



## 2016 CHICAGO Area Study:

### Physician “Cultural Competence” and its Consequences for Patient Satisfaction

**Sociology 501, Spring 2016**

**Mondays and Wednesdays, 2:00 - 3:50pm**

Do you want to learn how to do social science research  
by doing it, not just reading about it?

What does it mean to be a “culturally competent”  
doctor?

Do more “culturally competent” doctors have  
more satisfied patients?

Sociology 501 is the first semester of a two-semester practicum in graduate research methods offered through UIC’s Chicago Area Study (CAS). Students enrolled in Soc. 501 in the spring will gain working knowledge of how to do research—including online surveys, in-person cognitive interviews, and surveys—by working with the CAS Director, Professor **Maria Krysan**, and Faculty Investigator, Professor **Laura Hirshfield** (Departments of Medical Education and Sociology), on a research project that will result in a rich dataset that students enrolling in the second semester (Sociology 509, Fall 2016) can analyze.

**The Research Topic of CAS 2016:** Physicians often lack what has been termed “cultural competence,” or knowledge about patients’ particular cultural background to provide insight into their illnesses, help facilitate communication, or prevent negative stereotypes and bias from impacting their diagnoses or interactions. There is significant disagreement within the social scientific and medical community regarding what “cultural competence” is and how it should be defined. This study will investigate the relationship between physicians’ knowledge of, attitudes about, and biases towards various marginalized groups (or “cultural competence”, broadly conceived) and patients’ satisfaction. Students enrolled in the CAS will be asked to help develop our measures of cultural competence (and related constructs), pretest these instruments, and help to gather both patient and physician surveys to explore the relationship between patient satisfaction and physician cultural competence.

**The Methods and Training Opportunity:** The 2016 CAS will emphasize training in survey research methods, including designing and implementing both web-based and in-person surveys. Students will learn by doing—helping to design, program, and test the physician and patient web-based and in-person surveys, and will also conduct less-structured interviews as part of the questionnaire development process. Students have the option of enrolling in the second semester of the CAS practicum (Soc. 509, Fall 2016), in which the data will be analyzed.

For more information, contact the CAS Director,  
Professor Maria Krysan at [krysan@uic.edu](mailto:krysan@uic.edu)  
or visit [igpa.uillinois.edu/cas](http://igpa.uillinois.edu/cas)