



## Patient "TOOLS OF ENGAGEMENT" BEST PRACTICE 7

### **BEST PRACTICE 7**

***Provide culturally competent (patient-centered) care to all patients undergoing dialysis.***

### **HOW DO YOU ACHIEVE THIS BEST PRACTICE?**

- 1) Recognize health disparities and how they can affect health outcomes. Health disparities are differences in rates of illness among different populations
- 2) Identify risk factors that can contribute to health disparities, including:
  - a) Poverty
  - b) Acculturation (behaviors and lifestyle)
  - c) Nutrition
  - d) Genetic predisposition
  - e) Education level
  - f) Discrimination
  - g) Differing levels of insurance coverage
  - h) Access to health care services and to high quality networks of preventive and primary care
- 3) Perform cultural assessments:
  - a) Identify how patients' cultural norms may affect their understanding of their health problems and care plans
  - b) Identify patients' beliefs, values, or practices that may influence decision making
  - c) Use general resources to gain insight about cultural patterns while individualizing care plans to reflect how those cultural patterns fit within patients' own beliefs, values, and practices
- 4) Use culturally competent communication skills to discuss the cultural assessment, the health problem, and treatment choices:
  - a) Determine and document the linguistic needs of patient, including barriers to effective communication
  - b) Consider differences in non-verbal communication
    - i) Body language (eye contact, meaning of touch, facial expressions, hand and body gestures)
    - ii) Time orientation
    - iii) Personal space (distance between the patient and health care professional or staff member)
    - iv) Social etiquette (customs and norms)
      - (1) Degree of formality when greeting each other
      - (2) Degree of deference shown to people of different gender/age/class

- (3) Importance of small talk or accepting food or drink
- c) Be conscious about verbal communication
  - i) Speak to the person directly using a normal tone of voice
  - ii) Avoid slang or technical terms
  - iii) Ask one question at a time
- d) Provide resources for communicating with the patient
  - i) Collaborate with qualified interpreters as needed—avoid involving family members for interpretation of health information
  - ii) Translate all important documents and health information to facilitate understanding when making decisions and providing informed consent
  - iii) Provide written educational information in the patient’s primary language
  - iv) Use “teach back method” to ensure that the patient comprehends information that was provided
- 5) Create and sustain and an environment of cultural competence
  - a) Perform a cultural competence self-assessment as an organization
  - b) Establish leadership structures that support organizational culturally competent care
    - i) Provide initial and ongoing education for health care professionals and other staff
    - ii) Ensure that cultural competence is incorporated into policies and procedures
    - iii) Actively seek out opportunities to improve cultural competence

## PATIENT ENGAGEMENT BEST PRACTICE 7: TOOLS AND RESOURCES

Web-Based Tools and Resources	
<b>Cultural Competency and Health Literacy Resources for Health Care Providers</b>	U.S. Dept. of Health and Human Services, Health Resources and Services Administration <a href="http://www.hrsa.gov/culturalcompetence/">http://www.hrsa.gov/culturalcompetence/</a>
<b>Cultural Diversity Training Resources for the Workplace</b>	<a href="http://www.diversityuniversity.com/index.php">http://www.diversityuniversity.com/index.php</a> <a href="http://diversitydtg.com/">http://diversitydtg.com/</a> <a href="http://www.prismdiversity.com">http://www.prismdiversity.com</a>
<b>Cross Cultural Health</b>	Diversity Rx <a href="http://www.diversityrx.org">www.diversityrx.org</a>
<b>Ethnic Cookbooks and Recipes</b>	National Kidney Foundation, Renal Support Network <a href="http://www.kidney.org/professionals/CRN/cookbooks.cfm">www.kidney.org/professionals/CRN/cookbooks.cfm</a> <a href="http://www.kidneytimes.com/recipes.php?criteria=Recipes">http://www.kidneytimes.com/recipes.php?criteria=Recipes</a>
<b>Hospitals, Language, and Culture</b>	The Joint Commission <a href="http://www.jointcommission.org/patientsafety/hlc/">http://www.jointcommission.org/patientsafety/hlc/</a>
<b>Information About Cultural Competency</b>	National Center for Cultural Competency <a href="http://www11.georgetown.edu/research/gucchd/nccc/">http://www11.georgetown.edu/research/gucchd/nccc/</a>
<b>Information About Interpreting in Health Care</b>	National Council on Interpreting in Health Care <a href="http://www.ncihc.org/mc/page.do;jsessionid=0AF6296E5B2DE5916BC5B265A3A5B40F.mc1?sitePageId=50909">http://www.ncihc.org/mc/page.do;jsessionid=0AF6296E5B2DE5916BC5B265A3A5B40F.mc1?sitePageId=50909</a>
<b>Think Cultural Health</b>	U.S. Department of Health and Human Services, Office of Minority Health <a href="https://www.thinkculturalhealth.org/">https://www.thinkculturalhealth.org/</a>
<b>Tutorials in Spanish</b>	National Institutes of Health <a href="http://www.nlm.nih.gov/medlineplus/spanish/tutorials.htm">http://www.nlm.nih.gov/medlineplus/spanish/tutorials.htm</a>
Printed Tools and Resources	
<b>A Comprehensive Framework and Preferred Practices for Measuring and Reporting Cultural Competency (abridged report free through link)</b>	National Quality Forum <a href="http://www.qualityforum.org/Publications/2009/04/A_Comprehensive_Framework_and_PREFERRED_Practices_for_Measuring_and_Reporting_Cultural_Competency.aspx">http://www.qualityforum.org/Publications/2009/04/A_Comprehensive_Framework_and_PREFERRED_Practices_for_Measuring_and_Reporting_Cultural_Competency.aspx</a>  Full report free for NQF members, \$29.99 for non members. Call 202-783-1300 to order.
<b>Glossary of Medicare Terms in Spanish</b>	Centers for Medicare and Medicaid (CMS) <a href="http://www.medicare.gov/glossary/search.asp?Language=Spanish&amp;submit1=Vea+en+Espa%F1ol/">http://www.medicare.gov/glossary/search.asp?Language=Spanish&amp;submit1=Vea+en+Espa%F1ol/</a>

