



Culturally Sensitive Care MODULE 09

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Establishing Mutual Goals

The goal of this learning module is to identify the importance of ensuring the client is central to integrating cultural preferences into a plan of care.

What Will I Learn?

By completing this learning module on Establishing Mutual Goals you will learn three modes of action as espoused by Leininger (1991) that will guide us as nurses to ensure we are creative and committed to client-focused care when developing a plan of care for our client:

- Define culture care preservation
- Define culture care accommodation
- Define culture care re-patterning
- 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 integrating these three modes of actions for our clients
- Identify key questions to determine relevant cultural information

How Will I Learn?

- By reviewing the content provided relating to the three modes of action to care and how a nurse will utilize these modes as part of the therapeutic nurse-client relationship
- By reviewing the case studies with each mode of action
- By analyzing the case studies and reflecting on the content and how they relate 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

Culture Care Preservation – First Mode of Action

The first mode of action that will be explored is called “culture care preservation.”

Culture care preservation means making efforts to integrate the client’s preferences into the plan of care when these preferences are important to the client’s physical, emotional or spiritual health.

This approach is especially important and appropriate when the preference carries no risk of harm to either the client or to others.

It does not mean that the nurse agrees with, or endorses the practice for herself/himself or for other clients.

Case Study One – Culture Care Preservation

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

The Situation: A community nurse visits one of her clients in their home who has lost sensation and mobility to their lower extremities. On the nurse’s home visit to provide wound care to burns on the top of her client’s feet due to a spill of scalding water, the nurse discovers a photograph of St. Francis of Assisi covered in Saran Wrap and carefully placed between the layers of bandages covering his foot.

The client explains to the nurse that St. Francis of Assisi is a relic that can prevent or positively influence life’s problems and that St. Francis is known for healing people and animals. He is a firm believer that placing this photograph of St. Francis in the dressings will help the wound heal.

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

In considering the client’s preference, the nurse considers the potential risk of harm. In this situation, the request may seem to be unusual for the nurse, however it does not pose a threat to the client if the photograph of St. Francis is cleansed appropriately and wrapped in gauze.

The important issue here is that the spiritual benefits of the relic to the client should be recognized and respected.

Culture Care Accommodation- Second Mode of Action

The second mode of action that will be explored is called “culture care accommodation.”

In this mode of action the nurse explores ways to honour client choice by minimizing risks or finding ways to overcome barriers.

Often this involves accommodating the key elements of the request, while negotiating with the client to undertake the actions or interventions that the nurse thinks are necessary for a positive health outcome.

Case Study Two – Culture Care Accommodation

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

The Situation: A nurse is caring for an elderly gentleman, newly diagnosed with angina. His physician has prescribed nitroglycerine to manage his angina attacks.

The client shares with the nurse that his illness is caused by the “evil eye,” a glance cast upon him by another to cause his angina. He has his own remedy, a concoction that he believes will lift the curse of the evil eye and rid him of his angina.

This remedy has been a family tradition that has cured all other illnesses and this is very important for him to take.

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

The nurse needs to assess the client’s remedy for any possible health risks like high sodium content and the nurse needs to negotiate with the client to take his nitroglycerine.

This may be challenging, however the nurse needs to be vigilant to potential objections about the client taking his nitroglycerine.

The goal of the plan of care is to ensure that it include the “remedy” for the evil eye, but also includes the appropriate use of the nitroglycerine.

Although the nurse and client may not fully understand each other’s preferences, they are willing to accommodate both interventions.

Culture Care Re-Patterning - Third Mode of Action

The third mode of action that will be explored is called “culture care re-patterning.”

In this mode of action the role of the nurse is to assist clients in developing new patterns that extend beyond the client’s usually way of doing things, while respecting traditional values and beliefs.

Clients and care providers are encouraged to determine how a situation could be handled differently to optimize outcomes for the client, without violating beliefs or standards of practice.

Re-patterning could start with exploring and discussing with the client available options for addressing the situation. The nurse may feel the need to involve other key individuals from the client’s community to help in evaluating the options.

Clients should always make their own choices about adopting any new pattern.

Case Study Three – Culture Care Re-Patterning

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

The Situation: A 27 year old Hindu woman is diagnosed with chronic renal failure and has started peritoneal dialysis. Maintaining adequate protein intake is an essential component of the client's ongoing treatment and animal protein is the recommended source.

Her Hindu religion has encouraged her to eat eggs, chicken and goat all her life. However, since the commencement of dialysis, she has stopped eating these foods altogether and has now become a vegetarian.

She informs the healthcare team that she wants to become a good Hindu so that God will help her with her disease. She says that even though many Hindus eat meat, not eating meat is a more devout way of life and one she wishes to follow.

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 recognize that during a health crisis, clients may revert to more traditional beliefs. The inter-professional healthcare team needs to work with the client to determine the reason for her change in dietary practices.

The goal is not to change her beliefs, but to increase the client's choices about how to achieve adequate protein intake. The team could involve a dietitian to teach the client ways to increase her protein intake from vegetarian sources such as cheese, lentils, nuts, beans, tofu, etc.

The team also needs to help the client explore her perceptions of what caused her illness and the role that her religion plays in her care.

Involving a Hindu priest may assist the client in resuming some intake of animal protein, if she chooses to do so. Regardless of the approach, the ultimate decisions about her diet remains with the client.

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?