

**BACKGROUND:** Cultural competence is the ability to interact effectively with people of different cultures. It means to be respectful and responsive to the health beliefs and practices, cultural and linguistic needs, of diverse population groups. Developing cultural competence is also an evolving, dynamic process that takes time and occurs along a continuum.

In recent years, the number of single mothers has grown phenomenally in industrialized democracies, and families headed by single mothers are especially vulnerable to material hardship, which sets the conditions for psychosocial problems and child maltreatment. In this vulnerable group information on perceived cultural competence is sparse.

**OBJECTIVE:** To assess parents' impressions of staff cultural and linguistic competence in an urban, ethnically diverse center, that serves individuals with developmental disabilities comparing single parent household versus two parent household.

**DESIGN / METHODS:** Cross sectional study involving structured interviews of parents who attended a full day parent workshop in May 2017 at a UCEDD/LEND developmental center.

Data included:

- demographics
- parental report of staff sensitivity using select cultural competency items from the **Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.**

This survey consisted of 25 questions, which covered various aspects of cultural competence. These included different components of communication with the provider such as trust, comfort and rapport.

Statistics included chi-square, t-test and non-parametrics.

## RESULTS

Of the 60 parents who attended the workshop, 31 (52%) completed the survey.

Characteristics: Demographics	Total N=31
Age of respondents	
15-25 years	0
26-49 years	23 (74%)
50-64 years	6 (19%)
Male/Female	4 (11%) / 25(80%)
Race/Ethnic group	
Latino	19 (61%)
White	10 (32%)
African American	4(13%)
Other	3 (9%)
US Born	15 (48%)*
Household Characteristics	
Two parent	13 (42%)
Single parent	14 (45%)
Level of Maternal Education	
Less than High School	2 (6%)
High School graduate	3 (10%)
Some College	2 (6%)
College degree	4 (35%)
Advance degree	3 (10%)
Bilingual Household	17 (55%)

\*Other countries: Mexico (16%) Dominican Republic (13%) Puerto Rico (6%), Colombia (3%), Ecuador (3%) and Togo (3%).

There were no differences in demographics between parents from single versus two parent households.

**CONCLUSION:** In this ethnically diverse sample, the majority of parents understood medical explanations and trusted their providers, but subgroups experienced differences. Single parent families felt better understood and trusted their clinicians more than parents from two parent households.

There was missing data in both groups.

Total N=20; single parent household N=11; Two parent household N=9

Parent Survey	Single Parent Household N=11			Two Parent Household N=9			P <sup>^</sup>
	N	S	A	N	S	A	
Explanations difficult to understand	10 (91%)	0	1 (9%)	7 (78%)		2 (22%)	0.2
Provider uses medical words hard to understand	10 (91%)	0	1 (9%)	6 (66%)	3 (33%)	0	0.1
Provider talked too fast to understand	11 (100%)	0	0	7 (78%)	2 (22%)	0	0.2
Provider ignored what you told him/her	11 (100%)	0	0	4 (45%)	5 (55%)	0	0.03
Provider being sarcastic	11 (100%)	0	0	8 (89%)	1 (11%)	0	0.2
Provider interrupted you when talking (n=10)	10 (91%)	0	0	4 (45%)	5 (55%)	0	0.04
Provider showed interest in your questions/concerns	0	2 (18%)	9 (81%)	3 (33%)	3 (33%)	3 (33%)	0.03
Provider answered all your questions to your satisfaction	0	2 (18%)	9 (81%)	3 (33%)	3 (33%)	2 (25%)	0.02
Treated unfairly because of race/ethnicity	11 (100%)	0	0	6 (66%)	2 (22%)	1 (11%)	0.1
Treated unfairly due to health insurance	10 (91%)	0	1 (9%)	6 (66%)	2 (22%)	0	0.3
Rate your clinician from 1-10	9.14 ± 0.5			7 ± 1.1			0.01 <sup>^</sup>

N= Never S= Sometimes A= Always

The provider rating which ranged from 1(no trust) to 10(trust) was 9±1.7

Questions	Single Parent Household N=10	Two parent Household N=9	P <sup>^</sup>
Tell all to your provider			0.8
Yes definitely	7 (70%)	5(62%)	
Yes somewhat	3 (30%)	3 (37%)	
No	0	0	
Trust your provider			0.1
Yes definitely	9 (90%)	5(55%)	
Yes somewhat	1(10%)	4(44%)	
No	0	0	
Provider telling the truth			0.03
Yes definitely	10 (100%)	5(56%)	
Yes somewhat	0	4(44%)	
No	0	0	

<sup>^</sup> Non parametrics-Mann Whitney Test; <sup>^</sup> independent t-test