



## Johns Hopkins Technology Transfer

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### COA360.org - Cultural Competency Organizational Assessment

**ROI Number**

C10500

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**Field**

Health and Safety

**Patent Status**

Copyright

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**Technology**

Today, four states in U.S. are minority-majorities (California, Texas, New Mexico, and Hawaii) and by 2010 there could be as many as eight. Nearly 18% of Americans speak a language other than English at home. These demographic characteristics have major implications for the healthcare industry. JHU researches developed a unique assessment tool that will help healthcare organizations to evaluate their readiness to meet the needs of a rapidly diversifying U.S. population. The web-based tool, the COA360°, was scientifically validated and provides “360-degree view” of the institution or unit within the institution from the perspective of its administrators, healthcare providers, non-provider staff and patients, rather than focusing on a single health care provider, as is the case with most cultural competency tools.

**Commercial Use**

The COA360° is a web-based assessment tool that helps health care organizations to evaluate their cultural competency, increase patient satisfaction, and improve patient outcomes.

**Reference**

LaVeist TA, Relosa R, Sawaya N. (2008) The COA360: a tool for assessing the cultural competency of healthcare organizations. *J Healthc Manag.* 53(4):257-66; discussion 266-267.

[www. COA360.org](http://www.COA360.org)