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# 10 Ways to Improve Cultural Competence in Veterinary Medicine



Takeaways from the AAHA webinar “Fostering Cultural Competence in Veterinary Teams” sponsored by Hill’s Pet Nutrition

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## TAKE A SELF-ASSESSMENT

- AVMA cultural competence self-assessment

2

## PRIORITIZE CULTURAL COMPETENCE TRAINING

- AVMA’s Journey for Teams
- Pride VMC’s Allyship Toolkit
- blendVET’s diversity, equity, inclusion, and belonging (DEIB) certification programs

3

## TRANSLATE CLIENT MATERIALS

- Vetspacito YouTube series
- LatinXVMA client handouts

4

## RECOGNIZE BILINGUAL EMPLOYEES

- Don’t expect translation to be unpaid additional work.

5

## REFLECT ON CLIENT INTERACTIONS

- Poor cultural competence leads to worse outcomes for patients. To better care for pets, take time to connect with clients and make sure they understand what is being communicated.

6

## WELCOME TEAM MEMBERS AS THEIR WHOLE SELVES

- Demonstrate respectful interest in differences—but don’t expect others to teach coworkers about their cultures.

7

## PRACTICE SELF-COMPASSION

- Own your mistakes—and don’t be too hard on yourself!

8

## LISTEN TO STORIES

- Create a safe space to share stories of being culturally understood (or not).

9

## LEARN FROM HUMAN HEALTHCARE

- Check out existing stories on the importance of cultural competence, such *The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors, and the Collision of Two Cultures*.

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## WATCH THE WEBINAR

- Learn more in the article “**Webinar takeaways: Starting your cultural competence journey**” at [aaha.org/newstat](https://aaha.org/newstat).