Educational support materials for ABIM's *Care for the Underserved Module*

**Question 9**

One approach to improving outcomes in racially diverse patient populations is cultural competency training for healthcare providers. A large systematic review of 34 different studies demonstrated that cultural competency training holds substantial promise as a strategy for improving provider knowledge, attitudes, and skills.\(^1\) In addition, the systematic review showed that the three studies assessing patient perceptions all showed a positive effect on patient satisfaction if providers had received cultural competency training. In addition, cultural competence training appears to improve provider satisfaction and interest in caring for diverse patient population.\(^2,3,4\)

Consistent with the systematic review, a recent large study that combined cultural competency training with race-stratified performance reports for 124 primary care physicians caring for 7,557 African American and white patients improved clinician awareness of racial disparities. However, African American patients randomized to the provider cultural competence intervention did not differ from those seeing providers who did not get the intervention in any of the outcomes evaluated – diabetes control, low-density lipoprotein cholesterol control, or blood pressure control.\(^5\)

While the above studies highlight the benefits of cultural competency training to improve clinician behaviors and patient satisfaction, more studies are needed that focus on the role of cultural competency training for healthcare providers to improve patient outcomes. How cultural competency training relates to health care costs is unknown.

_for further information, see the following:_


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