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Patient Care News

April 2015

Principles of Cultural Competence

Sponsored by the Cultural Competence and Communication Committee

The following is from a series of articles to raise awareness and knowledge of cultural competence. Although it is taken from a nursing reference, it has meaning for any healthcare giver.

PART 4 OF 10:

Barriers to Equitable Care

An awareness of personal factors that have an impact (consciously or unconsciously) on patient care is an important component of cultural competency for nurses. Becoming aware of individual attitudes, beliefs, biases, and behaviors that may influence patient care can help nurses improve access to care and quality of care and, ultimately, improve health outcomes for their patients.

Among the more prominent barriers to equitable care are language barriers and access to care. Language barriers have been found to decrease the quality of care and lead to serious complications and adverse clinical outcomes (Grantmakers in Health, 2003). For example:

- Asthmatic patients who do not speak the same language as their physicians were found less likely to keep scheduled office appointments and more likely to miss follow-up appointments and use the emergency room instead.
- A survey of health care providers in Miami, Los Angeles, New York City, and Houston has revealed that language difficulties were a major barrier to immigrants' health care. Language difficulties also posed a serious threat to medical care since clinicians could not obtain information to make good diagnoses and because a patient might not understand his/her prescribed treatment.
- Data also suggests that serious side effects may happen when a physician is unable to communicate effectively with a patient and take an accurate history (Grantmakers in Health, 2003).

In a 2006 report from the Foundation for Child Development, more than half of New York City's Haitian, Russian, and Hispanic first-generation immigrants interviewed said that language barriers led to reduced quality care for their children. Participants reported that limited English language proficiency led to discourteous treatment, partial disclosure of symptoms, and partial comprehension of medical information and instructions (Weiss, et al., 2006).

Access to care is also an issue among minority communities. The percentage of the population that does not have health insurance varies among groups: 11% for Whites, 19.7% for African Americans, 29% for American Indians/Alaskan Natives, 16.8% for Asian Americans, 21.8% for Native Hawaiians/Other Pacific Islanders, and 32.7% for Hispanics (U.S. Census Bureau News, August 2005).

15% of Hispanics say that they or another member of their household did not get medical care that they needed in the past year (Kaiser Family Foundation & Pew Hispanic Center, 2002).

American Indians/Alaskan Natives are more likely than Whites to have gone without a medical or dental visit in the past year. 35% of the American Indian/Alaskan Native population is uninsured (Kaiser Family Foundation, 2004).

Taken from: *Culturally Competent Nursing Care: A Cornerstone of Caring*. (2013). Office of Minority Health. U.S. Department of Health & Human Services.



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Celebrate National Nurses Week

East: "Exemplary Professional Practice"

May 4-8, 2015

Monday, May 4th

- Nurses Week Kickoff (Candy Handout)
- Posters Displayed and Judged
Conference Center Atrium
- Trivial Health Care Pursuit E-mail

Tuesday, May 5th

- Certification Celebration
Hoppe Auditorium, 1:00-3:00pm
- Trivial Health Care Pursuit E-mail

Wednesday, May 6th

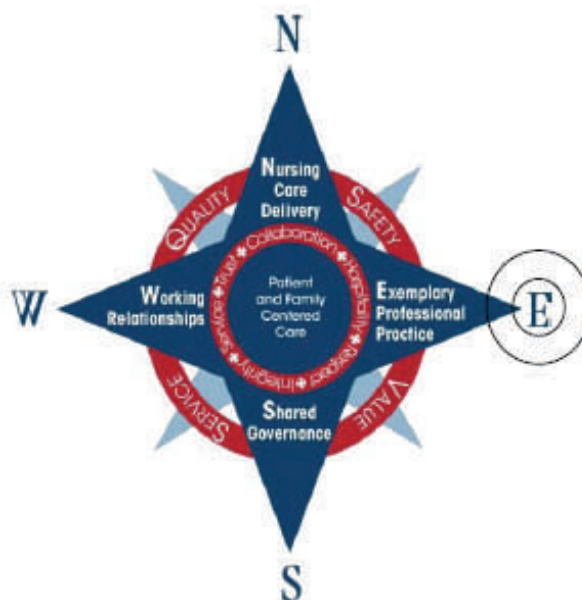
- Trivial Health Care Pursuit E-mail
- Healing Touch Sessions
Willow Room, 9:00am-3:00pm

Thursday, May 7th

- **NURSES WEEK BREAKFAST**
Spruce Room, 7:30am-10:30am
- Free 5 minute Massages
Oak Room, 8:00am-10:30am
- Presentation of Nursing Research, Evidence Based Practice,
Daisy and Poster Award Winners
Spruce Room, 9:30am
- Trivial Health Care Pursuit E-mail

Friday, May 8th

- Unit Prayer for Nurses
- Poster Pick-up



2015 Nurse Week Poster Contest

Nurses Week Theme:
East: "Exemplary Professional Practice"

Poster Categories:

- Evidence Based Practice
- Research
- Performance Improvement
- Education/Innovation



Posters must be submitted by Friday, May 1st (see drop off location below)
They will be displayed in the Atrium of Riverside Conference Center
May 4-8

Poster Guidelines:

- Include title, poster preparer's name, title and unit
- Demonstrate contribution to Exemplary Nursing Practice
- All posters must include citations professionally referenced using APA.
- All posters will be displayed using an upright/on wheels bulletin board; tables **will not** be available for free standing posters.

