Developing Cultural Competence

Patricia Blonigen-Heinen
CentraCare Health, patricia.blonigen-heinen@centracare.com

Roberta Basol
CentraCare Health - St Cloud Hospital

Follow this and additional works at: https://digitalcommons.centracare.com/nursing_posters

Part of the Other Nursing Commons

Recommended Citation
Blonigen-Heinen, Patricia and Basol, Roberta, "Developing Cultural Competence" (2015). Nursing Posters. 37.
https://digitalcommons.centracare.com/nursing_posters/37
Developing Cultural Competence

Caring for patients from many cultures is an important part of health care today!

**What are cultural competencies?**

They are the skills you use to work well with patients of all cultures. These skills involve:
- Considering every patient’s culture when giving care (values, beliefs, and practices shared by a group)
- Treating every patient as an individual (avoid stereotyping, learn about each patient’s unique views on health care)

**Why learn about cultural competencies?**

Because developing cultural competencies benefits everyone. You can:
- Help patients receive more effective care
- Help your facility meet standards of The Joint Commission
- Improve your job performance

**Cultural Competence and Communication Committee**

1. Responsible to support culturally competent clinical practice related to effective communication and patient- and family-centered care.
2. To review, revise, develop and implement culturally competent clinical policies.
3. Provide input to hospital strategic planning to develop goals for cultural competence.
4. Identify cultural competence performance improvement opportunities.
5. Implement The Joint Commission cultural competence recommendations and requirements.

**Members:**

- Chelsie Bakken, RN, Quality & Patient Safety
- Roberta Basol, RN, Co-Chair, ICSC & Clinical Practice
- Patricia Blonigen-Heinen, ETC
- Jenna Czech, RN, Neuroscience/Spine
- Adrian Devos, PCE, ETC
- Rhonda Fleder, RN, Telemetry
- Michelle Hennessen, Information Systems
- Ayanti Jana, RT, Respiratory
- Andrea Koshiol, RN, Surgical Care 1
- Mary Loecken, RN, Patient Care Support
- Michele Meyer, RN, Digestive Center
- Rosemond Owens, Co-Chair, Health Literacy/Cultural Competency Specialist
- Kathleen Plueger, RN, Center for Surgical Care
- Susan Putzke, Spiritual Care
- Katherine (Katie) Schulz, RN, Medical One Educator
- Joanna Taposh, Admissions
- Holly Zeilhofer-Taci, RN, Family Birthing Center

**References**


**Being Culturally Competent**

Developing cultural competencies does not mean knowing everything about every cultural group you work with. It does mean:
- Being aware of cultural factors
- Taking appropriate steps to learn about each patient, such as asking questions.

*Developing the cultural competencies needed for your job means you can help patients of all cultures feel better about their care.*

**Communicate effectively.**

- Listen to how the patient talks about his or her condition.
- Ask indirect questions, if needed.
- Look for clues.
- Ask how the patient prefers to receive information.
- Talk with others who know the patient.
- Ask for the patient’s views on treatment.
- Use interpreters effectively.

**Consider other factors that may affect care.**

- Age
- Gender
- Sexual orientation
- Socio-economic status
- Presence of a physical or mental disability

**Effective communication is the cornerstone to ensuring you reach the community you serve, providing the highest quality of care and services and advancing health equity at every point of contact.**

**Poster Developed by:** Patty Blonigen-Heinen LSW and Roberta Basol MA, RN, NE-BC