





Supporting Research That Represents All Communities.



Daiichi-Sankyo



parexel.



sanofi



PARTNERING FOR SUCCESS





Beyond Awareness: Building Cultural Competency

July 25, 2026

Faculty Disclosure



In compliance with ACCME Guidelines, I hereby declare:

I do not have financial or other relationships with the manufacturer(s) of any commercial services(s) discussed in this educational activity.

Jhodie Duncan, Latrobe Regional Health

Kathy Mickel, SCRS

Lucy McNicol, Sanofi

Craig Underhill, Border Medical Oncology Research Unit



Criteria for Awarding Contact Hours



Applicants must be present during the “live” event, contact hours are not issued for recordings.

Applicants must attend the activity the whole time, missing no more than ten minutes of the activity.

Applicants must complete the post-meeting survey with a score of at least 70%.

Applicants must complete the post meeting survey evaluation questions.

Society for Clinical Research Sites, Inc. is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center’s Commission on Accreditation.



Beyond Awareness: Building Cultural Competency



Jhodie Duncan, PhD

Latrobe Regional Health



Kathy Mickel

SCRS



Lucy McNicol

Sanofi



Craig Underhill, MBBS, FRACP

Border Medical Oncology Research Unit

cul•tur•al com•pe•ten•cy

The ability to understand, communicate with, and effectively interact with people across cultures. It encompasses an awareness of one's own cultural worldview, the ability to recognise and appreciate cultural differences, and the skills required to navigate diverse cultural contexts.

How ANZ Sites Can Successfully Embed Cultural Competency



**Understand The
Community
You Serve**



**Build A
Culturally
Aware Team**



**Community
Engagement
That Earns Trust**

How ANZ Sites Can Successfully Embed Cultural Competency

CULTURAL PERSPECTIVES

- Listening to the community
- Create feedback loops and establish advisory panels
- Always be adaptive and responsive to the feedback

CULTURALLY AWARE TEAM

- Communication to the team
- Leading by example
- Being inclusive – walk the talk

COMMUNITY ENGAGEMENT

- Invest time to listen learn
- Find the champions, be embedded in the communities
- Listening and adapting
- Partnerships, relationship building

Cultural Competency Scorecard Example

FOUNDATIONS

Site has defined what cultural competency means in the context of its local community	Embedded
---	----------

WORKFORCE & HIRING

Staff reflect the cultural diversity of communities we serve	Embedded
Partnerships exist with community training programs for recruitment	In Progress

TRAINING & COMPETENCY

Staff complete ongoing community-led cultural education	Not Yet
Site has formal cultural protocols co-designed with community leaders	In Progress
Cultural competency is linked to staff performance reviews	In Progress

COMMUNITY ENGAGEMENT

Community engagement begins before trials open, not at enrollment shortfalls	Not Yet
Research findings are shared back with communities in accessible formats	Embedded

OPERATIONAL INTEGRATION

Leadership sets explicit goals for culturally inclusive research	Embedded
Culturally specific barriers to participation are tracked and addressed	In Progress

Key Takeaways

1

One conversation changes everything. Start with the community before the trial is selected.

2

Representation isn't a recruitment tactic — it's a research outcome. Who's in the room determines what the data can say.

3

Start where you are. Pick one practice, embed it this quarter, build from there.

