



The Development Center

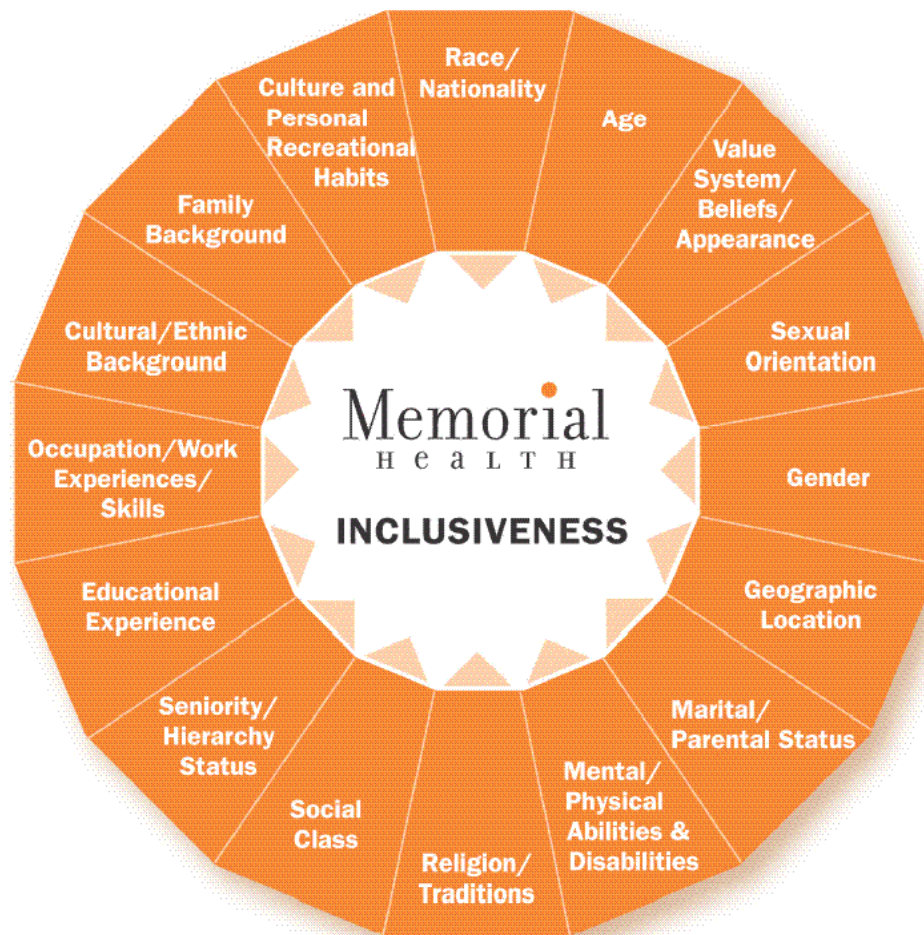
Cultural Competency in Healthcare

What is Cultural Competency?

Cultural competency is the ability to *systematically* anticipate, recognize and respond to the varying expectations (language, cultural & religious) of patients, physicians, and employees of diverse backgrounds.

Healthcare providers will increasingly have to communicate with and treat patients of varying background, preferences, and cultures.

Here are some areas of inclusion at Memorial Health.



Different Medical Models

<i>Medicine Model</i>	<i>World Health View</i>	<i>Approach to Healthcare</i>
Western Biomedicine (Cartesian Model/Germ Theory) European, Euro-American	"Allopathic" (dualistic) philosophy – system of medicine that embraces all methods of proven treatments.	Intervention comes in the forms of repair by surgery, treatment with drugs, or the replacement of defective parts.
Body and Forces of Nature African, African-American, Native American, Hispanic, Arab	"Naturopathic" Direct connection between the body and forces of nature	<ul style="list-style-type: none"> • Fatalistic view with a supernatural entity in control (God, Allah). • Utilize treatments provided by nature such as herbal remedies • Use of traditional healers
Whole Body Approach Asian, Asian-American, Polynesian, Native American	"Homeopathic" (holistic) Medical philosophy in which the person, not the disease, is treated. Mind-body relationship.	<ul style="list-style-type: none"> • Hot/cold theory • Use of traditional healers • Acupuncture

Become aware...

- Some patients
 - May not feel comfortable being touched
 - Like the entire family to be involved in medical decisions
 - Have diet habits that may not be familiar
 - May not feel comfortable with direct eye contact
 - Have religious restrictions that impact care
 - Have strong beliefs that may not be readily apparent
- Be sure to...
 - Use common words
 - Follow basic rules of grammar
 - Avoid slang
 - Repeat basic ideas
 - Ask others to paraphrase important points
 - Ask open ended questions vs. yes or no

A RESOURCE:

**From the feelbetter
intranet page:**

**Click:
Applications**

**Click:
Culturevision**

Enter: savannah

Enter: memorial1

Language and Interpretation

If a patient does not speak English, remember the following:

- Call Patient Relations at ext. 28581 for interpretation services.
- Do not use family members, especially children, as interpreters. They may not understand complex medical terms, or they may want to shield the patient from difficult news.
- Do not use unqualified interpreters. Using only qualified interpreters:
 - promotes patient safety
 - ensures patient understanding of plan of care
 - ensures patient understands medications
 - protects patient rights
 - increases patient, guest and staff satisfaction