

## Cultural and Diversity Considerations

1

### Learning Objectives

After this session, participants will be able to:

1. Define cultural competency
2. State the four elements of cross cultural communication

2

### The Importance of Cultural Competency

- Health care workers need to be aware of, and sensitive to, cultural diversity, life situations, and other various factors that shape a person's identity.
- The first step is an open, non-judgmental attitude.

3

### What is Culture?

Culture has been defined in a number of ways, but most simply, as the learned and shared behavior of a community of interacting human beings.

4

### What is Cultural Competency?

Cultural competency refers to an ability to interact effectively with people of different cultures.

5

### What are Some Examples of Diversity Categories/Cultural Groups?

- Geography
- Culture
- Gender
- Spirituality
- Parental Status
- Homeless persons
- Substance users
- Language
- Disability
- Sexual orientation
- Age
- Incarcerated persons
- Profession (e.g., healthcare workers)

6

### Four Elements for Cross-Cultural Communication

1. Awareness of one's own cultural values
  - Are you attentive to your own preconceived notions of other cultural groups?
2. Awareness and acceptance of cultural differences
  - Do you look for opportunities to meet and interact with individuals who are from cultures other than your own?

7

### Four Elements for Cross-Cultural Communication

3. Development of cultural knowledge
  - Are you familiar with the worldviews of cultural groups other than your own?
4. Ability to adapt to the cultural context of the case
  - Do you know how to navigate cross-cultural interactions?

8

### What Can Culture Affect? (1)

- Description and communication of symptoms
- Perceived causes of illness; understanding of infection, transmission, and contacts
- Health-seeking behavior
- Understanding of disease process, treatment expectations, and decision making

9

### What Can Culture Affect? (2)

- Interaction with the health care system and health care professionals
- Attitudes towards helpers and authorities; reluctance to reveal contacts
- How a person identifies and describes their contacts

10

### Cultural Diversity Exercise

Refer to Appendix M

11

### Ask Questions to Get to Know the Individual Case

- How do you prefer to be addressed?
- Where were you born?
- How long have you been in the U.S.?
- Are you more comfortable reading information in your native language or in English?
- How are important healthcare decisions made in your family?
- Are there certain health care procedures and tests that your culture prohibits?

12

### What do You Want to Find Out? (1)

- Language and literacy level
- Health knowledge and health beliefs
- Health seeking behaviors
- Daily routine activities
- Relevant relationships
- Living situation
- Visitors and/or travel

13

### What do You Want to Find Out? (2)

- Decision making preferences
- Perception of and knowledge of U.S. health care system
- Perception of “western” medicine
- Other health belief systems
- Relevant incentives

14

### Use Open-Ended Questions to Generate Helpful Conversation

- How did you feel when you learned you had TB?
- How do you feel about knowing that you may have infected others with TB?
- What matters most as you are being treated for TB?
- Tell me about anything that may affect your treatment, home visits, etc.

15

### Cultural and Diversity Concerns in Contact Investigation (1)

Culture affects:

- Knowledge
- Attitudes and beliefs about TB transmission
- Beliefs about the BCG vaccine
- Risks and benefits of LTBI treatment
- Identification of contacts

16

### Cultural and Diversity Concerns in Contact Investigation (2)

Understanding who a contact is:

- Nuclear family, extended family
- Members of a group living situation
- Residents of a nursing home, shelter, or jail
- Fellow drinkers, substance users
- Members of a church, temple, or mosque
- Co-workers, supervisor, or boss
- Visitors

17

### Cultural and Diversity Concerns in Contact Investigation (3)

Cultural background may influence the case’s willingness to reveal names:

- Immigration status
- Reasons not to give correct name
- Reasons to hide someone or not name them
- Reluctance to identify contacts

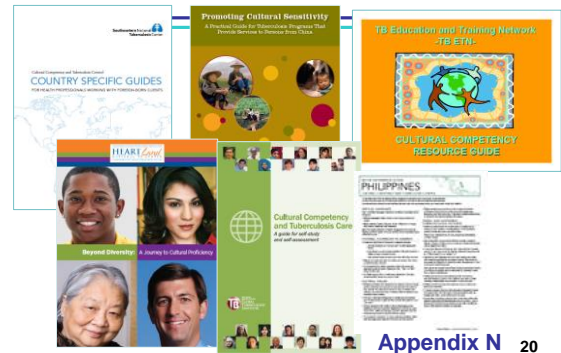
18

## Naming Systems

- Different cultures have different naming systems
  - First, middle, last?
  - Two last names?
  - Family name first?
- Ask for all names, nicknames, aliases
- Make sure forms and registry can accommodate
- Have the case agree to always use the same name

19

## Cultural Competency Resources



Appendix N 20

## Working with Interpreters

21

## Language Access Barrier

45 million people in the United States speak a language other than English at home



22

## Impact of Language Barriers

- Less likely to receive care
- Less likely to understand care
- Increased risk of medical errors
- Reduced quality of care
- Less satisfied with care

23

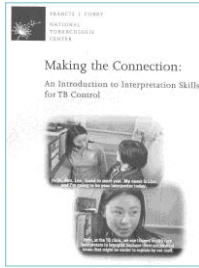
## Using an Interpreter

- Make sure you agree on ground rules with both the case and the interpreter before the interview begins
- Always speak directly to the case
- Ask for clarification as needed
- Children should not be used as interpreters!

24

## Resource for Interpretation

### Video and viewer's guide



[Making the Connection](http://www.currytbcenter.ucsf.edu)  
[www.currytbcenter.ucsf.edu](http://www.currytbcenter.ucsf.edu)

25

## Review

1. What is cultural competency?
2. What are the four elements of cross cultural communication?

26