

Connecting the Two Worlds



Child and Women's Health
Diversity Program

Think About This

“If you want one year of prosperity, grow grain. If you want ten years of prosperity, grow trees. If you want one hundred years of prosperity, grow people”.

Chinese Proverb

Exercise

Cross-Cultural Activity

Outline

- ❑ Introduction
- ❑ The Child & Women's Health Diversity Program
- ❑ The Women's Health Manual
- ❑ Other Projects

Definitions

Government Assisted Refugees:

- o UN convention refugees who are selected abroad and arrive in Canada as Permanent Residents

Group Sponsored Refugees:

- o UN convention refugees who are sponsored by various groups such as churches

Definitions *cont'd*

Refugee Claimants:

- o Individuals who claim asylum in Canada

Refugees Landed In Canada:

- o Individuals whose refugee claims are accepted in Canada

Diversity is all the ways we are unique and different from each other.

Definitions *cont'd*

Cultural Competence is defined as a set of congruent behaviors, attitudes and policies that come together in a system, agency or among professionals and enables that system, agency or those professionals to work effectively in cross-cultural situations.

Cross, Barzon, Dennis & Isaacs, 1989

Purpose

To support, enhance and develop culturally competent health care services.

Program Services

- Clinical Consultation
 - Cultural Competence training/workshops
- Resources
- Community Involvement
- Research and Quality Improvement Projects

Case Examples

Health Impact

- Impact on the family system
- Impact on access to services
- Impact on continuity of services
- Impact on health care professionals

- **Barriers/ Behaviors: Identifying the behavior**
- **Strategies: Responding on the Behavior in a CC manner**

Success Story

“Diversity Change involves emotional growth in the heart, as we develop authentic relationships with people who are different from ourselves”.

Robert Hayles

Clinical Consultation

- Diagnostic
- Care
- Treatment Issues

Cultural Competence

- ❑ Enhance Cross-Cultural Sensitivity
- ❑ Cultural Competent Service Delivery
- ❑ Enhancement of Knowledge and Skills

Access to Resources

- ❑ Availability of Translated and Printed Information
- ❑ Interpretation & Translation Services

Community Involvement

- Ethno-Cultural Community
- Immigrant-Servicing Agencies



Research & Quality Improvement

- Enhance Cultural Competency
- Evidence Based Practice
- Collaboration with the University of Calgary
- Policy Review

Think About This

“Seeking Diversity automatically leads us to excellence, just as focusing on excellence inevitably leads us to diversity”.

William C. Steele

Cultural Competency Check Card

Basic communication tools to ensure cultural competency

Key Questions to Establish a Basis of Understanding

- What do you think may be the reason you have these symptoms?
- Do you have any family or friends who also have this problem?
- What have you tried to get better? i.e. medicines, home remedies, etc (to ascertain if patient is using alternative treatments).
- Have you sought advice from family, friends and religious networks or other people for this problem?
- What kind of treatment are you seeking from me?
- What are the most important results that you hope to achieve in seeking help from us?
- Who would you like to be part of this process (i.e. family, friends, interpreters, healers, community members)?
- Do you understand why you have to come back to the hospital (if follow-up is needed)?
- Do you agree with the diagnosis and recommendations?
- How is this condition perceived in your culture or religion?

Cross Cultural Dialogue Enhancement

A culturally competent clinician strives for impartiality, understanding, empathy, patience, respect and trust.

Speak clearly


- Pitch of voice, rhythm, rate of speech, emphasis, and emotions are all aspects of language that vary among cultures.
- Ensure that the patient understands what you are communicating.
- Offer to write instructions down or repeat them using a trained interpreter.
- Avoid jargon, expressions and complicated medical terminology.

Non – verbal communication

- The meaning of facial expressions and silence varies across cultures.
- Avoiding direct eye contact is a sign of respect in some cultures. Smiling may be a sign of agreement, apprehension or showing of politeness.
- Silence could be used to convey non-acceptance or disapproval, as well as agreement.

Respect different health beliefs

- Do not hesitate to show interest in a cross-cultural exchange of information, i.e. "I am interested to know more about how you view this illness in your family" instead of avoiding the subject or completely ignoring it.

Sponsored by: 

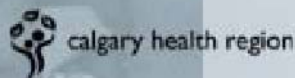
Use all available resources, including:

CHR Interpretation and Translation Services	943-0205
Child and Women's Health Diversity Program	943-7742
Mental Health Diversity Program	297-4900
Ethno-Specific Organizations	See binder
Immigrant Serving Agencies	See binder

Adapted from Cultural Awareness Tool - Understanding Cultural Diversity in Mental Health, 2002 West Australian Trans-Cultural Mental Health Centre, Multi Cultural Mental Health, Australia.

Enhancing Cultural Competency

*A Resource Kit
for
Health Care Professionals*



MULTICULTURAL PRACTICE COMPETENCIES TOOL

JANUARY 2005



This tool is adapted from The Multicultural Counseling Competencies developed by the Association of Multicultural Counseling and Development, A Division of the American Counseling Association, 1988.

Cultural Competent Care and Disparities

Safety	Effectiveness	Cultural Competent Care	Timeliness
<ul style="list-style-type: none">oDiagnosisoTreatmentoMedicationoFollow-upoHealth care environment	<ul style="list-style-type: none">oPreventative careoAcute, chronic and end-of-lifeoAppropriate procedures	<ul style="list-style-type: none">oExperience of careoEffective partnership	<ul style="list-style-type: none">oAccess to careoTimeliness in getting careoTimeliness within and across episodes of care

Development of the Women's Health Tool

- Face-to-face interviews
- Focus groups
- Literature review

Usefulness

- Perinatal Program
- Public Health Nurses
- Best Beginnings Program
- Postpartum and Ante-Partum

Strategies for Professionals

- ❑ Examine your attitudes and beliefs.
- ❑ Discuss with someone you trust how this can impact your work.
- ❑ Advocate on behalf of the families' you work with.
- ❑ Learn and use a few phrases of greeting and introduction in the families' first language.

Strategies for Professionals

- ❑ Make use of visual aids and translated materials to ensure mutual understanding.
- ❑ Repeat important information at least a couple of times.
- ❑ At every encounter provide purpose for a treatment/recommendations or suggested medication.
- ❑ Ask the patient to explain to you what was discussed.

Strategies for Professionals

- ❑ Establish rapport before requesting personal information.
- ❑ Approach discussion of a will with caution.
- ❑ Get used to using different ways of explaining recommendations.

Think About This

When asked when justice would come to Athens, Aristotle replied 'when people who are not victims of oppression are just as angry and concerned about the lack of social justice as those who are.'

For Further Information

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