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2015

## Cultural Competency at the Bedside: Developing a Plan of Care for Limited English Proficiency Patient Populations

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### Recommended Citation

Czech, Jenna, "Cultural Competency at the Bedside: Developing a Plan of Care for Limited English Proficiency Patient Populations" (2015). *Nursing Posters*. 36.

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# Cultural Competency at the Bedside:

## Developing a Plan of Care for Limited English Proficiency Patient Populations

Jenna Czech BSN, RN. Core Charge Nurse. Neuroscience Spine Unit



### What is Cultural Competency?

The ability of health care professionals to understand and respond to cultural and language needs of the patient.

### What is Limited English Proficiency (LEP)?

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient or "LEP."

#### What is our goal?

Improve nursing skills and competency in caring for culturally diverse and limited English proficiency patient populations.

#### What is our focus?

Communication, Resource Utilization, Documentation, & Patient Safety

### When using interpreters:

- Clearly communicate interpreter options to patients:
  - In-person, Video Remote Interpreter (MARTTI), Phone
- Interpreter services are free for our patients- tell your patient this!
- Staff may still request interpreter even if patient refuses.
- Use the Ask Me/Teach Back method for patient education to ensure understanding.
- Family and friends are often over utilized; Family and friends should only be used for basic information.

### Interpreters are required for key events and high risk scenarios such as:

- Admission, medication reconciliation, assessment, informed consent, surgery, explanation of procedures/tests, discharge.

Mode: Expanded	VIEW ALL	08/20/14	0800	Last Filled Value	Purpose of Communic...
Interpreter					Select Multiple Options: (F5)
<input type="checkbox"/> Patient informed there is no fee for the <input type="checkbox"/> Interpreter Method (family can not be Interpreter Services provided to: Interpreter name: Purpose of Communication			Yes ARCH Patient John		Assessment Physician interviews/visit Explanation of patient's diagnosis Explanation of procedures/tests/t Obtain informed consent Explanation of medications presc New diagnosis/significant change Explanation of HOD/POA Discharge/Home Care Instruction Family groups Group therapy 72-hour hold status Other

### Important question to ask:

Is there an unaddressed language barrier?

Early recognition and intervention is KEY!

### Resources to Remember

Diversity Tab on CentraNet

Toolkit to Support Communication and Cultural Competence for Clinical Staff

### When should I use the LEP Care Plan?

Add the Care Plan for ALL LEP Patients

#### Why should I use it?

- Aid in proper utilization of communication and cultural tools and resources
- Provide adequate interpreter services to our patients
- Improve documentation
- Interpreter flow sheet: Every patient, Every time
- Foster supportive culture of safety for LEP patients
- Overcome barriers and strengthen relationships in our increasingly diverse community

Care Plan

- Overview
  - Care Plan Progress Notes
  - Event Log
- Limited English Proficient (LEP)
  - LEP Communication Barrier and/or Cultural Needs
    - Effective communication, considering cultural needs, for optimal health care
  - Problem Interventions
    - Assess preferred language for health care
      - Assess need for interpreter, including anticipating provider communication of key events; identify plan in Care Team Communication
      - Determine most appropriate interpreter method
      - Identify and document effective communication techniques to individualize care
      - Daily assessment for changes in communication needs
      - Identify a support person
      - Education, method of interpreter
      - Education, materials in preferred language
      - Utilizes resources to assist in communication methods
      - Video remote interpreting
      - Phone interpreter
      - In-person interpreter
      - Communication boards
      - Toolkit to support communication and cultural competence for clinical staff
      - Communicate patient language and cultural literacy needs to care team
      - Review interpreter flowsheet for interpretation methods used previously
      - Consider spiritual care consult
  - Cultural Barrier related to Physical Environment
    - Physical environment adapted to maintain safety and meet cultural needs
  - Problem Interventions
    - Assess individual cultural preferences
    - Identify cultural, religious, or spiritual practices/beliefs that may influence care
    - Identify items in the environment that may need to be modified
    - Dietary preference assessment
    - Recognize the importance of cultural variations in personal space, nonverbal communication, and touch
    - Engage patient and loved ones to share information about individual needs, beliefs, and preferences that may influence care.
    - Identify the role language and cultural variations may have on maintaining safety and comfort
    - Consider spiritual care consult (2)