may stop at any time. Your completion of the survey indicates your informed consent to participate in this study.

**NOTE: This instrument may only be used with the express permission of the authors. For information contact:**

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1. In the past 12 months, which of the following racial/ethnic groups have you encountered among your clients and their families or within the health care environment or workplace?

Mark X' for all that apply.

- ☐ Hispanic/Latino (including Mexican, Mexican American, Chicano, Puerto Rican, Cuban, other Spanish)
- ☐ White/Caucasian/European American
- ☐ Black/African American
- ☐ American Indian/Alaska Native
- ☐ Asian (Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or other Asian)
- ☐ Native Hawaiian/Pacific Islander
- ☐ Arab American/Middle eastern
- ☐ Other (specify): \_\_\_\_\_

2. In your current environment what percentage of the total population is made up of people from these racial/ethnic groups? Write in precents to add to 100%

\_\_\_\_\_ Hispanic/Latino (including Mexican, Mexican American, Chicano, Puerto Rican, Cuban, other Spanish)

\_\_\_\_\_ White/Caucasian/European American

\_\_\_\_\_ Black/African American

\_\_\_\_\_ American Indian/Alaska Native

\_\_\_\_\_ Asian (Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or other Asian)

\_\_\_\_\_ Native Hawaiian/Pacific Islander

\_\_\_\_\_ Arab American/Middle Eastern

\_\_\_\_\_ All other groups combined

100% = TOTAL

3. In the past 12 months which of the following special population groups have you encountered among your clients and their families or within the health care environment or workplace?

Mark X' for all that apply.

- ☐ Mentally or emotionally ill
- ☐ Physically Challenged/Disabled
- ☐ Homeless/Housing Insecure
- ☐ Substance Abusers/Alcoholics
- ☐ Gay, Lesbian, Bisexual, or Transgender
- ☐ Different religious/spiritual backgrounds
- ☐ Other (specify): \_\_\_\_\_

4. In your current environment what percentage of the total population is made up of people from these special population groups? Write in precents; may not total 100%

\_\_\_\_\_ Mentally or emotionally Ill  
 \_\_\_\_\_ Physically Challenged/Disabled  
 \_\_\_\_\_ Homeless/Housing  
 \_\_\_\_\_ Insecure Substance  
 \_\_\_\_\_ Abusers/Alcoholics  
 \_\_\_\_\_ Gay, Lesbian, Bisexual, or Transgender  
 \_\_\_\_\_ Different religious/spiritual backgrounds  
 100% = TOTAL

5. Overall, how competent do you feel working with people who are from cultures different than your own?

Very Competent	Somewhat competent	Neither competent nor incompetent	Somewhat Incompetent	Very Incompetent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**For each of the following statements, put an 'X' in the box that best describes how you feel about the statement.**

6. Race is the most important factor in determining a person's culture.

Strongly Agree	Agree	Somewhat Agree	Neutral	Strongly Disagree	Disagree	Somewhat Disagree	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. People with a common cultural background think and act alike.

Strongly Agree	Agree	Somewhat Agree	Neutral	Strongly Disagree	Disagree	Somewhat Disagree	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Many aspects of culture influence health and health care.

Strongly Agree	Agree	Somewhat Agree	Neutral	Strongly Disagree	Disagree	Somewhat Disagree	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Aspects of cultural diversity need to be assessed for each individual, group, and organization.

Strongly Agree	Agree	Somewhat Agree	Neutral	Strongly Disagree	Disagree	Somewhat Disagree	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. If I know about a person's culture, I don't need to assess their personal preferences for health services.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Strongly Agree           | Agree                    | Somewhat Agree           | Neutral                  | Strongly Disagree        | Disagree                 | Somewhat Disagree        | No Opinion               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
11. Spiritual and religious beliefs are important aspects of many cultural groups.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Strongly Agree           | Agree                    | Somewhat Agree           | Neutral                  | Strongly Disagree        | Disagree                 | Somewhat Disagree        | No Opinion               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
12. Individual people may identify with more than one cultural group.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Strongly Agree           | Agree                    | Somewhat Agree           | Neutral                  | Strongly Disagree        | Disagree                 | Somewhat Disagree        | No Opinion               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
13. Language barriers are the only difficulties for recent immigrants to the United States.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Strongly Agree           | Agree                    | Somewhat Agree           | Neutral                  | Strongly Disagree        | Disagree                 | Somewhat Disagree        | No Opinion               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
14. I believe that everyone should be treated with respect no matter what their cultural heritage.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Strongly Agree           | Agree                    | Somewhat Agree           | Neutral                  | Strongly Disagree        | Disagree                 | Somewhat Disagree        | No Opinion               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
15. I understand that people from different cultures may define the concept of "health care" in different ways.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Strongly Agree           | Agree                    | Somewhat Agree           | Neutral                  | Strongly Disagree        | Disagree                 | Somewhat Disagree        | No Opinion               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
16. I think that knowing about different cultural groups helps direct my work with individuals, families, groups, and organizations.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Strongly Agree           | Agree                    | Somewhat Agree           | Neutral                  | Strongly Disagree        | Disagree                 | Somewhat Disagree        | No Opinion               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**For each of the following statements put 'X' in the box that best describes how often you do the following:**

