

Standard	Example
1. Social justice: Nurses must promote and advocate for social justice for all.	Nurses advocate for equitable access to mental health services, ensuring that all individuals, regardless of socioeconomic status, can receive necessary care.
2. Critical reflection: Nurses must engage in ongoing, personal, critical reflection of how their cultural beliefs and practices affect their nursing care.	A nurse regularly examines how their cultural beliefs and implicit biases impact interactions with clients and adjusts their approach to respect diverse perspectives.
3. Knowledge of cultures: Nurses must understand diverse cultures and factors that affect health and well-being.	A nurse understands the dietary restrictions of a Hindu client and ensures their meal choices align with their cultural beliefs.
4. Culturally competent practice: Nurses must use cross-cultural knowledge and skills in implementing culturally competent nursing care.	A nurse uses language interpreters to communicate effectively with non-English-speaking clients, recognizing the importance of linguistic competence in care.
5. Cultural competence in health-care systems and organizations: Health-care institutions must provide the structure and resources necessary to meet the needs of their culturally diverse clients.	A health-care institution in a diverse urban area offers culturally tailored health education materials and services for its diverse client population.
6. Client advocacy and empowerment: Nurses must empower their clients to navigate the health-care system and advocate for inclusion of the client's cultural beliefs in their health care.	A nurse helps a Muslim client navigate the health-care system, ensuring their religious practices are respected during treatment.
7. Multicultural workforce: Nurses must actively work toward having a multicultural workforce in health-care settings.	A nurse actively recruits health-care professionals from diverse backgrounds to create a more culturally inclusive health-care team.
8. Education and training in culturally competent care: Nurses must be educationally prepared to promote and provide culturally congruent health care through formal education, clinical training, and continuing education for practicing nurses.	A nursing school incorporates cultural competency training into its curriculum to prepare students to provide culturally congruent care.
9. Cross-cultural communication: Nurses must use culturally competent communication skills when providing client care.	A nurse uses visual aids and gestures to communicate effectively with a client who speaks a different language, recognizing the importance of nonverbal communication.
10. Cross-cultural leadership: Nurses must strive to influence others to achieve culturally competent care for diverse groups.	A nurse leads a cultural competence training session for colleagues, sharing best practices in providing care to diverse client populations.

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11. Policy development: Nurses must work to establish policies and standards for culturally competent care.	Nurses collaborate with hospital administrators to develop and implement a comprehensive policy that mandates cultural competency training for all health-care staff, ensuring that all client interactions are culturally sensitive and respectful.
12. Evidence-based practice and research: Nurses use current research to ensure policies and standards are effective for culturally diverse clients, or when evidence is lacking, they do their own investigation and testing.	A nurse establishes a committee for an evidence-based review of cultural best practices for improving client care of a diverse population.

**Table 8.4** Standards of Practice for Culturally Competent Nursing Care (Douglas, 2011)