Workers' Comp

Cultural Humility: The Next Step in Delivering Quality Care to Culturally Diverse Communities

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Today’s ever-diverse, multicultural society has created a need to provide culturally safe, patient-centered care aimed at bringing about quality outcomes in workers’ compensation. Data shows effective communication with injured employees contributes to better compliance with treatment plans, better outcomes, and reduced litigation. While translation services minimize language barriers, communication issues can still arise due to cultural differences. When this happens, the ability to deliver effective care can be hindered.

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