

## **Cultural Competency**

### **Multicultural Issues in Patient Care Delivery**

Failure to recognize and appreciate cultural differences can lead to poor communications, conflicts in care planning and the possibility of misdiagnosis.

#### **Common Myths:**

1. Others should live by our standards and expectations.
2. We should expect others to change their way of life, values or beliefs because we know the RIGHT way!

#### **Reality:**

1. People have a right to their cultural beliefs, values and practices.
2. Cultural differences need to be understood, respected and considered whenever care is delivered.

### **Implications for Patient Care Delivery**

1. Think about your own beliefs, fears, values and prejudices. How do you react/interact with those who are different from you?
2. Recognize that illness and hospitalization have different meanings for different people.
3. Be sensitive to feelings of isolation from family and community that patients may be experiencing.
4. Do not use a patient's first name without their approval, be respectful and courteous.
5. Be aware that a patient may not fully understand what you are saying and be afraid to admit this for fear of looking ignorant.
6. Arrange for an interpreter to clarify patient's understanding of hospital procedures and to allow for expression of feeling's and concerns.
7. Be aware of food preferences and dietary restrictions.
8. Recognize the importance of spirituality and assess religious beliefs.

9. Integrate clergy, healers, and rituals into patient care delivery.
10. Be aware that certain cultures may have difficulty in expressing pain, anger or frustration.
11. Recognize that social isolation, fear and powerlessness may commonly be experienced.
12. Do not condemn or prejudge an entire cultural group based on a negative experience with one person from that group.