



Cultural Competency Survey

Purpose: To better understand the community's experiences with cultural sensitivity and literacy in the healthcare system.

Felt their healthcare provider (s) considered their:



	Medicaid/ Uninsured	All Panel Members*
Cultural Needs	84%	85%
Language Needs	100%	97%
Spiritual Needs	79%	81%

Of those respondents that stated having a poor experience with their healthcare provider, 29% felt it was due to their **disability or perceived disability** and 16% felt it was due to **health insurance or lack of insurance**.

Perceived Factors that Impact the way Your Provider Talks to you

All Panel Members*

60% Age
50% Education Level
18% Health Insurance

Medicaid/ Uninsured

53% Age
41% Education Level
16% Health Insurance

Factors Providers Consider When Approaching Patients

73% Education Level	9% Reside In Urban Area
64% Age	0% Reside in Suburban Area
18% Reside in Rural Area	
9% Income	

Healthcare Providers and Community Organizations

68% Have a Cultural Competency and/or Health Literacy Training
71% Are required to complete training annually
26% Have a Cultural Competency and/or Health Literacy Plan

Response Rate: 173 panel members responded to the January 2016 online panel survey. Out of the 173 members, 32 (or 19%) members were Medicaid members or uninsured. The panel members are categorized into 4 categories: Healthcare Providers, Community Organizations, Community Residents, and Medicaid/ Uninsured. ***For the purposes of this survey, All Panel Members include Community Residents, Medicaid and Uninsured. Healthcare Providers and Community Organizations were taken out of the results for part of the survey.**