

CULTURALLY EFFECTIVE HEALTH CARE

THINGS TO CONSIDER WHEN IMPLEMENTING

This resource is designed to provide key considerations for school health professionals (e.g., school-based health center staff, school nurses, and other school health services staff) as they begin and/or advance their provision of culturally effective health care (CEHC), working to gain clarity on their role and considering key points that will impact the implementation of CEHC. CEHC is defined as the delivery of care within the context of appropriate physician knowledge, understanding and appreciation of all cultural distinctions leading to optimal health outcomes.

GET TO KNOW YOUR COMMUNITY

- Visit and participate in activities in the community.
- Review public health or school data.
- Conduct focus groups or stakeholder interviews.
- Keep in mind the historical and systemic factors impacting your community as you engage with families. Schools may not have been a safe and supportive space for all those being served.



BUILD AND MAINTAIN RELATIONSHIPS

- **ENGAGE and LISTEN TO** the youth.
 - Youth can identify barriers, opportunities, and solutions that make your work more effective and efficient.
 - Too many programs and practices have been built by adults only to not be utilized by the youth we are trying to serve.
- Get to know partners involved in supporting the healthcare needs of students, including school administration to other school-based providers.
- Identify and collaborate with your allies. They may include:
 - Teammates or School Colleagues
 - Others already doing this work or aligned with your mission and goals
 - Businesses, community organizations, faith-based organizations, etc.
- Work as a team and encourage open communication with a process improvement mindset.
- Get buy-in and keep people engaged.
 - Tell the story of CEHC in your school.
 - What is your school already doing to support inclusivity?
 - How has your school/district effectively partnered with a community organization?
 - What is an example of CEHC that improved access or care for a student?
- Connect and engage families to co-develop approaches to promote positive health
 - Be sure to have continued communication through different channels and provide opportunities to collaborate.



UNDERSTAND THE POLICY ENVIRONMENT AROUND YOU

Review how Local, District, and State policy/funding impacts CEHC implementation.

REMEMBER TO THINK OF WORKFLOW INTEGRATION AS CHANGES ARE IMPLEMENTED

- One size doesn't fit all – what works in one situation or with one person may not be the same for another situation or person.
- Build this work into the conversations and training of all the other work you do; if you integrate CEHC into existing work, change implemented will be efficient and effective, particularly for an already busy workforce.

BE PATIENT AND PERSISTENT

- Sustainable and meaningful change can move slowly.
- The work is hard when done well.
- Be cautious of approaches that seem like an "easy fix" and take your time.
- Seeing change in outcomes and engagement is rewarding.



REFLECT OFTEN

- Allow yourself/others to make mistakes – you won't always get it right the first time!
- Celebrate your wins – even the little ones.
- When something goes wrong, see it as an opportunity and not a failure.
- Remember that you cannot eat the elephant all at once – take little bites as you can.
- Recognize the need to have difficult and vulnerable conversations with yourself and others.