



Enhancing Team Based Care in the Outpatient Setting 05/2021-08/2021

Cultural Competency: What You Should Know & Performing a Cultural Assessment

8.13.21

MICMT - Enhancing Team-Based Care in the Outpatient Setting 05/2021-08/2021

Cultural Competency: What You Should Know & Performing a Cultural Assessment

Nursing:

- There is no conflict of interest for anyone with the ability to control content for this activity.
- Successful completion of the webinar includes:
 - Attendance at the entire webinar (Live webinar attend with audio and see live slides)
 - Completion of the evaluation
- Upon successful completion of the “Enhancing Team-Based Care in the Outpatient Setting 05/2021-08/2021”; Cultural Competency: What you should know & Performing a Cultural Assessment, the participant will earn 1.0 Nursing CE contact hour.
- This nursing continuing professional development activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. (OBN-001-91)
- ONA Activity # 2020-0000001183
- Expiration date: 05/10/2023

Social Work:

- Upon successful completion of the Enhancing Team-Based Care in the Outpatient Setting 05/2021-08/2021; Cultural Competency: What You Should Know & Performing a Cultural Assessment, participant will earn 1.0 Social Work CE Contact Hours
- "Michigan Institute for Care Management and Transformation is an approved provider with the Michigan Social Work Continuing Education Collaborative." Approved provider Number: MICEC 110216.



Learning Objective and Learning Outcome

Learning Objective:

- Facilitate the development of effective care teams to support improved patient health outcomes.

Learning Outcome:

- Participants will have increased knowledge of team-based care strategies.



Guest Speaker

Mary “Toni” Flowers, PhD, DHL, MBA, CCDP, CDM, SEIC

- *President and CEO of Maritime Executive Consulting*



Potential Barriers to Learning: Cultural Norms & Faux Pas

Gender Roles

Women as care givers

Men more resistant to health care

Children as care givers

Body Images

More voluptuous bodies are desirable

Traditionally men view smaller body types as inadequate

Robust body type identified with health and ability to reproduce

Communication Patterns: Regionally-Fixed Rhythms

- Decrease from North to South (eg., NY, MI, Miss.)
- May conflict with provider's patterns
- May create difficulty with effective patient/provider communication
- May determine amount of time spent with patient

Minimize the Risk of Mistakes

1. **Avoid** using slang and idioms, choosing words that will convey only the most specific *denotative* meaning;
2. **Listen** carefully and, if in doubt, ask for confirmation of understanding (particularly important if accents and pronunciation are a problem);
3. **Recognize** that accenting and intonation can cause meaning to vary significantly; and
4. **Respect** both verbal and nonverbal communication formalities and styles, and watch for any changes in body language.

A.S.K the Right Questions

Attitude

Enhance understanding of attitudes, behaviors and beliefs of underserved patient populations as an important factor in health disparities.

Recognize the need to screen for cultural barriers to care and/or adherence to treatment plans.

Communicate respect for culture to strengthen the patient-provider relationship.

Skill

Augment observational and listening skills to increase sensitivity to visual or spoken cues.

Empower the patient to teach during the interview process by acknowledging the patient as the subject matter expert on “themselves”.

Know questions to ask to assess the patient’s perspective of the etiology, duration and expected treatment of their condition.

Knowledge

Gain increased understanding of various historical, political and social events and issues that serve as contributing factors to health and health care disparities for underserved populations.

Know health racial and ethnic demographics and distribution of the service area.

Know the underlying factors and barriers that can have an impact on health-related outcomes.

Worlds Apart:
Case 1
Mr. Mohammed Kochi

https://www.youtube.com/watch?v=K5d_iPaUrWw

Mohammad Kochi, a devout Muslim from Afghanistan, had surgery for stomach cancer, but is now refusing the chemotherapy recommended by his physician. His daughter thinks he may fear that the kind of chemotherapy offered will prevent him from observing daily prayer, and wonders if a professional translator might have avoided misunderstandings. *14 Minutes*

