



Culturally Sensitive Care MODULE 08

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Developing an Approach to Care

The goal of this learning module is to identify elements of providing culturally sensitive care through the development of a comprehensive plan of care.

What Will I Learn?

By completing this learning module on Developing an Approach to Care you will learn how best to develop a plan of care that is individualized to meet the client's needs:

- Identify key questions to discuss with the client to develop a comprehensive plan of care that reflects the client's cultural needs
- Identify the importance of assessing clients
- Identify key questions to determine relevant cultural information

How Will I Learn?

- By reviewing the content provided relating to developing an approach to care and how a nurse will utilize this as part of the therapeutic nurse-client relationship
- By reviewing the case study
- By analyzing the case study and reflecting on the content and how it relates to your values and beliefs
- By utilizing your nursing knowledge, experience and expertise to determine if there are other alternatives or approaches
- By applying what you have learned in this module to your nursing practice

Assessment

One of the most important aspects of nursing care is to ensure that we conduct a comprehensive plan of care to meet client needs. Nurses are expected to collaborate, communicate and facilitate a therapeutic nurse-client discussion to ensure a detailed plan of care reflects client needs.

The plan of care is individual and needs to include the influential factors associated with the client's unique culture. Conducting a comprehensive cultural assessment ensures that the client's needs are discussed, documented and shared with the other members of the inter-professional healthcare team.

As nurses assessing clients, it is very important to ensure that we obtain relevant cultural information to develop a comprehensive plan of care.

The use of key questions that are framed in an "open-ended" approach will allow the client opportunities to explain and provide further detail if required.

The nurse needs to listen with respect and remain nonjudgmental with the information being shared. It is equally important to pay particular attention to your "non-verbal" communication also, for example:

- Posture
- Arms and how they are positioned
- Facial expressions
- Eye contact

The following key questions can be integrated into any assessment to bring out relevant information about the client's culture (Adapted from Kleinman, et. al, 1978)

1. What do you think has caused your problems?
2. Why do you think the problem started when it did?
3. What do you think this sickness does to you?
4. What are the major problems the sickness has caused?
5. What have you done for the illness until now?
6. What kind of treatment do you think you should receive?
7. Is there anything else that could be done either by you or by others? (e.g. family, priest)
8. What are the most important results you hope to achieve from these treatments?
9. What do you fear most about your sickness?
10. What do you fear most about your treatment?
11. Who should be consulted or involved in your care?

Case Study

Keep a notebook to write down your ideas and answers to the questions in the following case studies

The Situation: A 38 year old woman is admitted to your hospital and she is in an inpatient medical unit. During her hospital stay, she expresses significant concern about her partner's ability to care for her children now and when she is discharged home. She knows that given her condition, she will require additional support to manage her three children when she gets home.

The nurse suggests to her that perhaps it would be a good idea to plan a family meeting and she would be happy to contact her husband for her. The nurse also suggests that the invitation include her mother, sister

and any other family member she feels would be potentially helpful. The nurse knows that her mother has been very concerned about her daughter as she called frequently to ask how she was. The client was surprised to hear this.

Reflection

Based on the information presented in this case study:

1. What are some strategies the nurse should consider to manage this situation?
2. Does this nurse have a culturally sensitive practice issue or the potential for a problem?
3. In your analysis, identify the Professional Standards that are not being met in this situation.
4. Review this case with a colleague and discuss your results. Consider the following when determining if a culturally sensitive situation is a problem.

Discussion

It is important to note that the nurse made some assumptions in this situation as part of her assessment. The nurse assumed her partner was a male. She also assumed the relationship with her mother was one that appeared to be supportive due to the number of calls she made to inquire about her status.

For many couples in a homosexual relationship, the issue of family can be extremely sensitive not only for the client but for the family members also.

As nurses we must be cognizant to the fact that 'family' may have different meanings and interpretations based on their individual circumstances. For some clients, 'family' is often their chosen family as opposed to kin.

By using the word 'partner' and asking the client who would be appropriate for a family meeting, the nurse shows openness and a nonjudgmental attitude at all times.

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 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 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?