

# **Seven Domains**

## **of the HRSA/DHHS Cultural Competency (CC) Framework**

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**1. Organizational Values:** An organization's perspective and attitudes with respect to the worth and importance of cultural competence and its commitment to provide culturally competent care.

**2. Governance:** The goal-setting, policy-making, and other oversight vehicles an organization uses to help ensure the delivery of culturally competent care.

**3. Planning and Monitoring/Evaluation:** The mechanisms and processes used for: a) long and short-term policy, programmatic, and operational cultural competence planning that is informed by external and internal consumers; and b) the systems and activities needed to proactively track and assess an organization's level of cultural competence.

**4. Communication:** The exchange of information between the organization/providers and the clients/population, and internally among staff, in ways that promote cultural competence.

**5. Staff Development:** A organization's effort to ensure staff and other service providers have the requisite attitudes, knowledge and skills for delivering culturally competent services.

**6. Organizational Infrastructure:** The organizational resources required to deliver or facilitate delivery of culturally competent services.

**7. Services/Interventions:** An organization's delivery or facilitation of clinical, public health, and health related services in a culturally competent manner.