



Culturally Sensitive Care MODULE 10

Prepared by:

Donna Rothwell, RN, BScN, MN Wharton Fellow

APRIL 5, 2015

Quality Practice Settings & Culturally Sensitive Care

The goal of this learning module is to assist the nurse in remaining accountable for his/her practice related to culturally sensitive care.

What Will I Learn?

By completing this learning module, the nurse will be able to demonstrate his/her accountability for their practice and be able to provide quality, culturally sensitive care to his/her clients.

How Will I Learn?

- 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

Quality Practice Settings and Culturally Sensitive Care

As nurses we are always accountable for our practice. It is very important for us to provide quality client care when we have a practice environment that supports quality professional nursing practice.

Quality practice environments should:

1. Demonstrate a commitment to diversity in their policies, committees and educational materials
2. Provide access to resources, such as interpretation services and linkages with agencies or groups providing care to specific cultural groups

As nurses we have an obligation to contribute to quality practice settings by:

1. Advocating for systems and resources that support nurses' ability to provide culturally appropriate care
2. Developing formal and informal networks related to culture-specific care

Case Study – Quality Practice Settings & Culturally Sensitive Care

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

The Situation: As a nurse on a very active surgical unit, you have noticed a trend related to the clients in your care. The trend you have identified is that there is a diversity of cultural backgrounds based upon this client population you are caring for post-operatively.

The policies and procedures that are currently practiced require the nurse to conduct routine assessments on his/her patients on a regular basis as per best practices and established protocols. However, you have noticed that with many cultures, this routine practice appears to infringe on the clients' privacy and their own cultural routines following a surgical procedure.

As a new graduate you are reluctant to raise this issue and are unsure of who you should approach to discuss this concern further.

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

As a new graduate, it is always difficult to navigate the system and determine the best approach to managing complex situations. In this case, it is important to escalate your observations in order to recognize the cultural diversity within your practice environment.

A colleague and/or your immediate supervisor need to be approached to discuss your findings so that the current policies, procedures and protocols can be reviewed to reflect cultural diversity.

You have now been asked by your manager to raise this issue at the next unit council meeting and share your observations. She has also asked you to review the current policies, procedures and protocols to ensure that they are reflective of an appropriate cultural assessment.

These policies, protocols and procedures should be shared with Nursing Councils within your practice setting to enhance culturally diverse patient care.

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?