

Standards of Care for Culturally Competent Nursing Care: 2011¹⁰⁴

Standard 1: Social justice	Professional nurses shall promote social justice for all. The applied principles of social justice guide nurses' decisions related to the patient, family, community, and other health care professionals. Nurses will develop leadership skills to advocate for socially just policies.
Standard 2: Critical reflection	Nurses shall engage in critical reflection of their own values, beliefs, and cultural heritage to have an awareness of how these qualities and issues can affect culturally congruent nursing care.
Standard 3: Knowledge of cultures	Nurses shall gain an understanding of the perspectives, traditions, values, practices, and family systems of culturally diverse individuals, families, communities, and populations they care for, as well as a knowledge of the complex variables that affect the achievement of health and well-being.
Standard 4: Culturally competent practice	Nurses shall use cross-cultural knowledge and culturally sensitive skills in implementing culturally congruent nursing care.
Standard 5: Cultural competence in health care systems and organizations	Health care organizations should provide the structure and resources necessary to evaluate and meet the cultural and language needs of their diverse clients.
Standard 6: Patient advocacy and empowerment	Nurses shall recognize the effect of health care policies, delivery systems, and resources on their patient populations and shall empower and advocate for their patients as indicated. Nurses shall advocate for the inclusion of their patient's cultural beliefs and practices in all dimensions of their health care.

Standard 7: Multicultural workforce	Nurses shall actively engage in the effort to ensure a multicultural workforce in health care settings. One measure to achieve a multicultural workforce is through strengthening of recruitment and retention effort in the hospital and academic setting.
Standard 8: Education and training in culturally competent care	Nurses shall be educationally prepared to promote and provide culturally congruent health care. Knowledge and skills necessary for assuring that nursing care is culturally congruent shall be included in global health care agendas that mandate formal education and clinical training, as well as required ongoing, continuing education for all practicing nurses.
Standard 9: Cross-cultural communication	Nurses shall use culturally competent verbal and nonverbal communication skills to identify client's values, beliefs, practices, perceptions, and unique health care needs.
Standard 10: Cross-cultural leadership	Nurses shall have the ability to influence individuals, groups, and systems to achieve outcomes of culturally competent care for diverse populations.
Standard 11: Policy development	Nurses shall have the knowledge and skills to work with public and private organizations, professional associations, and communities to establish policies and standards for comprehensive implementation and evaluation of culturally competent care.
Standard 12: Evidence-based practice and research	Nurses shall base their practice on interventions that have been systematically tested and shown to be the most effective for the culturally diverse populations that they serve. In areas where there is a lack of evidence of efficacy, nurse researchers shall investigate and test interventions that may be the most effective in reducing the disparities in health outcomes.