

Improving Cultural Competence in the Nurse to Reduce Adverse Patient Events

Julia Booker, Anna Ponder

Mrs. Lisa Gazan MSN/Ed, RN



Key Terms

- Culture (Rose, 2020)
- Cultural competence (Sharifi et al., 2019)
- Adverse patient event (Skelly et al., 2023)
- Limited English Proficiency Patient (LEEP) (Schoyer, 2020)



Research Question:

- How does culturally competent nursing care affect patient outcomes?

Methodology:

- Summarize and correlate current research concerning culturally competent nursing
- Assess culturally competent nursing and its effects on clinical patient outcomes
- Provide a theoretical model for closing gaps in research and reforming policy change



The Why:

- Diversity
- Trust and Rapport (Brenan, 2023)
- Patient Safety



The Why (cont.)

Figure 1. Benefits of Becoming a Culturally Competent Health Care Organization

Social Benefits	Health Benefits	Business Benefits
<ul style="list-style-type: none">• Increases mutual respect and understanding between patient and organization• Increases trust• Promotes inclusion of all community members• Increases community participation and involvement in health issues• Assists patients and families in their care• Promotes patient and family responsibilities for health	<ul style="list-style-type: none">• Improves patient data collection• Increases preventive care by patients• Reduces care disparities in the patient population• Increases cost savings from a reduction in medical errors, number of treatments and legal costs• Reduces the number of missed medical visits	<ul style="list-style-type: none">• Incorporates different perspectives, ideas and strategies into the decision-making process• Decreases barriers that slow progress• Moves toward meeting legal and regulatory guidelines• Improves efficiency of care services• Increases the market share of the organization

Source: American Hospital Association, 2013.



Campinha- Bacote's Theoretical Framework

Cultural awareness:

- Self-reflection of one's own cultural and professional background.

Cultural knowledge:

- Obtaining information about different cultures

Cultural skills:

- Assessment of cultural data of the patient

Cultural encounters:

- Personal experiences with patients of different backgrounds

Cultural desire:

- The process of wanting to be more culturally competent

(Campinha-Bacote, 2002)



Review of Literature

- Impact of culturally appropriate communication (Handtke et al., 2019)
- Limited English proficiency (Schoyer, 2020)
- Family role in making healthcare decisions
- Stereotyping/Discrimination
- Decreased medication adherence
- Patient adverse events (Brach et al., 2019; Buikema et al., 2021)



