



Cross-Cultural Clinical Practice Guideline Statements

The Cross-Cultural Clinical Practice Guidelines (CPG) are for primary care clinicians who serve culturally diverse populations using quality improvement methods. These guidelines outline steps and processes that contribute to improved patient care management in the cross-cultural encounter.

1. Elicit the patient's views on illness and treatment practices to understand his or her health values, particular concerns and expectations for care.
2. Assess the cultural norms, values and customs that influence the patient's health-seeking behaviors, practices and expectations for the physician-patient relationship.
3. Assess the patient's environmental context to determine what social experiences and resources may be affecting illness, behaviors or health-seeking practices.
4. Identify a range of treatment goals for a given medical condition that can be mutually satisfactory and take into account the patient's cultural health beliefs, practices, norms, customs and traditions.
5. Identify the social and environmental factors that may potentially interfere with adherence to treatment goals.
6. Work collaboratively with the patient to negotiate treatment plans that incorporate aspects of the biomedicine while integrating cultural concepts for treating illness familiar and important to the patient.
7. Develop communication skills that are respectful of the patient's cultural norms, values and language to facilitate empathy in the clinical encounter.
8. Utilize patient-education strategies in the clinical encounter that take into consideration literacy, cultural appropriateness and language concordance.
9. Acknowledge that personal, professional and institutional factors can affect aspects of clinical decision-making which, in turn, may lead to disparities in care.
10. Take proactive steps to adapt institutional and system processes aimed at delivering clinically appropriate and culturally responsive care.