



## COURSE OUTLINE: HCL202 - CULTURAL COMPETENCE

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| <b>Course Code: Title</b>   | HCL202: CULTURAL COMPETENCE FOR HEALTH CARE PROF  |
| <b>Program Number: Name</b>   | 2187: HEALTH CARE LEADER<br>5985: HEALTH CARE LEADER.   |
| <b>Department:</b>  | BUSINESS/ACCOUNTING PROGRAMS  |
| <b>Academic Year:</b>   | 2023-2024   |
| <b>Course Description:</b>  | Cultural competence is an integral part of providing quality, patient and family-centered care. Cultural competence and culturally effective care are also critical for improving health outcomes, patient safety and patient satisfaction. Health care professionals in Canada need knowledge and skills to deliver culturally competent and culturally appropriate care in today's multicultural society. This course examines concepts related to cultural competency, diversity, the nature of organizational culture, transcultural caring and change in Canadian health care organizations and systems. |
| <b>Total Credits:</b>   | 3   |
| <b>Hours/Week:</b>  | 3   |
| <b>Total Hours:</b>   | 42  |
| <b>Prerequisites:</b>   | There are no pre-requisites for this course.  |
| <b>Corequisites:</b>  | There are no co-requisites for this course.   |
| <b>This course is a pre-requisite for:</b>  | HCL401  |
| <b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>                         | <b>2187 - HEALTH CARE LEADER</b>  |
| Please refer to program web page for a complete listing of program outcomes where applicable. | VLO 1 Communicate effectively and appropriately with patients, families, and members of both the health care and administrative teams to maintain a wholly interactive environment.   |
|   | VLO 2 Practice and support evidence informed decision making, using critical thinking skills and best leadership practices to lead sustainable health care operations.  |
|   | VLO 3 Practice within the legal, ethical and professional scope of practice of a leader in Ontario's health care system to maintain the integrity of the health care organization.  |
|   | VLO 4 Address the needs of a diverse patient population using best practices to ensure progressive and positive processes within a health care facility.  |
|   | VLO 8 Outline strategies to manage risks in the business activities of a health care organization to obtain a sustainable organization.   |
|   | VLO 9 Develop and maintain ongoing personal and professional development to improve work performance in health care leadership.   |
|   | VLO 10 Apply patient and family quality care theories and core concepts of patient safety into current practices to achieve enhanced patient outcomes and positive experiences in the health care setting.  |



VLO 11 Apply principles of operational planning, project management, and quality management to support health care operations.

**5985 - HEALTH CARE LEADER.**

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VLO 2 Practice and support evidence informed decision making, using critical thinking skills and best leadership practices to lead sustainable health care operations.

VLO 3 Practice within the legal, ethical and professional scope of practice of a leader in Ontario's health care system to maintain the integrity of the health care organization.

VLO 4 Address the needs of a diverse patient population using best practices to ensure progressive and positive processes within a health care facility.

VLO 5 Utilize progressive, professional leadership concepts with a culturally competent approach to achieve organizational and health system goals within an interprofessional health care team.

VLO 8 Outline strategies to manage risks in the business activities of a health care organization to obtain a sustainable organization.

VLO 9 Develop and maintain ongoing personal and professional development to improve work performance in health care leadership.

VLO 10 Apply patient and family quality care theories and core concepts of patient safety into current practices to achieve enhanced patient outcomes and positive experiences in the health care setting.

VLO 11 Apply principles of operational planning, project management, and quality management to support health care operations.

**Essential Employability Skills (EES) addressed in this course:**

EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.

EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.

EES 4 Apply a systematic approach to solve problems.

EES 5 Use a variety of thinking skills to anticipate and solve problems.

EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.

EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.

EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.

EES 10 Manage the use of time and other resources to complete projects.

EES 11 Take responsibility for ones own actions, decisions, and consequences.

