



Pre and Post CALD Training Evaluation Study (2018)

Method



281 Health Practitioners working in the Emergency Quota Refugee Regions who completed courses between 1st March 2017-30th June 2017 were sent invitations



181 invitations were sent successfully



59 (32.6%) responses

Aim: Evaluate the face to face and online CALD cultural competency course post training improvements in learners' attitudes and behaviours when working with Culturally and Linguistically Diverse (CALD) patients and families and in patient experiences.

A snapshot showing post training improvements based on the number responses to the following statements for the frequency ("Always") before training and after training:



Post training quote from a respondent:

"I am more aware of some of the barriers to health care and go outside the usual box to facilitate access to the service I am involved with. I am more aware of the journey and experience that they are going through."

Conclusion: There is clear evidence of improvement with more consistent use of cultural assessment, asking patients for explanations of health and illness; and expectations of health care.

This study is sponsored by the Ministry of Health as part of the Provision of CALD Training to Health Workforce working in the Emergency Quota Refugee Regions [Pre and Post CALD Training Evaluation Study 2018] published on www.eCALD.com

For more information about CALD courses go to www.eCALD.com