

Appendix One

Draft - Standards of Cultural Competence – September 2021

1. The Board expects that as a culturally competent Optometrist or Dispensing Optician, you are able to apply the following standards in your practice. To work competently with patients, an Optometrist or Dispensing Optician should demonstrate appropriate attitudes, awareness, knowledge and skills.
2. These standards of cultural competence provide a benchmark by which practitioners can be guided to measure and improve their communications and relationships to better understand members of other cultures and social groups.
3. These are described below:

1) Ability to demonstrate and apply the principles of Te Tiriti o Waitangi

As an Optometrist or Dispensing Optician:

- Knowledge of the interrelationship of Te Tiriti o Waitangi and the Board's Standards of Ethical Conduct, Clinical Competencies, relevant legislation, and their application in practice.
- Knowledge of various appropriate culture-specific approaches.
- Knowledge of Te Tiriti o Waitangi and its relevance to the health of Māori in Aotearoa New Zealand.
- Demonstrates knowledge of health status of ethnic groups.
- Understanding of Te Tiriti o Waitangi and its relevance to the health of Māori in Aotearoa New Zealand.
- Understanding how Aotearoa New Zealand's colonial history, systemic bias and inequities have impacted Māori and Māori health outcomes and ensuring that your interactions with and care of patients do not perpetuate this.
- Acknowledging that general cultural information may not apply to specific patients and that individual patients should not be stereotyped.
- Showing respect for your patients' cultural beliefs, values and practices.
- Understanding that your patients' cultural beliefs, values and practices influence their perceptions of health, illness and disease; how they respond to and manage their health; and their treatment decisions and interactions with doctors, other health care professionals and the wider health system.
- Understanding that culture is dynamic and evolves over time, extends beyond ethnicity, and that patients and their whānau may identify with multiple cultural groupings at any one point in time.

Skills

The skills that a culturally competent Optometrist and Dispensing Optician should have include:

- The ability to ask about the client's background and heritage.
- The ability to involve whanau (where relevant).
- The ability to ensure that the patient understands what is being planned; and the ability to seek advice and the capacity to develop the connections through which this can happen.
- Incorporates culturally effective methods of communication and delivery of services (e.g., Te Reo Māori, correct pronunciation of names).

2) Establish and maintain a level of self-awareness

Awareness is about how one's own and the client's cultural heritage, gender, class, ethnic-racial identity, sexual orientation, institutional or organisational affiliation, practice orientation, disability, and age-cohort help to shape personal values, assumptions, judgments, and biases related to identified groups. Awareness also includes the ability to accurately assess one's own cultural competence, including knowing when circumstances (e.g., personal biases; stage of ethnicity identity; lack of requisite knowledge, skills, or language fluency; socio-political influences) are negatively influencing professional activities and adapting accordingly (e.g., professional development, supervision, obtaining required information, or referring to a more qualified provider).

To establish and maintain a level of self-awareness:

- Develops an understanding of your own personal and professional cultural awareness.
- Recognises own beliefs, values and prejudices that may arise in relation to patient's age, gender, sexual orientation, occupation, economic and social status, ethnic origin or migrant experience, religious or spiritual belief and disability.
- Analyses own cultural background, through an awareness of cultural values, biases, preconceived notions and personal limitations.
- Acknowledges that Aotearoa New Zealand has a culturally diverse and evolving population.
- Be willing to understand one's own cultural values and the influence of identity and cultural bias on interactions with patients.
- Being aware that there are limits to what you know and being open to learning from your patients.
- Ability to examine your practice carefully
- Committed to the ongoing development of your own cultural awareness and practices.
- Being consciously mindful to avoid imposing your own cultural values and values on patients, colleagues and members of the public.
- Engage in regular self-reflection and evaluate personal and professional cultural competencies.

Skills

- Reflecting on and improving one's own practice to ensure access to health outcomes irrespective of culture, and to be open to ongoing learning in cultural competence.
- Development of cultural awareness and practices.
- An awareness not to impose values on patients.
- Promotes and actively supports a culturally bias-free environment.
- Demonstration of strong skills and understanding in other cultures. For example, seeking out further learning opportunities for professional development.
- Appropriately challenges the cultural bias of individuals, groups, or businesses where this will have a negative impact on patients.

3) Incorporate cultural knowledge into practice and values, to positively impact on patients

- Acknowledges when an ability to provide care is inhibited and seeks alternative means of ensuring patient's cultural safety.
- Ability to conduct practice in a culturally competent manner.
- Processes are in place for culturally safe training and advice especially when advising trainees/colleagues and employees.
- An understanding that patients' cultural beliefs, values, world view and practices influence:
 - Perceptions of health, health maintenance, and well-being, lifestyle choices, access to health services, interactions with health care professionals and the health care system, and treatment preferences.
- Honour people's flexibility in self-identification.
- Knowledge of various appropriate culture-specific approaches.

Skills

- The ability to establish a rapport with patients of other cultures.
- The ability to recognise when your actions might not be acceptable, might be misunderstood, or might be offensive to patients.
- The ability to work with the patient's cultural beliefs, values and practices in developing a relevant treatment plan.
- The ability to include a patient's family in their eye health care when appropriate.
- The ability to work cooperatively with others in a patient's culture (both professionals and other community resource people) where this is desired by the patient and does not conflict with other clinical or ethical requirements.
- The ability to communicate effectively cross culturally.
- Include evidence of cultural competency as a requirement for accreditation and ongoing certification.
- Continue in professional development of cultural competency training for performance monitoring for practice, as part of each CPD cycle.
- Develops strategies to improve access and care outcomes to optometry services for different cultural groups.