

# CHAPTER 4:

## Cultural Competency

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BCBSAZ ACA StandardHealth with Health Choice is committed to providing access to high-quality services delivered in a culturally responsive manner. Cultural competency in health refers to the ability to respect and appreciate the values, beliefs, and practices of all individuals regardless of race, ethnicity, or any other factors associated with other minority groups. This includes consideration of health status, national origin, religion, sex, gender, gender identity, sexual orientation, and age. Provision of high-quality care involves taking steps to apply that knowledge to ensure better communication with patients and their families as well as to improve health outcomes and patient satisfaction.

The delivery of culturally responsive health care and services requires healthcare providers and/or employees to possess a set of attitudes, skills, behaviors, and policies which enable the organization and staff to work effectively in cross-cultural situations. It reflects an understanding of the need for acquiring and using knowledge of the unique health-related beliefs, attitudes, practices, and communication patterns to improve services, strengthen programs, increase community participation, and eliminate disparities in health status among diverse population groups.

For information about Health Choice's Cultural Competency Program including provider training resources, please refer visit us online at: [Cultural Competency - ACA StandardHealth with Health Choice \(standardhealthhc.com\)](https://www.standardhealthhc.com)