



Caring Across Cultures: Achieving Cultural Competence in a School Health Setting

The Center for Health and Health Care in Schools is gathering information from front-line school professionals on what is happening with cross-cultural communication in school health settings. For the purpose of this survey, cultural competence describes practices that promote effective cross-cultural communication as well as responsiveness and understanding of the diverse issues that accompany all cultures. Thank you for taking time to answer these questions.

1. What is your main role in organizing or providing health promotion programs or health services at school? (N=143)

	Health services :
1.4%	Clinical social worker
	Dental hygienist
	Dentist
1.4%	Health aide
6.3%	Nurse practitioner
0.7%	Nutritionist or registered dietician
	Physician's assistant
	Psychiatrist
1.4%	Psychologist
2.8%	School nurse (LVN, LPN)
37%	School nurse (RN)
	Program Administration:
	School administrator
10%	Health organization administrator
10%	School nurse administrator
	Health Education :
4.2%	Health/PE teacher
9.8%	Health educator/promoter
4.9%	Classroom teacher
9.1%	Other

2. Please select one or more races that you identify with yourself. (Optional) (N=137)

2a. Check here FIRST if you are answering this question.

2b. Select one or more:

8.7%	African American or Black
3.6%	American Indian or Alaska Native
5.8%	Asian or Pacific Islander
10.2%	Hispanic or Latino
84.7%	White
4.4%	Other



3. In what type of school(s) are you employed?

(N=142)

3a. Check here FIRST if you are answering this question.

3b. Select one or more:

<u>39%</u>	Elementary school
<u>28.9%</u>	Middle/junior high school
<u>29.6%</u>	Senior high school
<u>6.3%</u>	K-8
<u>14.8%</u>	K-12
<u>12%</u>	Alternative school
<u>19.7%</u>	Other

4. On a scale of 1 to 5 with 1 signifying "a great deal" and 5 signifying "little or no impact," indicate the extent to which your health program has been affected by cross-cultural communication difficulties. (N=142)

<u>17.6%</u>	1	<u>23.2%</u>	2	<u>31.7%</u>	3	<u>19%</u>	4	<u>8.4%</u>	5
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5. If your program has been affected by cross-cultural issues, please indicate the issues you have experienced. (N=139)

5a. Check here FIRST if you are answering this question.

5b. Select one or more:

Cultural issues with associated immigrant communities:

<u>88%</u>	Language
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Different attitudes towards:

<u>41.7%</u>	Western medicines
<u>52.5%</u>	Behavioral or mental health services
<u>33.8%</u>	Use of non-Western healers, complementary or alternative medications
<u>48.2%</u>	Trust in the provider by patient or patient's family
<u>11.5%</u>	Other, please specify:

Other cultural issues:

<u>71%</u>	Literacy levels
<u>19.6%</u>	Mountain/rural/urban distinctions
<u>11.2%</u>	Sexual orientation
<u>5.6%</u>	Other, please specify:



6. Have cross-cultural issues affected your health program to the extent that you have taken steps to respond? (N=138)

13%	No
86.9	Yes

7. If yes, what steps have you taken? (N=125)

7a. Check here FIRST if you are answering this question.

7b. Select one or more:

50%	Talked with parents and community members
61.6%	Consulted with school administrators or other community resources
81.6%	Provided written materials in other languages
29.6%	Evaluated whether language problems are impacting quality of care
72.8%	Arranged for interpreter services
27.2%	Hired staff whose cultures reflect the student population
23.2%	Provided training for staff
8%	Other, please describe:

8. If you have considered addressing cross-cultural issues, what challenges have you experienced in developing responses? (N=139)

8a. Check here FIRST if you are answering this question.

8b. Select one or more:

66.2%	Identifying the barriers (For example, some health services staff have reported that "parents don't tell us that they don't understand what we have said.")
55.4%	Overcoming financial barriers
44.6%	Finding trained interpreters
50.4%	Finding staff who reflect and/or are knowledgeable about ethnic and racial groups represented in the school
8.6%	Other, please describe:

9. What would be your advice to other school staff? (N=141)

9a. Check here FIRST if you are answering this question.

9b. Please select up to three answers:

77.3%	Providing written materials in all appropriate languages and literacy levels
58.9%	Collaborating with interpreter services to assist with important conversations with parents
61%	Hiring staff members who reflect the community served
44%	Developing a parent/community advisory committee to provide feedback and suggestions
35.5%	Using outreach workers to connect with new communities
42.6%	Developing training sessions for staff
6.4%	Other, please describe:



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