- |     |  |                                    |  |                                      |                                   |                                       |                                       |                                   |                                      |
|-----|--|------------------------------------|--|--------------------------------------|-----------------------------------|---------------------------------------|---------------------------------------|-----------------------------------|--------------------------------------|
| 17. | I include cultural assessment when I do individual or organizational evaluations.                          | Always<br><input type="checkbox"/> | Very Often<br><input type="checkbox"/> | Somewhat<br><input type="checkbox"/> | Often<br><input type="checkbox"/> | Sometimes<br><input type="checkbox"/> | Few Times<br><input type="checkbox"/> | Never<br><input type="checkbox"/> | Not Sure<br><input type="checkbox"/> |
| 18. | I seek information on cultural needs when I identify new people in my work or school.                      | Always<br><input type="checkbox"/> | Very Often<br><input type="checkbox"/> | Somewhat<br><input type="checkbox"/> | Often<br><input type="checkbox"/> | Sometimes<br><input type="checkbox"/> | Few Times<br><input type="checkbox"/> | Never<br><input type="checkbox"/> | Not Sure<br><input type="checkbox"/> |
| 19. | I have resource books and other materials available to help me learn about people from different cultures. | Always<br><input type="checkbox"/> | Very Often<br><input type="checkbox"/> | Somewhat<br><input type="checkbox"/> | Often<br><input type="checkbox"/> | Sometimes<br><input type="checkbox"/> | Few Times<br><input type="checkbox"/> | Never<br><input type="checkbox"/> | Not Sure<br><input type="checkbox"/> |
| 20. | I use a variety of sources to learn about the cultural heritage of other people.                           | Always<br><input type="checkbox"/> | Very Often<br><input type="checkbox"/> | Somewhat<br><input type="checkbox"/> | Often<br><input type="checkbox"/> | Sometimes<br><input type="checkbox"/> | Few Times<br><input type="checkbox"/> | Never<br><input type="checkbox"/> | Not Sure<br><input type="checkbox"/> |
| 21. | I ask people to tell me about their own explanations of health and illness.                                | Always<br><input type="checkbox"/> | Very Often<br><input type="checkbox"/> | Somewhat<br><input type="checkbox"/> | Often<br><input type="checkbox"/> | Sometimes<br><input type="checkbox"/> | Few Times<br><input type="checkbox"/> | Never<br><input type="checkbox"/> | Not Sure<br><input type="checkbox"/> |
| 22. | I ask people to tell me about their expectations for health services.                                      | Always<br><input type="checkbox"/> | Very Often<br><input type="checkbox"/> | Somewhat<br><input type="checkbox"/> | Often<br><input type="checkbox"/> | Sometimes<br><input type="checkbox"/> | Few Times<br><input type="checkbox"/> | Never<br><input type="checkbox"/> | Not Sure<br><input type="checkbox"/> |
| 23. | I avoid using generalizations to stereotype groups of people.  | Always<br><input type="checkbox"/> | Very Often<br><input type="checkbox"/> | Somewhat<br><input type="checkbox"/> | Often<br><input type="checkbox"/> | Sometimes<br><input type="checkbox"/> | Few Times<br><input type="checkbox"/> | Never<br><input type="checkbox"/> | Not Sure<br><input type="checkbox"/> |
| 24. | I recognize potential barriers to service that might be encountered by different people.                   | Always<br><input type="checkbox"/> | Very Often<br><input type="checkbox"/> | Somewhat<br><input type="checkbox"/> | Often<br><input type="checkbox"/> | Sometimes<br><input type="checkbox"/> | Few Times<br><input type="checkbox"/> | Never<br><input type="checkbox"/> | Not Sure<br><input type="checkbox"/> |

