

MCST 604 Assignment 7.1 Culturally Competent Care

Watch the video posted in Module 7 and answer the following questions.

1. How did a lack of culturally competent care lead to suboptimal health care for the patient in the video? Describe **three** examples.

1. During check in, the front desk staff member discounted the patient's culture by stating "what's the difference" when the son stated that the father was Haitian and not African American. She also didn't mention the translator when the son stated that the father did not speak English.
2. The nurse wanted to go on break and ignored the protocol of getting a healthcare translator to make sure that there was correct translation. She wanted the encounter with the patient to go as quickly as possible, so she missed important steps such as taking good vitals.
3. Nurse ignored patients call for assistance when the patient was in pain. She stated that "people in this culture are babies when it comes to pain". By ignoring the patients pain it caused more harm and the patient passed out.

2. Describe in your own words at least **five** steps health care providers can take to provide more culturally competent care.

A few ways that health care providers can be more culturally competent are:

1. (Stereotypical Thinking) Dispel the myth that people of color can tolerate more pain. People of color feel pain just as anyone else does. Continuing in this way of thinking keeps POC from getting the necessary medications and care needed.
2. Don't judge a patient for having cultural differences. Understand that what something means in American culture may not be the same in other cultures. Example from video: Whistling is considered disrespectful to elders in the Haitian culture.
3. Be mindful of demographics. Is the office location in an area that is heavily populated with people of Latin decent? If so, consider hiring staff that can speak Spanish to help translate.
4. Don't get offended when a patient expresses the cultural differences. The way that things are done here in this country is not the only way. Be willing to listen and adapt in order to provide better care for the patient.
5. Understand that cultural beliefs impact a patient's care. Be willing to have a conversation with the patient to better understand those beliefs and help them adapt to whatever healthcare regimen prescribed. An example of this from the video was when the patient removed the oxygen mask. His belief was that only people who are extremely ill need oxygen. Once the nurse explained that it was temporary due to his current condition and that she would remove it as soon as it was ok to do so, the patient was at ease.
6. Ask patients what they have done on their own to care for themselves. This may bring out cultural remedies that you can research and find ways to support what they are doing if it is

working for them. If it not working for them, by understanding it you can help them to move from that to a regimen that would be more beneficial to their care.

3. Is the concept of culturally competent care relevant to the medical cannabis field? Why or why not?

Yes, it is relevant in the medical cannabis field and the medical field in general. In the cannabis field healthcare providers need to understand how cannabis may interact with other cultural remedies that a patient is using. Also, they need to understand if cannabis is forbidden in a particular culture and not recommend it. The best way to find out in this scenario is to ask. In the medical field in general health care providers need to look at their own cultures and not be biased when it come to patients that use cannabis as medicine or not be willing to recommend it due to their personal beliefs.