



Culturally Sensitive Care

MODULE 01

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The goal of this learning module is to help you enhance your nursing knowledge about culturally sensitive care.

What Will I Learn?

By completing this learning module you will learn to:

- Confirm culturally sensitive care and clarify responsibilities for resolving culturally sensitive issues or problems
- Clearly communicate the problem using effective strategies and self-reflection
- Use a collaborative process to create a plan of action to become more aware of culturally sensitive care

How Will I Learn?

- By building on your own nursing knowledge, experience and expertise
- By analyzing case studies to help and reflecting about culturally sensitive care
- By reviewing the College of Nurses of Ontario's Professional Standards and Guidelines
- By applying what you have learned to your nursing practice

Keep a notebook to write down your ideas and answers to the questions in this learning module

Building On Experience

Today, Registered Practical Nurses (RPNs) in Ontario are providing care to populations that reflect a greater variety of cultures than ever before. Cultural diversity is an asset to be cherished and celebrated: it can be a catalyst for generating new ideas, knowledge, partnerships, productivity and creativity.

Understanding a client's culture and diversity, including the impact these differences may have on health and illness, contributes to holistic care and the achievement of optimal health outcomes.

As RPNs, we face diverse and complex clients and families that impact our nursing practice. Sometimes it is unclear as to how best approach diversity as it relates to our clients' cultures. Furthermore, how we identify these issues will have a lot to do with how we best address these situations and resolve them should the need arise.

Reflection

Think of a culturally diverse client situation you have experienced in your practice setting and analyze the issue:

- Who was involved?
- What actions were taken?
- What was the resolution?

Learning from the College of Nurses of Ontario's Standards

"Culture refers to the learned values, beliefs, norms and way of life that influence an individual's thinking, decisions, and actions in certain ways." (Adapted from Leininger, 1991, Culturally Sensitive Care, CNO, 2009)

Client-centered care requires that nurses recognize the client's culture, the nurse's culture and how both of these affect the therapeutic nurse-client relationship. The importance of these cultural elements is emphasized in the College of Nurses of Ontario's practice standard, Therapeutic Nurse-Client Relationship, (TNCR) Revised 2006.

There is no single right approach to all cultures or all individuals with a similar cultural background. The focus of care is always the client's needs. Each client and family situation is unique and requires individual assessment and planning.

A culturally sensitive issue is any problem or situation that:

- Has the potential to put the client at risk
- Interferes with meeting the CNO TNCR standard, employer guidelines or policies

Consider the following when determining if a culturally sensitive situation is a problem.

The following worksheet allows you to capture your ideas!

1. What are the potential or actual risks to the patient?

2. How does this issue conflict with CNO's Standard of Practice? Which Standards?

3. What practice setting or unit policies/procedures are you unable to meet?

4. Who else is affected by this issue/problem?

5. How could you resolve this issue or problem? If you are not able to, who would you go to?

6. What resources might give direction to resolve the issue/problem?

7. What ideas or suggestions can you offer to resolve the problem?