

# Cultural Competency for South Canterbury DHB: A framework

Priority	Strategic Function	Goals	Outcome
<p><b>Health System Change</b></p> <p>The health system reduces barriers to equitable access</p>	<p>The health system recognises the principles of Te Tiriti o Waitangi</p> <p>The health system has a sophisticated approach to cultural competency which recognises the importance of reducing disparity.</p>	<p>Working as one team towards;</p> <ul style="list-style-type: none"> <li>• Improved health equity</li> <li>• Increased cultural competency</li> <li>• Improved health literacy</li> </ul>	<p>New Zealanders have equitable health outcomes through access to high quality health and disability services that are responsive to their aspirations and needs</p>
<p><b>Leadership and Management</b></p> <p>Creating a culturally competent organisation</p>	<p>SCDHB creates a set of congruent behaviours attitudes and policies that enable the provision of culturally competent health care.</p>	<p>Cultural competency is integrated into our;</p> <ul style="list-style-type: none"> <li>• organisational values</li> <li>• governance</li> <li>• organisational infrastructure</li> <li>• services and intervention</li> <li>• planning, monitoring and evaluation</li> <li>• communication</li> <li>• staff development</li> </ul>	<p>SCDHB provides services that reflect and meet the needs of our diverse community</p>
<p><b>Individuals</b></p> <p>Improving our knowledge of cultural competency</p>	<p>Leaders champion good cultural competency practice by being familiar with the prevailing norms, practices, belief, values and cultural knowledge.</p> <p>Staff build cultural competency in their practice.</p>	<p>Staff have;</p> <ul style="list-style-type: none"> <li>• conceptual understanding of diverse cultures</li> <li>• the ability to integrate cultural competencies into their professional practice</li> <li>• clinical acumen in order to judge effect of cultural responsiveness on patient outcomes</li> <li>• the ability to communicate treatment and care options in a way that empowers the patient and their whanau to make informed choices</li> </ul>	<p>People are informed and supported to manage their health, make informed decisions and understand how to navigate and communicate at every point of their health journey.</p>