**Course Evaluation:**

Passing Grade: 50%, D

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

**Course Outcomes and**

**Course Outcome 1**

**Learning Objectives for Course Outcome 1**



**Learning Objectives:**

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|--|---|
| Define key terms and explain core concepts related to cultural competence.                           | <p>1.1. Discuss the meaning of `culture`, `cultural competence`, `cultural safety`, and `transcultural caring` as these concepts pertain to Canadian health care.</p> <p>1.2. Compare and contrast `cultural safety` and `cultural competency`.</p> <p>1.3. Understand the different dimensions of culture and how they pertain to key health care stakeholders including within the context of patient and family-centred care.</p> <p>1.4. Critically evaluate models of cultural competence and cultural caring strategies as health care in Canada has evolved.</p> <p>1.5. Explore the legal, policy and ethical frameworks that support and require the delivery of culturally competent care in Ontario including Accreditation Canada required organizational practices pertaining to diversity.</p>  |
| <b>Course Outcome 2</b>  | <b>Learning Objectives for Course Outcome 2</b>   |
| Critically reflect on one`s own level of cultural competence.  | <p>2.1. Explore existing stereotypes of cultural identity in a health care setting.</p> <p>2.2. Assess and challenge personal and professional biases, emotional intelligence as it pertains to diversity, and level of empathy and inclusivity of the culturally `other`.</p> <p>2.3. Identify areas of potential conflict between cultural beliefs and values of health care professionals and patients, and explain the impact on the therapeutic relationship.</p> <p>2.4. Understand professional obligations and guidelines established to promote cultural competency and the delivery of culturally sensitive care.</p>   |
| <b>Course Outcome 3</b>  | <b>Learning Objectives for Course Outcome 3</b>   |
| Describe organizational culture and its role in outcomes.  | <p>3.1. Explore the concept of `organizational culture` and how corporate values shape culture, and describe a culturally competent organization from the perspective of various health care stakeholders including frontline staff.</p> <p>3.2. Evaluate the impact of a culturally diverse organization on quality outcomes, patient experience, and key business indicators.</p> <p>3.3. Analyze training and education needs of health professionals to foster culturally competent organizations and explore the link between effective diversity strategies and culturally competent workplaces with staff and physician satisfaction.</p> <p>3.4. Evaluate organizational policies against best-practice approaches to reduce barriers to culturally competent patient care and human resource management.</p> <p>3.5. Explore the impact of organizational hiring practices and approaches to leading culturally diverse teams.</p> |
| <b>Course Outcome 4</b>  | <b>Learning Objectives for Course Outcome 4</b>   |
| Evaluate the intersection of cultural competency and high-quality health care delivery and outcomes. | <p>4.1. Assess cultural factors that influence patient, family, and community orientation to the Canadian health care system and discuss how cultural beliefs shape experiences of health, illness and treatment.</p>   |



4.2. Critically evaluate the data and evidence that support the need for culturally competent health care including the impacts on quality, patient safety, and health outcomes and appreciate the pros and cons of utilizing gender, diversity and inclusion data in a health care setting.

4.3. Understand how historical and contemporary policy acts as a barrier to good health for marginalized and vulnerable populations in Canada including Indigenous peoples, new immigrants, members of the LGBTQ+ community, and differently-abled persons as well as negatively impacts business outcomes more broadly.

4.4. Assess the social, cultural and linguistic needs of patient populations in Ontario and evaluate the effectiveness of diversity strategies, policies and programs in meeting these needs.

4.5. Explore approaches to engaging patients and their families in evaluation, development and implementation of diversity strategies.

4.6. Demonstrate the ability to use knowledge of health-related cultural beliefs, values and practices to design a plan of care and create patient-facing communication for culturally and ethnically diverse populations and apply practical tools for increasing cultural competency of health care organizations.

**Evaluation Process and Grading System:**

| <b>Evaluation Type</b>                                       | <b>Evaluation Weight</b> |
|--|--------------------------|
| Assignments (includes written assignments and presentations) | 60%                      |
| Professional Skills Development                              | 20%                      |
| Tests  | 20%                      |

**Date:**

June 23, 2023

**Addendum:**

Please refer to the course outline addendum on the Learning Management System for further information.

