• Deficiency of cultural sensitivity and cultural competency among staff in caring for the unique needs of the culturally diverse individuals.
• Multiple complaints from the clients with regards to the staff being strict on guidelines and practices, as well as disrespect to their culture and traditions.
• Declining Press Ganey scores.

Cultural competency training is proven to be an essential strategy to increase cultural sensitivity of staff, to improve quality of care, to tackle health care inequalities and to improve healthcare outcomes (Dayer-Berenson, 2014; Elminowski, 2015; Truong, Paradies, & Priest, 2014).

For nursing staff, does the implementation of cultural competency training using Campinha-Bacote Model of the Process of Cultural competence improve cultural sensitivity and competency of staff compared to current practice (no formal training) in eight weeks?

Cultural Competency training (CCT) increased cultural sensitivity and cultural competency of nurses.
CCT will be incorporated in the curriculum of newly hired nurses and the annual training as a change project.
This project was effective in facilitating communication and improving patient experience as reflected in Press Ganey scores.

The outcome of this change project was statistically significant \( \rightarrow \) Paired Sample t-test: \( t (19) = -3.089, p < .05 \)
Because Cultural Competence is an ongoing learning process, CCT will be continued
CCT improved patient satisfaction and health outcome, thus advancing nursing practice

References