Improving Nursing Skills in Caring for Culturally Diverse Patients

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Purpose Statement
The purpose of this project is to improve nursing competency in caring for culturally diverse populations within St. Cloud Hospital through nursing education and initiation of a care plan related to Limited English Proficiency (LEP) patient populations.

Synthesis of Evidence
- Majority of literature Grade B, C, D, and E
- Joint Commission Roadmap for Communication supports guidelines for cultural competency assessment, interventions, and skills to impact nursing care delivery.
- Roger’s Method of Evolutionary Concept Analysis: Cultural Competence Campinha Bacote instrument inventory for assessing the process of cultural competence among health care professionals.
- TSET tool reliable and valid for measuring transcultural self efficacy in undergraduate nurses.
- As a part of individual care planning, it is important to use interpreters and for organizations to have guidelines developed for access.
- A formal care plan for a diverse populations can promote respectful and excellent care for every patient.
- Addressing barriers prior to implementing nursing education programs is vital.
- Focus Groups, a powerful tool for gathering qualitative data, can advance patient advocacy in a changing health care climate.
- Self assessment tools and guidelines are considered helpful in addressing barriers and developing a culturally competent staff.
- Agency for Healthcare Research and Quality: Best Practice Safety for LEP patients.
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EBP Practice Change
- Initial house-wide LEP Performance Improvement (PI) reports were developed and evaluated. Determined that existing interpretation tools were under-utilized and under-documented.
- Held LEP Focus Groups with target populations.
- Surveyed pilot unit (Family Birthing Center- high LEP patient population) to address current needs and barriers.
- Created and implemented an individualized care plan to be added and utilized for all LEP patients in order to improve our current process, streamline care, and meet standards of compliance (Practice Change). Project approved by Clinical Practice and Clinical Documentation Committees.
- Mandatory Cultural Competency education was designed for all staff nurses focusing on care plan use, bedside clinical assessments, communication, physical environment, safety, resource utilization, documentation, and interpreter use (computer based training modules, posters, emails, tip sheets, live presentations).
- Admission and Interpreter documentation flowsheets updated.

Evaluation
- LEP PI reports have been monitored on a quarterly basis since October, 2013. Continue to report quarterly on house-wide analysis of data, and recommend actions to achieve further improvement.
- Monitor outcomes on individual inpatient nursing units through an Interpreter Usage report. This process of daily monitoring by clinical resource nurses evaluates implementation through an individualized standard LEP care plan. This is instrumental in continuing to improve practice. This process allows education in real time to increase compliance with interpreter utilization, meet documentation standards, and ensure LEP Care Plan activation. Nurses report observable improvement in their ability to impact quality. Empowering nurses and patients continues to generate positive processes and clinical outcomes for the diverse patients we serve.

Pre/Post Measures

References

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