

## DEVELOPMENT OF CULTURAL COMPETENCY TRAINING PROGRAM FOR STAFF NURSES: A MULTI PHASE

**Dr. Arce Vete Amparo**  
The Philippine Women's University  
**PHILIPPINES**

### ABSTRACT

Healthcare systems today face the growing challenge of delivering safe, equitable, and culturally responsive care to increasingly diverse patient populations. Nurses, as frontline providers, play a pivotal role in bridging cultural gaps and ensuring quality outcomes. However, persistent gaps in cultural competence within clinical practice indicate an urgent need for structured educational interventions that prepare nurses to meet these demands effectively.

This dissertation aimed to develop and validate a comprehensive cultural competency training program for staff nurses, grounded in outcome-based education principles. The study employed multi-phase design. The first phase involved a detailed needs assessment to identify knowledge, attitude, and practice gaps among nursing staff. Based on these findings, a training framework was constructed, integrating ethnic-specific clinical considerations, emotional intelligence development, and socio-spiritual identity awareness. To ensure rigor and relevance, the framework underwent expert evaluation using the modified Delphi method, supported by the Content Validity Index (CVI) to confirm clarity and applicability.

Findings revealed significant gaps in cultural competence and affirmed the necessity of targeted interventions to enhance nurses' ability to provide inclusive, patient-centered care. The validated program offers practical strategies for embedding cultural competence into nursing education and clinical practice, ultimately improving communication, patient satisfaction, and health outcomes. This work contributes to advancing diversity, equity, and inclusion in healthcare delivery and aligns with global standards for culturally and linguistically appropriate services.

**Keywords:** Cultural Competence, Outcome-Based Education, Nursing Workforce, Inclusive Care