|  |  |  |  |
| --- | --- | --- | --- |
| Table 1. Mean Cultural Competence Assessment (CCA) Scores (Matched) Before and After Training (n=17) | | | |
|  | Before Training | After Training | p-value |
| Overall Cultural Competence, mean (SD) | 4.59 (0.51) | 4.76 (0.43) | 0.09 |
| Cultural Awareness and Sensitivity, mean (SD) | 6.03 (0.41) | 6.04 (0.48) | 0.46 |
| Culturally Competent Behaviors, mean (SD) | 4.31 (0.90) | 4.72 (0.93) | 0.02 |

|  |  |  |  |
| --- | --- | --- | --- |
| Table 2. Total Costs to Develop and Deliver the Culturally Tailored Communication Training Program | | | |
| Type of Cost | Resource Unit | Unit Cost ($)\* | Total Cost ($) |
| Program Development (One-Time Costs) | | | |
| Time for planning meetings | 5 hours | $55.65 (lead) $19.65 (HR consultant) $12 (intern) | $566.58 |
| Time to modify existing presentation | 2 hours | $55.65 (lead) | $144.47 |
| Fee to print training materials | 36 handouts | $1.25 per handout | $45 |
| Time for facilitator training | 4 hours | $55.65 (lead) | $288.93 |
| Total |  |  | $1,044.98 |
| Program Delivery (Fixed and Variable Costs) | | | |
| Time to complete web-based module | 28 minutes | $56.09 (pharmacist) $33.92 (nurse) $19.90 (support staff) | $813.72 |
| Time to setup | 30 minutes | $55.65 (lead) $19.65 (HR consultant) $12 (intern) | $56.66 |
| Time to facilitate training | 1.5 hour | $55.65 (lead) | $108.36 |
| Time to travel to training^  (average time from medical offices to regional office) | 30 minutes | $56.09 (pharmacist) $33.92 (nurse) | $781.43 |
| Time to attend training | 1.5 hour | $56.09 (pharmacist) $33.92 (nurse) $19.90 (support staff) | $2,615.54 |
| Miles from worksite to training site^  (average distance from medical offices to regional office) | 25 miles | $0.58/mile (off-site attendees) | $333.50 |
| Total |  |  | $4,709.21 |
| \*Fringe benefits of 29.8%, from the Bureau of Labor, were included in all wage calculations; ^Some nurses and all support staff were located at the regional office | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Table 3. Base-case and Sensitivity Analysis Intervention Costs and Cost-effectiveness Ratios\* | | | | |
| Variable | Base-case | Nurse-only | Pharmacist-only | Support staff-only |
| Net mean cost, $ | $138.51 | $123.41 | $194.49 | $68.65 |
| Net mean effectiveness^ | 0.41 | 0.27 | 0.83 | 0.56 |
| ACER, $ per 1-unit increase in frequency of culturally competent behaviors (CCB) | $337.83 | $457.07 | $234.32 | $122.59 |
| Abbreviations: ACER, average cost-effectiveness ratio; CCB, culturally competent behavior subscale of cultural competence self-assessment | | | | |
| \* Values account for program delivery costs listed in Table 2; ^Net mean effectiveness is from the matched sample (n=17) and uses the CCB subscale, as this was the only statistically significantly effectiveness outcome | | | | |