25. I remove obstacles for people of different cultures when I identify barriers to services.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Always                   | Very Often               | Somewhat                 | Often                    | Sometimes                | Few Times                | Never                    | Not Sure                 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
26. I remove obstacles for people of different cultures when people identify barriers to me.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Always                   | Very Often               | Somewhat                 | Often                    | Sometimes                | Few Times                | Never                    | Not Sure                 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
27. I welcome feedback from clients about how I relate to people from different cultures.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Always                   | Very Often               | Somewhat                 | Often                    | Sometimes                | Few Times                | Never                    | Not Sure                 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
28. I find ways to adapt my services to individual and group cultural preferences.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Always                   | Very Often               | Somewhat                 | Often                    | Sometimes                | Few Times                | Never                    | Not Sure                 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
29. I document cultural assessments if I provide direct client services.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Always                   | Very Often               | Somewhat                 | Often                    | Sometimes                | Few Times                | Never                    | Not Sure                 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
30. I document the adaptations I make with clients if I provide direct client services.
- |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Always                   | Very Often               | Somewhat                 | Often                    | Sometimes                | Few Times                | Never                    | Not Sure                 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Your answers to these last few questions will help us understand responses from different kinds of people who complete the survey. ALL answers are strictly confidential.**

**Read each item below and decide whether the statement is true or False as it pertains to you personally. Mark your answers with an 'X' in the True or False box.**

31. It is sometimes hard for me to go on with my work if I am not encouraged.
- ☐ True ☐ False
32. I sometimes feel resentful when I don't get my way.
- ☐ True ☐ False
33. On a few occasions, I have given up doing something because I thought too little of my ability.
- ☐ True ☐ False

34. There have been times when I felt like rebelling against people in authority even though I knew they were right.  
☐ True ☐ False
35. No matter who I'm talking to, I'm always a good listener.  
☐ True ☐ False
36. There have been occasions when I took advantage of someone.  
☐ True ☐ False
37. I'm always willing to admit it when I make a mistake.  
☐ True ☐ False
38. I sometimes try to get even rather than forgive and forget.  
☐ True ☐ False
39. I am always courteous, even to people who are disagreeable.  
☐ True ☐ False
40. I have never been irked when people expressed ideas very different from my own.  
☐ True ☐ False
41. There have been times when I was quite jealous of the good fortune others.  
☐ True ☐ False
42. I am sometimes irritated by people who ask favors of me.  
☐ True ☐ False
43. I have never deliberately said something to hurt someone's feelings.  
☐ True ☐ False
44. In what year were you born? \_\_\_\_\_
45. Using the categories below, what do you consider yourself? (Choose one or more)  
☐ Hispanic/Latino (including Mexican, Mexican American, Chicano, Puerto Rican, Cuban, other Spanish)  
☐ White/Caucasian/European American  
☐ Black/African American  
☐ American Indian/Alaska Native  
☐ Asian (Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or other Asian)  
☐ Native Hawaiian/Pacific Islander  
☐ Arab American/Middle eastern  
☐ Other (specify): \_\_\_\_\_

46. What is your highest level of education completed?
- ☐ Less than high school
  - ☐ Diploma
  - ☐ High school or GED
  - ☐ Associate degree
  - ☐ Bachelors degree
  - ☐ Graduate or professional degree
47. Have you ever participated in cultural diversity training?
- ☐ Yes      ☐ No
48. If you have had prior diversity training, which option below best describes it? (Check all that apply)
- ☐ Separate college course for credit
  - ☐ Content covered in a college course
  - ☐ Professional Conference or Seminar
  - ☐ Employer Sponsored Program
  - ☐ On-line (computer assisted) Education
  - ☐ Continuing Education Offering
  - ☐ Other diversity training types (Specify): \_\_\_\_\_
49. Which of the following best describes your current role?
- ☐ LPN
  - ☐ RN
  - ☐ Clerical Worker
  - ☐ Nutritionist
  - ☐ Therapist (occupational or physical)
  - ☐ Physician
  - ☐ Other: \_\_\_\_\_

**Thank you for taking this survey. We appreciate your time and effort!**



## 9.3 Cultural Diversity Awareness Questionnaire

### Purpose

1. To identify your attitudes and perspectives regarding cultural diversity
2. To help you become aware of and understand your prejudices and biases
3. To help you understand the potential consequences of your approach to diversity in the workplace

### Directions

1. Read each statement and circle the number that best describes your belief or behavior.
2. Be as candid as possible with your responses; there are no right or wrong answers.

