

Training Primary Care Providers in Culturally Competent, High-Quality Healthcare

Client: U.S. Department of Health and Human Services, Health Resources and Services Administration

Overview

Insight worked with the Advisory Committee on Training and Primary Care Medicine and Dentistry (ACTPCMD) to address the complex and intertwined relationships among health disparities and cultural competency and make recommendations on how Title VII programs can best influence health disparities and affect overall quality of care. Since 1999, ACTPCMD has advised Congress and the Secretary of the U.S. Department of Health and Human Services on issues under the domain of Title VII, Section 747 programs, including undergraduate- and graduate-level training of primary care providers, recruitment of underrepresented minorities and disadvantaged populations, and provision of high-quality healthcare to underserved communities.

ACTPCMD's report *Training Primary Care Providers in Culturally Competent, High Quality Healthcare* focused on ways to improve cultural competency to address disparities in care and overall quality of care. Through expert presentations, white papers, and direct research, the report addressed the breadth and scope of health disparities, the association between cultural competency and health disparities, the impact of training in cultural competency and quality outcomes, and the impact of training in cultural competency on the delivery of primary care medicine and dentistry. The report found the training of primary care physicians, dentists, and physician assistants to provide culturally effective healthcare is a significant strategy in helping to



eliminate healthcare disparities and improving the overall quality of care for racial and ethnic minorities.

The report outlined the role Title VII, Section 747, should play to help eliminate health disparities; it also detailed recommendations to eliminate healthcare disparities in racial and ethnic minorities and increase the quality of care for all Americans. The recommendations addressed provider awareness and understanding of cultural competency, the absence of relevant training education, poor cross-cultural communications, poorly arranged systems of care, and the lack of diversity in provider and leadership roles.

Products

Final report, *Training Culturally Competent Primary Care Professionals to Provide High Quality Health Care for All Americans: The Essential Role of Title VII, Section 747 in the Elimination of Health Care Disparities* (2003)