



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

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

All links last accessed on October 17, 2010