Contents

Contributors xi Preface xv

PART I. GETTING STARTED 1

- Overview of Key Issues and Concerns, with contributions from Kevin Antoine 3
- 2. Dynamics of Diversity: Becoming Better Health Care Providers Through Cultural Competence 41
- 3. A Model to Guide Cultural Competence Education 65

PART II. TOOLS FOR ASSESSMENT AND EVALUATION 89

- 4. Transcultural Self-Efficacy Tool (TSET), with contributions from Fatma Başalan İz, Ayla Bayık Temel, Jing Chen, Mark Fridline, Faye J. Grund, Margaret M. Halter, Maria Malliarou, Carol Reece, Pavlos Sarafis, Sharon See, and Lisa Young 91
- 5. A Guide for Interpreting Learners' Transcultural Self-Efficacy (TSE) Perceptions, Identifying At-Risk Individuals, and Avoiding Pitfalls 141
- Cultural Competence Clinical Evaluation Tool (CCCET) and Clinical Setting Assessment Tool–Diversity and Disparity (CSAT–DD), with contributions from Enis Dogan and Lynn Schmidt 161

PART III. EDUCATIONAL ACTIVITIES FOR EASY APPLICATION: ACADEMIC SETTINGS 195

- Academic Settings: General Overview, Faculty Self-Assessment, and Curriculum Evaluation, with contributions from Phyllis D. Barham, Richardean Benjamin, Patricia Burrell, Phyllis M. Eaton, Grace Hoyer, Kay Palmer, Carolyn M. Rutledge, Joanne K. Singleton, Jason T. Slyer, and Lynn Wiles 199
- Enhancing Cultural Competence: Face-to-Face Classrooms, Hybrid, and Online Courses, with contributions from Theresa M. Adams and Kathleen M. Nevel 243
- Enhancing Cultural Competence: Clinical Settings, Immersion Experiences, Service-Learning, Simulation, and Nursing Skills Laboratory, with contributions from Roxanne Amerson, Susan Fancher, Rachelle Larsen, Polly M. McArthur, Sandra J. Mixer, LuAnn Reif, and Monique Rogers-Walker 289
- Case Exemplar: Linking Strategies—Spotlight on the Cultural Discovery Integrated Approach, with contributions from Mary O'Donnell and Judy Xiao 335
- Case Exemplar: Linking Strategies—Spotlight on the Innovative Field Trip Experience, with contributions from Lenore Bertone, Jo-Ann Douglas, Vivien Li, and Sara Newman 363
- Faculty Advisement and Helpfulness: A Culturally Congruent Approach 387

PART IV. EDUCATIONAL ACTIVITIES FOR EASY APPLICATION: HEALTH CARE INSTITUTIONS 411

- Health Care Institutions: General Overview, Inquiry, Action, and Innovation, with contributions from Carolyn Bloch, Stephen R. Marrone, and Jeanette Velez 413
- Case Exemplar: Linking Strategies—Spotlight on Employee Orientation Programs to Enhance Cultural Competence, with contributions from Cynthia Karczewski 467
- Case Exemplar: Linking Strategies—Spotlight on Employee In-Service Education to Enhance Cultural Competence, with contributions from Patricia Bartley-Daniele and Karen Kennedy 491

PART V.EDUCATIONAL ACTIVITIES FOR EASYAPPLICATION: PROFESSIONAL ASSOCIATIONS,PARTNERSHIPS, AND FUTURE DIRECTIONS517

- **16.** Professional Associations: General Overview, Inquiry, Action, and Innovation, with contributions from Margaret Andrews, Eleanor T. Campbell, John Collins, Stephen R. Marrone, and Michelle Romano 519
- 17. New Priorities: Challenges and Future Directions 561

Appendix:Studies Involving Jeffreys's TransculturalSelf-Efficacy Tool (TSET) and/or Jeffreys's CulturalCompetence and Confidence (CCC) Model, withcontributions from Eda Ozkara San575

Index 583

ix