Worlds Apart:
Case 2
Justine Chitsena

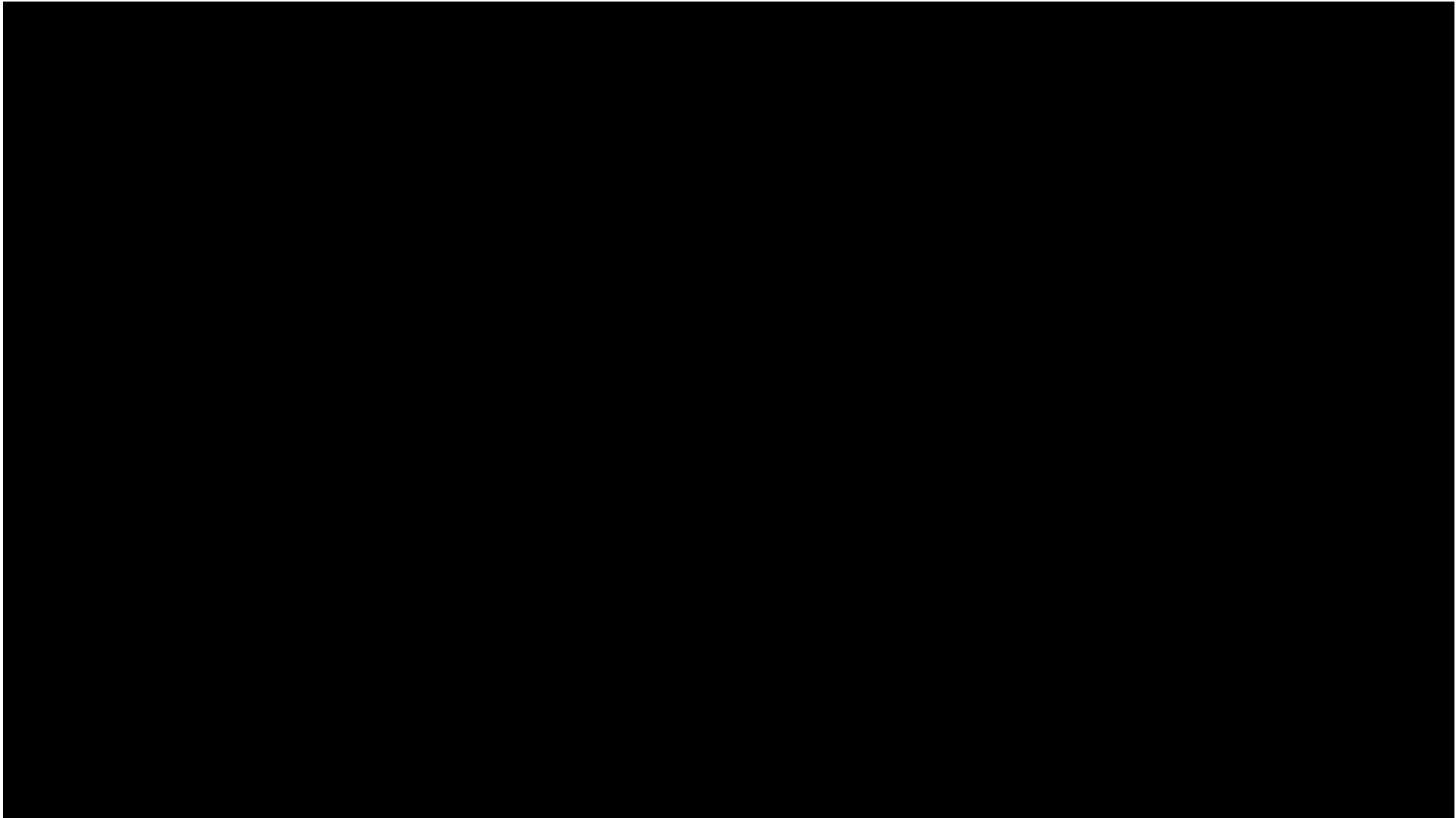
[https://www.youtube.com/watch?v=-
MkOiWJdoTI](https://www.youtube.com/watch?v=-MkOiWJdoTI)

Justine Chitsena needs surgery for a congenital heart defect, but her mother and grandmother, refugees from Laos, worry that the scar left by the operation will damage her in her next reincarnation. They want to seek advice from the local Buddhist temple. *11 Minutes*

Worlds Apart:
Case 3
Mr. Robert Phillips

<https://www.youtube.com/watch?v=p8u0fx7sa-Q>

Robert Phillips, a health policy analyst who is African-American, believes he's likely to wait twice as long as a white patient for his needed kidney transplant. He's looking for a new nephrologist – someone who will be more sensitive to his concerns. *10 Minutes*



Seeing Through the Patient's Eyes

Different Attitudes Toward Disclosure

Issues of Trust between Patient and Provider

Degrees of Frankness

Nature of the Information

Age or Gender of the Informant

Perceived Value of Cultural Norms or Home Remedies

Explanatory Models

1. What do you think caused your problem?
2. Why do you think it started when it did?
3. What do you think your sickness does to you?
4. How severe is your sickness? Do you think it will last a long time, or will it be better soon in your opinion?