<b>Spanish Articles</b>	Renal Support Network <a href="http://www.kidneytimes.com/subcatbrowse.php?Criteria=Professionals&amp;subcat=Spanish%20Articles">http://www.kidneytimes.com/subcatbrowse.php?Criteria=Professionals&amp;subcat=Spanish%20Articles</a>
<b>“Teach Back” Method</b>	Society of Hospital Medicine <a href="http://www.hospitalmedicine.org/ResourceRoomRedesign/RR_CareTransitions/PDFs/Teach_Back_.pdf">http://www.hospitalmedicine.org/ResourceRoomRedesign/RR_CareTransitions/PDFs/Teach_Back_.pdf</a>  VA National Center for Ethics in Health Care <a href="http://www.ethics.va.gov/docs/infocus/InFocus_20060401_Teach_Back.pdf">http://www.ethics.va.gov/docs/infocus/InFocus_20060401_Teach_Back.pdf</a>
<b>Trans-cultural Nursing Assessment</b>	Cultural Diversity in Nursing <a href="http://www.culturediversity.org/assmtform.htm">http://www.culturediversity.org/assmtform.htm</a>
<b>Telephonic, Audio, &amp; Live Resources</b>	
<b>Spanish Speaking HOPEline</b>	Renal Support Network Call 800-780-4238. The HOPEline is available Monday through Friday, 10AM to 8PM (Pacific Time)
<b>Tutorials in Spanish</b>	National Institutes of Health <a href="http://www.nlm.nih.gov/medlineplus/spanish/tutorials/kidneyfailurespanish/htm/lesson.htm">http://www.nlm.nih.gov/medlineplus/spanish/tutorials/kidneyfailurespanish/htm/lesson.htm</a>
<b>Supporting Literature</b>	
Berenson LD. <b>Cultural competencies for nurses: Impact on health and illness.</b> 2010 <a href="http://www.amazon.com/Cultural-Competencies-Nurses-Impact-Illness/dp/0763756504/ref=sr_1_1?ie=UTF8&amp;s=books&amp;qid=1285180929&amp;sr=8-1">http://www.amazon.com/Cultural-Competencies-Nurses-Impact-Illness/dp/0763756504/ref=sr_1_1?ie=UTF8&amp;s=books&amp;qid=1285180929&amp;sr=8-1</a>	
Narayan MC. <b>Cultural assessment and care planning.</b> <i>Home Healthcare Nurse.</i> 2003 21(9): 611-620. <a href="http://journals.lww.com/homehealthcareurseonline/Abstract/2003/09000/Cultural_Assessment_and_Care_Planning.11.aspx">http://journals.lww.com/homehealthcareurseonline/Abstract/2003/09000/Cultural_Assessment_and_Care_Planning.11.aspx</a>	
Saha S, et al. <b>Patient-centeredness, cultural competence and healthcare quality.</b> <i>Journal of National Medical Association.</i> 2008 100(11 1275-1285. <a href="http://www.nmanet.org/images/uploads/Publications/OC1275.pdf">http://www.nmanet.org/images/uploads/Publications/OC1275.pdf</a>	
Shen Z. <b>Cultural competence models in nursing: A selected annotated bibliography.</b> <i>Journal of Trans-cultural Nursing.</i> 2004 15(4 317-322. <a href="http://tcn.sagepub.com/content/15/4/317">http://tcn.sagepub.com/content/15/4/317</a>	
Spector RE. <b>Cultural diversity in health and illness.</b> 7 <sup>th</sup> ed. New Jersey: Pearson Prentice Hall. 2008. <a href="http://www.amazon.com/Cultural-Diversity-Health-Illness-7th/dp/0135035899/ref=sr_1_1?s=books&amp;ie=UTF8&amp;qid=1285181059&amp;sr=1-1">http://www.amazon.com/Cultural-Diversity-Health-Illness-7th/dp/0135035899/ref=sr_1_1?s=books&amp;ie=UTF8&amp;qid=1285181059&amp;sr=1-1</a>	
Washington State Department of Health. <b>Cultural competency in health services and care: a guide for health care providers.</b> June 2010. <a href="http://www.doh.wa.gov/hsqa/professions/Publications/documents/CulturalComp.pdf">http://www.doh.wa.gov/hsqa/professions/Publications/documents/CulturalComp.pdf</a>	
Washington State Governor’s Interagency Council on Health Disparities. <b>Washington state policy action plan to eliminate health disparities.</b> June 2010. <a href="http://healthequity.wa.gov/About/docs/ActionPlan.pdf">http://healthequity.wa.gov/About/docs/ActionPlan.pdf</a>	

All links last accessed on October 17, 2010