	Never	Almost Never	Sometimes	Almost Always	Always
1. I am aware of my own biases and how they affect my thinking.	1	2	3	4	5
2. I can honestly assess my strengths and weaknesses in the area of diversity and try to improve myself.	1	2	3	4	5
3. I assume good intent and ask for clarification when I don't understand what was said or implied.	1	2	3	4	5
4. I challenge others when they make racial/ethnic/sexually offensive comments or jokes.	1	2	3	4	5
5. I speak up if I witness another person being humiliated or discriminated against.	1	2	3	4	5
6. I do not participate in jokes that are derogatory to any individual group.	1	2	3	4	5
7. I don't believe that my having a friend of color means that I'm culturally competent.	1	2	3	4	5
8. I understand why a lack of diversity in my social circle may be perceived as excluding others.	1	2	3	4	5

	Never	Almost Never	Sometimes	Almost Always	Always
9. I realize that people of other cultures have a need to support one another and connect as a group.	1	2	3	4	5
10. I do not make assumptions about a person or individual group until I have verified the facts on my own.	1	2	3	4	5
11. I have multiple friends from a variety of ethnicities and abilities.	1	2	3	4	5
12. I connect easily with people who look different from me and am able to communicate easily with them.	1	2	3	4	5
13. I'm interested in the ideas and beliefs of people who don't think and believe as I do, and I respect their opinions even when I disagree.	1	2	3	4	5
14. I work to make sure people who are different from me are heard and accepted.	1	2	3	4	5
15. I recognize and avoid language that reinforces stereotypes.	1	2	3	4	5
16. I know others' stereotypes associated with my ethnicity.	1	2	3	4	5
17. I encourage people who are culturally different from myself to speak out on their issues and concerns, and I validate their issues and concerns.	1	2	3	4	5
18. I avoid assuming that others will have the same reaction as I do when discussing or viewing an issue.	1	2	3	4	5
19. I understand that I'm a product of my upbringing and believe there are valid beliefs other than my own.	1	2	3	4	5
20. I do not take physical characteristics into account when interacting with others or when making decisions about others' competence or ability.	1	2	3	4	5

	Never	Almost Never	Sometimes	Almost Always	Always
21. I recognize that others stereotypeme, and i try to overcome their perceptions.	1	2	3	4	5
22. I include people who are culturallydifferent from myself in team decision-making processes that impact them.	1	2	3	4	5
23. I actively seek opportunities to connectwith people who are different from meand seek to build rapport with them.	1	2	3	4	5
24. I believe “color blindness” is counterproductive and devalues aperson’s culture or history.	1	2	3	4	5
25. I avoid generalizing behaviors or attitudes of one individual in a group to others.	1	2	3	4	5
26. I actively convey that employees or students of varying backgrounds areas skilled and competent as others.	1	2	3	4	5
27. I do not try to justify acts of discrimination to make the victim feelbetter. i validate his/her assessmentof what occurred.	1	2	3	4	5
28. I try to learn about and appreciate therichness of other cultures and honortheir holidays and events.	1	2	3	4	5
29. I believe there are policies and practicesin place that negatively impact people outside the majority culture.	1	2	3	4	5
30. I understand the definition of internalized racism and how it impactspeople of color.	1	2	3	4	5
31. I believe that race is a social construct, not a scientific fact.	1	2	3	4	5
32. I know and accept that people’s experiences and background impact how they interact with and trust me.	1	2	3	4	5

*Source:* Adapted from Special Populations and CTE Illinois Leadership Project. (2016). *Cultural Diversity Self-Assessment*. Retrieved from <http://illinoiscte.org/index.php/resources/cultural-competency-module>

### Scoring

Sum the numbers you circled on the questionnaire. This number is your cultural diversity awareness score.