Explanatory Models

5. What are the chief problems your sickness has caused for you?
6. What do you fear most about your sickness?
7. What kind of treatment do you think you should receive?
8. What are the most important results you hope to get from treatment?

Making the Business Case

Quality Improvement

- Increased Adherence

Risk Reduction

- Increase Understanding

Cost Efficiency

- Decreased Reliance on Emergency Rooms Visits

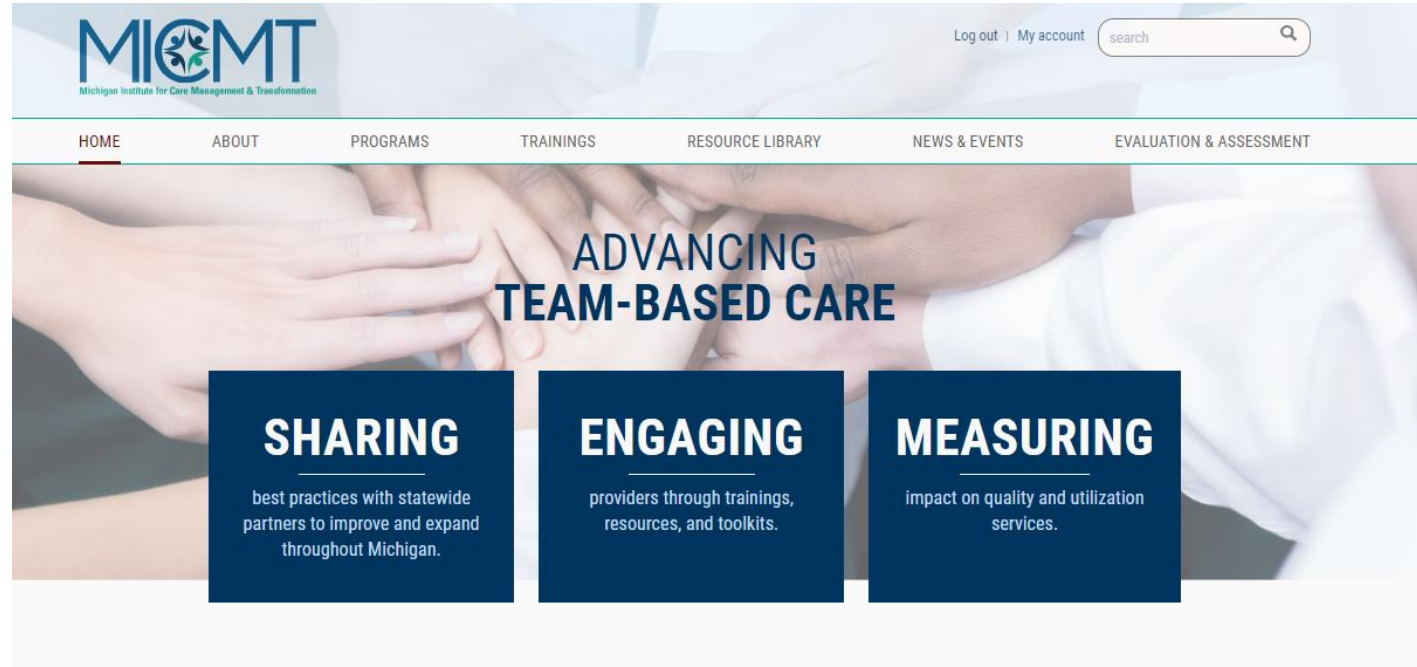
Patient Satisfaction

- Increased Utilization of Patient Focused Care

Thank you!

MICMT Resources

<https://micmt-cares.org/>



MICMT Contact: micmt-requests@med.umich.edu



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