



www.oregonaction.org Good Afternoon Chair Greenlick and Committee Members

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For the record, my name is Ron Williams, I reside in Portland, Oregon and I am Executive Director of Oregon Action, a statewide network of people and organizations dedicated to social, racial and economic justice through individual and group empowerment.

Oregon Action fully supports passage of this legislation because we know that it will go a long way toward improving the patient experience, increasing the quality of care that folks in Oregon receive and ultimately reduce health care system costs.

While Oregon's population is growing rapidly more diverse there has been a growing concern that racial and ethnic populations, LGBT communities, low literacy level individuals and rural Oregonians may experience significant health disparities. In order for Oregon to achieve the triple aim of improving health, improving care, and lowering cost, providers must be responsive to the needs of the diverse populations living in our state.

Cultural competence training for health care providers is one solution for helping the health care system adapt to the needs of Oregon's socially and culturally diverse communities.

Cultural competence continuing education in Oregon would align with national efforts of health care and health care professional organizations. Organizations that have recommended cultural competence trainings for their providers include, but are not limited to:

- American Medical Association (AMA)
- American Nurses Association (ANA)
- American Dental Association (ADA)
- American Dental Education Association
- Association of American Medical Colleges (AAMC)
- American Academy of Pediatrics (AAP)
- American Academy of Family Physicians (AAFP)
- Oncology Nursing Society
- Society for Public Health Education

We feel that this alignment with national organizations in our shared goals of obtaining the triple aim of increased quality, improved experience and lower health care costs.

What do we know: Cultural Competency currently is not offered in many health professional training programs and employers rarely offer it, despite data that proves the effectiveness of cultural competency training. Cultural competency



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training requirements lead to improved patient outcomes. There is significant peer reviewed research that shows the effectiveness on decreasing medical costs by improving provider-patient communication; increasing the rate of accurate diagnosis and patient compliance, and decreasing duplication of services and unnecessary emergency room visits. HB 2611 will ensure that certain licensed health care providers have the tools they need to provide quality care to Oregon's increasing diverse population. All people should have equal access to a basic level of quality health care, and ensuring that all licensed health care providers in Oregon receive cultural competency training will help ensure all Oregonians receive quality care.

Sincerely,

Ron Williams  
Executive Director  
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