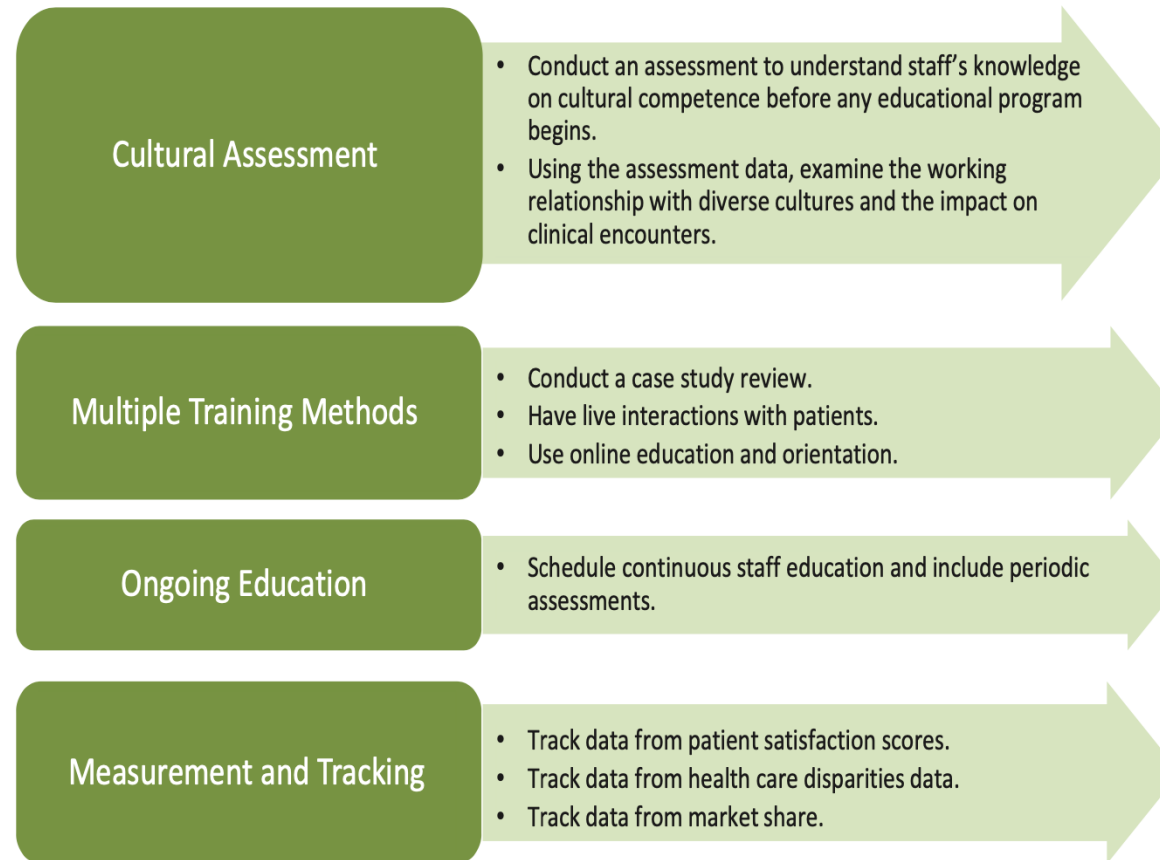
Current Evidence-Based Suggestions

- Self-Assessments and self-teaching (Younas, 2020)
- Cultural competence training (Kaihlanen et al., 2019)
- Learn in the moment, then reflect later
- "Continual development of oneself (Okere, 2022)"
- RAISE the bar (Marion et al., 2016)
- Toolkits
 - National Culturally and Linguistically Appropriate Services (CLAS) Standards (Centers for Medicare and Medicaid, 2016)
 - Becoming a Culturally Competent Healthcare Organization (American Hospital Association, 2013)
 - Joint Commission Road Map (The Joint Commission, 2010)



Example of Application to Practice

Figure 4. Staff Education for Cultural Competence



Source: American Hospital Association, 2013.



Gaps in the Literature

- Current suggestions are abstract and vague
- Time commitment concern
- Suggestions are organizational—not specific to the nurse
- Limited research on implementation of tools and policies
- Outdated models and framework



Proposed Practice Model

- Simple and accessible concepts for nurses
 - 6 Rights of Cultural Care
 - A familiar yet effective model for all nurses.
 - Policy Change
 - Introduction of cultural competence models in orientation and residency programs.
 - Cultural competence simulation in school, as well as in full time nursing hospital positions



6 Medication Rights

- Incorporated into every level of nursing education and nursing practice, from school to residency and full-time nursing
- Emphasizes individualized nursing intervention that can change patient health and wellbeing
- Upholds patient safety and minimizes error (Hanson & Haddad, 2022)



6 Medication Rights



(Cateora, 2016)



6 Rights of Cultural Care

- Cultural Rights
 - Aligns with ANA standard of Culturally Congruent Practice (Marion et al., 2016)
 - Should be expected from all members of healthcare team
 - Should become policy, to ensure all nurses are educated
 - Cultural competency effects clinical outcomes, just like medication administration
 - Individualized to each patient, like medication orders



6 Rights of Cultural Care

1. Never Assume
2. Ask, Don't Act
3. Become Aware
4. Build Person Centered Care
5. Build Respect
6. Verbal Feedback



Suggestions for Further Research

- Address the gap from research on cultural competence to the application in clinical practice
- More research on the effect of individualized care on patient outcomes and satisfaction
- Incorporation of education material into nursing curriculum, orientation, and practice
- Badge buddies, addition to electronic medical record, etc.



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