

Cultural Competence Assessment— Primary Care

The Cultural Competence Assessment—Primary Care (CCA-PC) can be administered to families to elicit feedback about their experiences with their children’s health care. Knowledge of a family’s experiences and perceptions is a critical factor in improving cultural competence in the practice setting.

The CCA-PC was developed through focus groups and cognitive interviews with a diverse group of families. Psychometric data are not available at this time. Individuals who wish to use the instrument for research purposes should contact Sarah Hudson Scholle, Pediatrics and Health Services Administration, University of Pittsburgh, in advance and should be willing to provide descriptive data on the sample and psychometric analyses (or to provide a dataset with such information so that psychometric analyses can be conducted).

CONTACT INFORMATION

Sarah Hudson Scholle, Dr.P.H.
Assistant Professor of Psychiatry
Pediatrics and Health Services Administration
University of Pittsburgh
3811 O’Hara Street, Suite 430
Pittsburgh, PA 15213
Phone: (412) 624-1825
Fax: (412) 624-2360
E-mail: schollesh@msx.upmc.edu

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Thinking about your child’s health services, please circle the response that describes how often each of these statements is true for you and your child.

	Never	Rarely	Sometimes	Most of the time	Always
1. My child’s health professional understands how I see my child’s problems.	1	2	3	4	5
2. My child’s health professional respects our family’s values and customs.	1	2	3	4	5
3. My child’s health professional treats other parents better than me.	1	2	3	4	5
4. When I speak with my child’s health professional, I feel respected.	1	2	3	4	5
5. My child’s health professional helps us get services that we need from other agencies or health care providers.	1	2	3	4	5
6. My child’s health professional accepts my family as important members of the team that helps my child.	1	2	3	4	5
7. I feel comfortable discussing with my child’s health professional any alternative therapies that my child is using or that we are considering using (e.g., herbal medicine, chiropractic, religious healing).	1	2	3	4	5
8. My child’s health professional includes me in making decisions about my child’s care.	1	2	3	4	5
9. My child’s health professional encourages me to help evaluate my child’s progress.	1	2	3	4	5
10. Other children get better services than my child.	1	2	3	4	5
11. My child’s health professional seems to be comfortable interacting with my child.	1	2	3	4	5
12. The location of services works for my child and our family.	1	2	3	4	5

Source: Adapted, with permission, from Switzer GE, Scholle SH, Johnson BA, et al. 1998. The Client Cultural Competence Inventory: An instrument for assessing cultural competence in behavioral managed care organizations. *Journal of Child and Family Studies* 7(4):483–491.