Category Specific Guidelines:

- EBP poster includes level of evidence to drive practice and preferably process and outcome measures
- Research posters must include: problem, review of literature, purpose of study, data collection, data analysis, conclusions, implications
- Performance Improvement poster must reflect PI model of Plan, Do, Check, Act
- Education/Innovation is an open category. May include a practice change, education, Gallup work, recruitment/retention, etc.

Poster Judging:

Posters will be judged by members of the Nursing Research Committee on Monday, May 4. Prizes will be given in the above categories.

Judging Criteria:

- Follow the above guidelines
- Able to be read clearly from 3 feet away
- Visual grammar guides readers to the important parts of the poster
- Balance of text and graphics to create visual appeal

Please plan to pick up posters from Riverside Conference Center on Friday, May 8

University of Minnesota Research Day

The University of Minnesota's School of Nursing will be hosting the **2015 Nursing Research Day** conference on Friday April 24 from 8 am to 3:30 pm at McNamara Center on the University of Minnesota campus. The theme of this year's Research Day is "Innovations through Nursing Research and Evidenced-Based Practice." Throughout the daylong conference, faculty, students, and community partners will lead concurrent oral and poster presentation sessions showcasing findings from innovative research and evidence-based projects that improve health and quality and quality care.

This year's keynote speaker will be Dr. Pamela S. Hinds, who will present on *What Makes Research Findings Useful: Listening to Patient's Voices*. Dr. Hinds is the Director of the Department of Nursing Research and Quality Outcomes and Co-Director of the Center for Translational Science at Children's National Health System and a Professor of Pediatrics at the George Washington University. For more than three decades, Dr. Hinds has created and led research related to the pediatric cancer experience, quality of life, fatigue and altered sleep during the treatment of pediatric cancers, and end-of-life communication and decision-making, and has published more than 215 peer-reviewed articles.

For more information on Nursing Research Day, visit <http://z.umn.edu/nurserd2015> including how to join the live webcast ([link](#)) of the keynote at 9:00 am.

Online registration for the conference is now open ([link](#)). This activity, Nursing Research Day, will be awarded up to 4.5 [ANCC contact hours](#).



Upcoming Education & Professional Development

April

- 7 Annual Neuroscience Conf; 7:30am-4:30pm; Windfeldt *
- 9 Mental Health Conference; 7:30am-4:00pm; Windfeldt*
- 9 Cross Cultural Health Care Program; 9:00-10:00am; Hoppe
- 14/15 AWHONN; 7:45am-4:30pm; Windfeldt Room*
- 28 5th Annual Communication Tools for Diverse Populations;
7:30am-4:15pm; Windfeldt*

May

- 5 The Longest Loss: Alzheimer's Disease and Dementia;
12:00-4:15pm; Windfeldt*
- 5/6 CCRN (Peds) Certification Prep Course; 7:30am-4:30pm;
Hughes/Mathews Room*
- 6 Oncology Nursing: Planting Seeds of Hope & Healing
Conference; 7:30am-4:45pm; Windfeldt*
- 8/9 HTI Healing Touch Certificate – Level 1; 8:30am-6:00pm;
Windfeldt*
- 11 Innovative Approaches to the Management of Aggressive
Behaviors in Health Care Conference; 8:00am-4:30pm;
Gorecki Center – College of St. Benedict
- 11/12 Stroke Certification Prep Course; 7:30am-4:15pm;
Windfeldt*
- 14 Cross Cultural Health Care Program; 9:00-10:00am; Hoppe
- 20/21 Advanced Trauma Life Support (ATLS); Riverside
Conference Center, SCH
- 21 S.T.A.B.L.E.; 8:00am-4:30pm; Little Birch Room, Melrose
- 21/22 Trauma Nursing Core Course (TNCC); 7:30am-5:30pm;
Monticello
- 26/27 Med/Surg Certification Review Course; 7:30am-4:15pm;
Windfeldt*

*Located at the CentraCare Health Plaza

Clinical Ladder Status

Congratulations on your attainment
and/or maintenance of:

Level IV:

Mollie Greener, RN Bone & Joint

Level III:

Jenine Graham, RN Med 2/MPCU
Paul Friebe, RN Mental Health
Nicole Robinson, RN Surgery
Jane Austing, RN Surgery
Sandra Gilk, RN Surgery
Marci Timlin, RN Surgical 1
Jill Swanson, RN Medical 2
Nicole Kulaf, RN Bone & Joint
Karleen Goebel, RN Bone & Joint
Terri Nicoski, RN Family Birthing