### Total Score

Cultural diversity awareness score: \_\_\_\_

### Scoring Interpretation

This self-assessment is designed to measure your beliefs and behavior regarding cultural diversity and inclusion. A *higher score* on the assessment indicates that you are acutely aware of prejudice and bias, and that you are very aware of the impact of your behavior on others. Individuals who score high relate to others in ways that value diversity. A *lower score* on the assessment suggests that you are unaware of prejudice and bias, and that you are not fully aware of the impact of your biased behavior on others. Individuals who score low communicate with others in ways that do not value diversity.

If your score is 130–160, you are in the very high range. If your score is 100–129, you are in the high range.

If your score is 70–99, you are in the moderate range.

If your score is 40–69, you are in the low range.

If your score is 0–39, you are in the very low range.

## Kagawa-Singer & Blackhall's ABCD Cultural Assessment Model

Kagawa-Singer and Blackhall developed a cultural assessment mnemonic approach to assess the degree of cultural adherence to help avoid stereotyping and decrease the risk of miscommunication (Kagawa-Singer & Blackhall, 2001).

The **ABCD** cultural assessment is outlined below:

Relevant Information	Questions and Strategies for the Health Care Provider
<b>Attitudes of parents and families:</b> <ul style="list-style-type: none"> <li>What attitudes does this ethnic /cultural group in general – and the patient and family in particular – have about truth telling with regard to diagnosis and prognosis?</li> <li>What is their general attitude towards discussion of death and dying?</li> <li>Do they have positive or negative attitudes about particular aspects of care?</li> </ul>	<ul style="list-style-type: none"> <li>Increase one's knowledge about the values, beliefs, and attitudes of the cultural group most frequently seen in your practice.</li> <li>Determine the patient and family's perception of an illness: <i>"What does your illness/sickness mean to you?"</i></li> <li>Determine if the patient uses traditional healing practices and for what problems.</li> <li>Determine if the patient or family has positive or negative attitudes about a particular aspect of care being addressed, such as advance directives.</li> </ul>
<b>Beliefs:</b> <ul style="list-style-type: none"> <li>What are the patient's and family's religious and spiritual beliefs, especially relating to the meaning of death and dying, the afterlife, and miracles?</li> </ul>	<ul style="list-style-type: none"> <li><i>"Spiritual or religious strength sustain many people in times of distress. What is important for me to know about your faith or spiritual needs?"</i></li> <li><i>"How can we support your needs and practices?"</i></li> <li><i>"Where do you find your strength to make sense of what is happening to you?"</i></li> </ul>
<b>Context:</b> <ul style="list-style-type: none"> <li>Determine the historical and political context of the patient's and family's lives, including place of birth, refugee or immigrant status, poverty, experience with discrimination, health disparities, languages spoken, and degree of integration within their ethnic community and the degree of assimilation into Western culture.</li> </ul>	<ul style="list-style-type: none"> <li><i>"Where were you born and raised?"</i></li> <li><i>"How long have you lived in the United States?" What has your experience been since coming to the U.S. (or the city)?"</i></li> <li><i>"How has your life changed since coming to the U.S.?"</i></li> <li><i>"What language are you most comfortable using when talking about your health care?"</i></li> <li><i>"What were other important times in your life that might help us better understand your situation?"</i></li> </ul>
<b>Decision-making style:</b> <ul style="list-style-type: none"> <li>What is the general decision-making style of the cultural group and specifically of the patient and family?</li> <li>Is the emphasis on the individual decision-making process or the family decision-making process?</li> </ul>	<ul style="list-style-type: none"> <li><i>"How are decisions about health care made in your family?"</i></li> <li><i>"Who is the head of the family?"</i></li> <li><i>"Is there anyone else I should talk to in your family about your condition?"</i></li> </ul>

<p>Environment:</p> <ul style="list-style-type: none"> <li>• What resources and support are available to the patient and family?</li> <li>• What resources are available to assist the health care provider to interpret the significance of the patient's culture?</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Identify community resources that may be of assistance to the health care provider and the patient and family, such as translators, health care workers from the same community as the patient, community associations, religious leaders, and healers.</i></li> </ul>
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Kagawa-Singer, M., & Backhall, L. (2001). Negotiating cross-cultural issues at end of life. *Journal of American Medical Association*, 286(3001), 2993-.