SQ Acute: Care Delivery, Culturally Competent

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Welcome to **SQ**: **Care Delivery, Culturally Competent**. Select START MODULE to begin.

Be sure to click on the interactive elements to advance.

=	Introduction
=	What Is Culture?
=	How to Apply Cultural Sensitivity
=	Negative Outcomes of Not Being Culturally Sensitive
=	Positive Outcomes of Being Culturally Sensitive
K	Module Conclusion

Introduction

Care that is sensitive to culture provides the best medical outcomes.

Equal and fair treatment means that care is the same. Care standards do not change based on the person's culture, age, or sexual orientation.

Care that is **sensitive** to culture **builds trust**.

Care that is **not sensitive** to culture **destroys trust**.

Good quality of care outcomes and important healthcare laws require culturally sensitive care.

This module will review the following:

- The meaning of culture
- How to provide equal and fair treatment to all parties
- The outcome of being sensitive and not being sensitive to an individual's culture

Please look at these important terms.

Select "+" to expand.

Glossary _

Bias

An opinion in favor of or against one thing, person, or group

Bisexual

Describes a person who is attracted to two or more sexes or genders

Cisgender

Describes a person whose sex assigned at birth aligns with their gender identity

Gay

Describes a person who is attracted to the same sex

Lesbian

Describes a gay woman

LGBTQ+

An acronym standing for lesbian, gay, bisexual, transgender, and/or queer

Marginalized

Describes a group of people who are treated as not important

Pansexual

Describes a person who may have sexual attraction to another person of any sex or gender identity

Sexual orientation

How a person defines the gender to which they are physically attracted

Transgender

Describes a person whose gender identity does not correspond with their birth sex

Let's get started!

 \Box

Complete the content above before moving on.

What Is Culture?

Things that make up cultures include the following:

- Group Members Same language, race, or region
- Preferred Communication Defer to older adults, share information through storytelling, nonverbal or silent listening
- **Conduct** Family helps with decisions, person receiving care makes decisions, family makes decisions
- Values & Beliefs Alternate treatments (culture), religion, rituals
- Social Structure Traditional family, extended family, single-parent family, blended family, LGBTQ+ family

Healthcare laws require sensitivity to culture.

Groups that create healthcare laws audit
companies to ensure care standards are
followed.

Choose the best option and select SUBMIT. Which of these should be considered part of culture when interacting with people? Hobbies Profession Preferred communication School history SUBMIT Complete the content above before moving on.

How to Apply Cultural Sensitivity

Fair and equal treatment that is sensitive to culture is key to high-quality person-centered care. Below are some phrases healthcare workers should and should not use when caring for people (Level E).







Consider:

- Using positive terms
- Using person-first language
- Keeping subcultures in mind

Say:

- Groups with increased risk of [negative outcome]
- Person facing homelessness

Do Not Say:

- · High-risk, at-risk
- The homeless
- Minority groups or ethnic groups

 Address the exact group by name

Choose t	he best option and select SUBMIT.
What is th	ne best way to ensure care is culturally sensitive?
	Using positive terms
	Using negative terms only when necessary
\bigcirc	Using second-person language
	SUBMIT

Using proper terms is important in providing care. Person-first language is a way to show respect to individuals receiving care. Here are examples:

Marginalized (Sidelined) Group	Wrong Term	Person-First (Preferred) Term
Disability	Crippled	People with disabilities
Low-income	Poor people	People with incomes below the poverty level
Mental health	Crazy	People who: • Experience depression • Experience trauma, stress, or anxiety Exact medical terms should be used.
Sexuality and gender identity	Transgenders	LGBTQ+ People who are: • Lesbian, gay, bisexual,

Marginalized (Sidelined) Group	Wrong Term	Person-First (Preferred) Term
		pansexual, transgender
		, Q
		This list does not
		include all possible
		terms.

Language is not the only way people communicate.

Consider how different cultures may respond in different ways to nonverbal cues, such as:



Eye Contact: Gestures: Language:

- Eye contact means different things in different cultures. In some, it may be accepted, while in others, it is seen as rude.
- Greetings are different in different cultures.
- Nods mean different things in different cultures.
- Pointing may be an insult.
- Voice, tone, volume, and speed are lost in email or text. Words should be chosen wisely.
- An interpreter should be used when needed.



Complete the content above before moving on.

Negative Outcomes of Not Being Culturally Sensitive

Unfair treatment leads to social and health gaps. Read the questions below the images.



Culture: Are individuals offered care and treatment options that consider their culture?

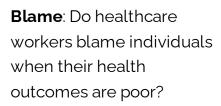


Equal Access: Do healthcare workers consider that some groups of people do not have access to healthcare?



Just Policies: Does the facility have policies and a culture that support health and equal treatment for all?







Layered Bias: Do healthcare workers realize that one person may belong to more than one sidelined group?

What is the outcome of not being sensitive to an individual's cultures?



Lack of healthcare





Wrong medicine or treatment



Lower quality disease screening

CONTINUE



Positive Outcomes of Being Culturally Sensitive

What healthcare workers say to people can help create positive outcomes!

Select each card to view the result.

"I want to help you care for your wound at home."

The person learns.

"You mentioned you can't drive to your doctor's visit. Would bus passes help?" The sidelined individual receives access to healthcare.

"I know Spanish is your first language, so let me call the language line." The person's risk of medical errors, wrong diagnosis, and wrong labs decreases. "Which medicines do you take at home? Did you bring them with you today?"

The person's risk for medicine errors decreases.

"Describe what the pain is like in your leg."

The person's risk of wrong treatment decreases.

"I care about you, and I want to help you take care of your healthcare needs in a way that fits your schedule. How can I help?"

The individual's trust increases.



Complete the content above before moving on.

Module Conclusion

When healthcare staff treats individuals in sensitive ways to culture, the result is improved trust and a higher quality of care.

Unequal and unfair treatment causes harm. To best serve everyone, biases should be put aside and cultural sensitivity should be practiced.



This module has reviewed the following:

- The meaning of culture
- How to provide equal and fair treatment to all parties

• The outcome of being sensitive and not being sensitive to an individual's culture

References

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This is the end of the module. To exit and return to the Activity Details, select **EXIT**.