



Culturally Sensitive Care MODULE 02

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FEBRUARY 8, 2015

Assumptions – The Core Tenets of Culturally Sensitive Care

The goal of this learning module is to help you enhance your nursing knowledge of the core tenets of providing nursing care that is culturally appropriate.

What Will I Learn?

By completing this learning module you will learn to:

- Identify the core tenets of providing culturally sensitive care
- Reflect on the core tenets of providing culturally sensitive care in your nursing practice
- Identify if there are other assumptions that should be considered when providing culturally sensitive nursing care

How Will I Learn?

- By reviewing the assumptions that are core tenets of providing care that is culturally appropriate
- By reviewing the case study
- By analyzing the case study and reflecting about assumptions that are the core tenets of providing culturally sensitive care
- By building on your nursing knowledge, experience and expertise
- By applying what you have learned to your nursing practice

Assumptions

Today as nurses strive to provide culturally sensitive care, we must recognize how the clients and their perceptions are both similar and different.

In order to enhance providing client-centred care it is important for nurses to reflect on how their values and beliefs impact the therapeutic nurse-client relationship.

All attributes of a nurse including age, gender, past experiences, strengths and limitations have a direct impact on the interaction with a client.

Through reflection, learning and support, nurses will be better able to strengthen the quality of care they provide to the diverse communities in which we practice nursing and in those communities we serve.

The following assumptions are core tenets of providing care that is culturally appropriate:

- Everyone has a culture
- Culture is individual. Individual assessments are necessary to identify relevant cultural factors within the context of each situation for each client
- An individual's culture is influenced by many factors, such as race, gender, religion, ethnicity, socio-economic status, sexual orientation and life experience; the extent to which particular factors influence a person will vary
- Culture is dynamic; it changes and evolves over time as individuals change over time
- Reactions to cultural differences are automatic, often subconscious and influence the dynamics of the nurse-client relationship
- A nurse's culture is influenced by personal beliefs as well as by nursing's professional values; the values of the nursing profession are upheld by all nurses (review the College's Ethics Practice Standard)
- The nurse is responsible for assessing and responding appropriately to the client's cultural expectations and need

Keep a notebook to write down your ideas and answers to the questions in this Case Study

Case Study:

In preparation for a new hospital move, there was an urgent need to enhance staffing on an acute medical unit. As a result of the significant changes that were going to occur due to the reconfiguring of the Medical Program, a number of nurses decided to leave this unit and post into other internal positions. Due to a lack of internal candidates interested in working on this medical unit, hiring externally for nurses was absolutely essential.

The current medical unit has 44 beds which are located down a long hallway. The nursing unit is divided into two sections, one at either end of the corridor and staff work in either one section or the other. The occupancy rate for this unit is at 110%. There is a high rate of absenteeism and modified work as patient care requirements are demanding. The staff morale is poor as many nurses are leaving.

A decision was made to hire a total of 24 nurses, the majority of which were graduates from the International Nursing Program at the local community college and university. These nurses completed their orientation and began their tours of duty however, there were language barriers, differences in practice, poor communication, and cliques started to form amongst the international nurses and they began taking their breaks together.

A staff meeting was held with the Manager and Professional Practice Leader to discuss how to improve team work, communication and support for the nursing staff. During the meeting it was evident some nurses did not understand the unique needs of the international nurses and the challenges they were experiencing in transitioning to this busy medical unit.

Reflection

Based on the information presented in this case study:

1. What are some assumptions the nurses have made?
2. What are some potential strategies to help you and your colleagues support the international nurses?
3. Do these nurses have a culturally sensitive practice issue or the potential for a problem?
4. In your analysis, identify the Professional Standards that are not being met in this situation.
5. Review this case with a colleague and discuss your results.

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 patients if this situation does not get resolved?

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

3. What practice setting or unit policies/procedures are nurses 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?