Summary of Cultural Competence Development

- Cultural competence is an ongoing process for nurses that requires commitment, time, and practice to develop.
- Pursuing the goal of cultural competence in nursing and other health care disciplines is a key strategy in reducing disparities in health care.
- Culturally competent nurses recognize that culture is their own, their families, and their communities.
- Culturally competent nurses intentionally provide patient-centered care with sensitivity and respect for culturally diverse populations.

- Misconceptions, biases, and prejudices on the part of health care providers interfere with patient health outcomes.
- Culturally competent nurses negotiate care with a patient in a way that is consistent with the patient's cultural beliefs and values.
- Nurses should examine their own biases, ethnocentric views, and prejudices so that they do not interfere with patient care.
- Nurses who respect and understand the cultural values and beliefs of their patients are more likely to develop positive and trusting relationships with their patients.

Patient Scenario

- Ms. Rosas is a 76-year-old patient admitted to the cardiology floor with worsening congestive heart failure.
- The patient's primary language is Spanish, and she has limited English comprehension.
- The patient's daughter reports that the patient has experienced increased swelling in her ankles and increased shortness of breath over the past three weeks.
- Her daughter also reports that the patient has noticed unexplained weight gain.
- During the admission assessment, the nurse attempts to gather additional information regarding current symptoms, diet, and history.
- The patient nods her head in response to questions and converses calmly in Spanish with her daughter.

Nursing Process Assessment:

- The nurse observes that the patient is not answering questions appropriately and is unable to speak English.
- She has her daughter provide interpretation of the questions and relay the information.
- Based on the assessment information that has been gathered, the following nursing care plan is created for Ms. Rosas.
- Nursing Diagnosis: Impaired Verbal Communication related to cultural mismatch, as evidenced by the inability to speak the caregiver's language.
- Overall Goal: The patient will use effective communication techniques.
- SMART Expected Outcome: Ms. Rosas will use translation services to obtain information and express needs throughout her hospitalization.

Planning and Implementing Nursing Interventions

- The nurse will provide the patient with interpretation services to facilitate communication with the patient.
- Interpretation services or telephone lines will be used to ensure that the patient receives information regarding her care.
- The nurse will eliminate distractions such as television, hallway noise, etc., to reduce sources of additional stimuli in the communication experience.
- The nurse will communicate directly with the patient, using appropriate eye contact and nonverbal cues to enhance the communication experience.

Documentation

- Ms. Rosas has difficulty communicating verbally due to limited English proficiency. She needs education regarding the cardiac diet, fluid restriction, and warning signs of deterioration.

- Interpreter services are utilized to ensure that communication and educational needs are appropriate. Ms. Rosas communicates freely through the interpreter and understands the meaning of the education provided.

Assessment

- During the patient's hospitalization, Ms. Rosas engages with staff using interpreter services and actively participates in her care.

OPEN RESOURCES FOR NURSING

- **Assimilation**: The process of adapting or conforming to the practices, customs, and norms of a cultural group. As a result, the person gradually assumes a new cultural identity and may lose their original identity in the process.

- **Prejudice**: Holding an attitude, opinion, or disposition (positive or negative) toward a group or members of a group. Prejudice may be a conscious attitude (explicit), or a person may be unaware of their bias (implicit).

- **Cultural awareness**: A deliberate, cognitive process in which health care providers become aware of and sensitive to the values, beliefs, lifestyles, practices, and problem-solving strategies of a patient's culture. Cultural awareness goes beyond a simple awareness of the existence of other cultures and includes an interest, curiosity, and appreciation of other cultures.

- **Cultural Competence**: The process of applying evidence-based nursing practice consistent with the values, beliefs, worldviews, and culturally preferred practices of patients to produce improved patient outcomes.

- **Cultural Diversity**: Cultural differences in people.

- **Cultural Encounters**: A process where the nurse directly engages in face-to-face cultural interactions and other types of encounters with clients from diverse cultural backgrounds to modify existing beliefs about a cultural group and prevent potential stereotypes.

- **Cultural Humility**: A humble and respectful attitude toward individuals of other cultures that leads one to challenge one's own cultural biases, to realize that one cannot know everything about other cultures, and to approach learning about other cultures as a lifelong goal and process.

- **Cultural Negotiation**: A process in which the patient and nurse seek an acceptable way to deal with the competing interests of nursing care, prescribed medical care, and the patient's cultural needs.

- **Cultural negotiation** is reciprocal and collaborative. When the patient's cultural needs do not significantly or negatively impact their treatment plan, cultural needs can be met.

- **Culturally Responsive Care**: Nursing actions that integrate a person's cultural beliefs into their care.

- **Safe cultural environment**: A safe space for patients to interact with health professionals, without judgment or discrimination, where the patient is free to express their beliefs, values, and cultural identity.

- **Culture**: A set of beliefs, attitudes, and practices shared by a group of people or community that is accepted, followed, and passed on to other members of the group.

- **Discrimination**: Unfair and disparate treatment of another person or group, denying them the opportunities and rights to participate fully in society.

- **Ethnocentrism**: The belief that one's culture (or race, ethnicity, or country) is better and preferable than another's.

- **Gender expression**: A person's outward display of gender in relation to social norms, such as dress style, hairstyle, or other behaviors.

- **Gender identity**: A person's internal sense of being male, female, or perhaps neither.

- **Health disparities**: Differences in health outcomes that result from entrenched economic, socio-political, or environmental disadvantages.

- **Health disparities** negatively impact groups of people based on their ethnicity, gender, age, mental health, disability, sexual orientation or gender identity, socioeconomic status, geographic location, or other characteristics historically associated with discrimination or exclusion.

- **Holism**: Treating the whole person, including physical, mental, spiritual, and social needs.
- **Intersectionality**: The many ways in which a person expresses their cultural identity are not separate but are closely intertwined.
- **Justice**: A principle and moral obligation to act based on equality and equity; a standard related to justice for all in society.
- **LGBTQ**: Lesbian, gay, bisexual, transgender, queer.
- **Prejudice**: To "prejudice"; a preconceived idea, often unfavorable, about a person or group of people.

- **Race**: A socially constructed idea; there are no truly biologically distinct races. People are biologically similar to each other, not different.

- **Racism**: The assumption that races are distinct from one another and that there is a hierarchy of races, implying that races are unequal. In racism, the expression of one's cultural beliefs is seen as an inherited trait.

- **Sexual orientation**: A person's physical and emotional interest or desire for others. Sexual orientation is on a continuum and manifests in one's identity and behaviors.

- **Social determinants of health**: Non-medical factors that influence health outcomes, including the conditions in which people are born, grow up, work, live, and age.
- **Social justice**: Equal rights, equal treatment, and equal opportunities for all.
- **Stereotyping**: The assumption that a person has the attributes, traits, beliefs, and values of a group because they are a member of that group.
- **Subculture**: A smaller group of people within a larger culture, often based on a person's occupation, hobbies, interests, or place of origin.
- **Intercultural nursing**: The incorporation of people's cultural beliefs and practices to help them maintain and regain health or cope with death in a meaningful way.